



It's your move

Aetna Whole HealthSM — Cleveland Clinic plans
You're at the center

Aetna.com
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Is this plan right for your family?

Aetna Whole HealthSM plans are a fresh way of looking at health care. And they might be a new plan option for you during your benefits enrollment period. So how do you know if an Aetna Whole Health — Cleveland Clinic plan is right for you and your family?

Imagine your doctors all working together, all on the same page. Not having to repeat a test you took last week. Or how about a nurse calling to check on your health, even when you're not sick?



With an Aetna Whole Health — Cleveland Clinic plan, you're at the center.

You get a special network of Cleveland Clinic doctors, specialists and hospitals focused on you. With the support of data and analytics,* this care team works together to help you stay well, so you can reach your personal health care goals, reduce duplicate tests and avoid trips to the emergency room and hospital. This can help you save time, and there's less of a chance of getting surprise bills in the mail — so it can help you save money, too.**

Your care team gets to know your health history and what tests you've had. They can also spot gaps in your care and help you get your care plan back on track.

For example, if you have a condition and need further care, here's how your care team may support you:

- Your primary care doctor may write you a prescription and refer you to a specialist in your Aetna Whole Health — Cleveland Clinic network.
- Your care team nurse can show you how to use and measure your medicine.
- If you forget to fill your prescription, your care team may call you.

Your care team may also refer you to support programs where you'll have a nurse care manager to help you.

Aetna Whole Health — Cleveland Clinic network providers can:

- Help keep you healthy and improve your health, not just treat you when you're sick or injured
- Coordinate your care and keep tabs on your prescriptions, lab results, health history and more
- Spot problems and build personalized care plans to treat you
- Encourage you to play an active, informed role in your health and health care decisions
- Help you save time and money by cutting down on unnecessary care and costs

*Under your Aetna Whole HealthSM plan, if your primary care doctor is part of an integrated delivery system, your doctor and other integrated delivery system providers will generally refer you to specialists and hospitals that are affiliated with that delivery system. However, Aetna Whole Health providers that aren't part of the integrated network may not coordinate your care, and the data may not be shared in the manner described.

**Aetna Whole Health — Cleveland Clinic members are not required to choose a primary care physician (PCP), but are encouraged to do so. Aetna Whole Health — Cleveland Clinic members DO NOT need a referral from their PCP to see a specialist.

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What's included?

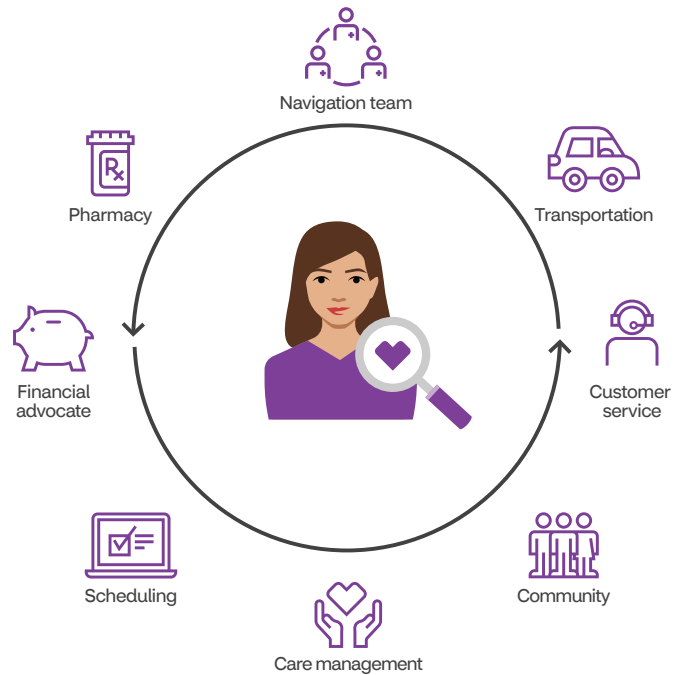
Through the Aetna Whole HealthSM — Cleveland Clinic plan, you will have direct access to Cleveland Clinic's clinical team and their Navigators.

Your clinical team:

- Coordinates all of your care across all Cleveland Clinic providers and locations
- Helps with communication, accessing and sharing your medical record (including tests) with all your care providers
- Cares for you along a defined care path of the highest levels of success

Your Navigators:

- Welcome you to the Cleveland Clinic and reach out with everything you need to get connected to your circle of care. Aetna Whole Health members will receive a direct phone number to the Navigators.
- Introduce you to your primary care provider and set up your appointments.
- Remove the complexity of getting the right care at the right time.
- Connect with you based on your preferences — email, mail, call, virtual, MyChart, etc.
- Provide centralized financial and claims issue resolution.
- Link you with your benefits.



With Aetna Whole Health — Cleveland Clinic plans, the quality of care you receive, and the experience you have, is maximized when your entire care team knows the full story — your story. By better understanding the unique issues each of our patients face, we are better able to manage the population holistically by:

- Getting you on the right path to treatment, the first time around
- Giving you access to, and transparency with, your entire care team through tools like Epic and MyChart
- Offering proactive care coordination and navigation to engage patients in the right care, at the right time, and in the right location

Cleveland Clinic network coverage area

The network includes:



1,800+
primary
care providers



8,200+
specialists



15 hospitals



**4 rehab
hospitals**



35+
express/
urgent care
centers

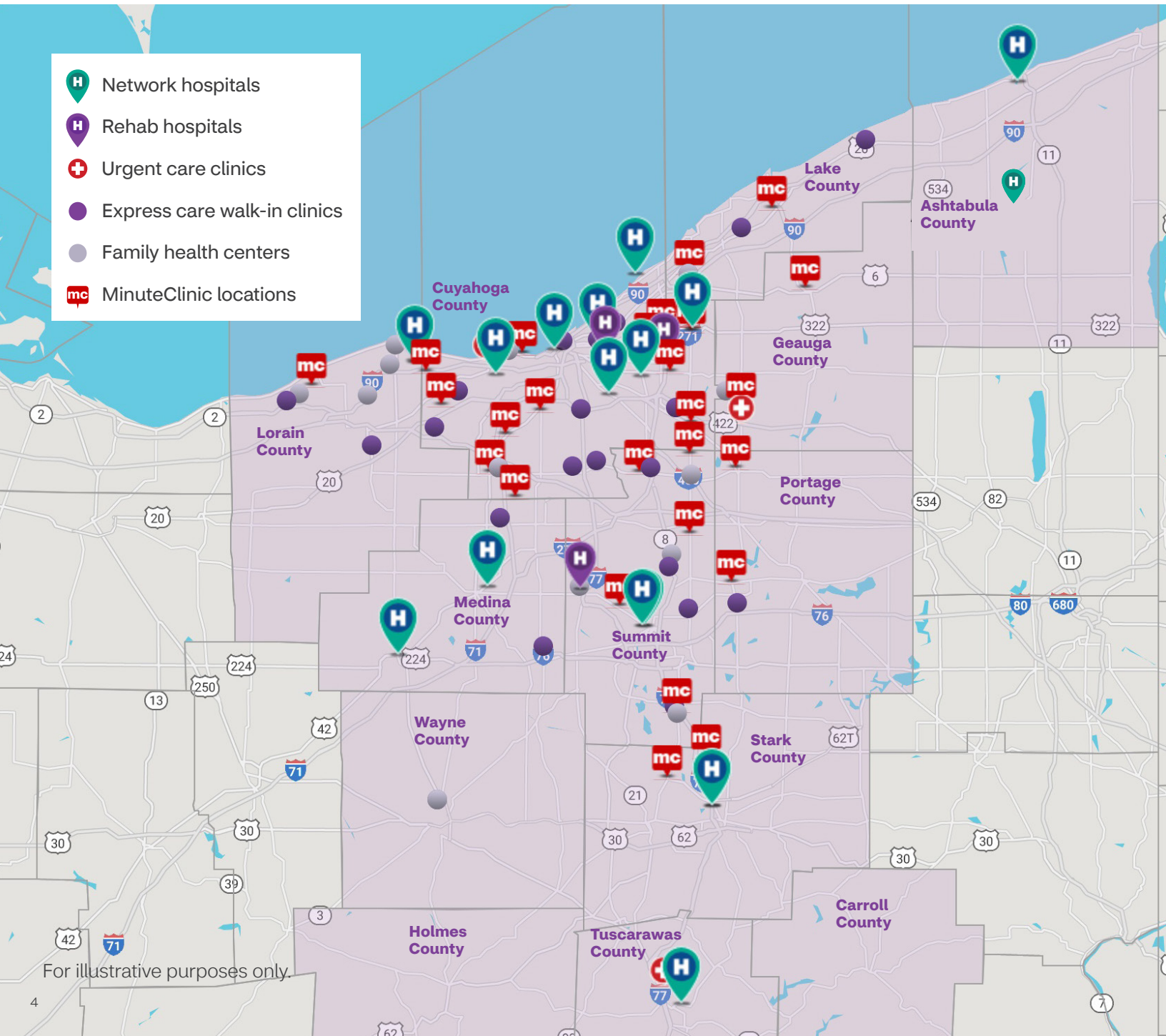


25+
MinuteClinic[®]
locations




















30
family health
centers

Visit [Aetna.com](https://www.aetna.com) for the most up-to-date information on doctors and facilities.





For illustrative purposes only.

Cleveland Clinic hospitals

		ZIP	City	Address
 Cleveland Clinic Akron General		44307	Akron	1 Akron General Avenue
 Cleveland Clinic Rehabilitation Hospital — Edwin Shaw		44321	Akron	4389 Medina Road
 Cleveland Clinic Avon Hospital		44011	Avon	33300 Cleveland Clinic Boulevard
 Cleveland Clinic Rehabilitation Hospital — Avon		44011	Avon	33355 Health Campus Boulevard
 Cleveland Clinic Rehabilitation Hospital — Beachwood		44122	Beachwood	3025 Science Park Drive
 Cleveland Clinic Mercy Hospital		44708	Canton	1320 Mercy Drive
 Cleveland Clinic Children's Hospital for Rehabilitation		44104	Cleveland	2801 Martin Luther King Jr. Drive
 Cleveland Clinic		44195	Cleveland	9500 Euclid Avenue
 Cleveland Clinic Fairview Hospital		44111	Cleveland	18101 Lorain Avenue
 Cleveland Clinic Lutheran Hospital		44113	Cleveland	1730 West 25th Street
 Cleveland Clinic Union Hospital		44622	Dover	659 Boulevard Street
 Cleveland Clinic Euclid Hospital		44119	Euclid	18901 Lakeshore Boulevard
 Cleveland Clinic Marymount Hospital		44125	Garfield Heights	12300 McCracken Road
 Cleveland Clinic Akron General Lodi Hospital		44254	Lodi	225 Elyria Street
 Cleveland Clinic Hillcrest Hospital		44124	Mayfield Heights	6780 Mayfield Road
 Cleveland Clinic Medina Hospital		44256	Medina	1000 East Washington Street
 Cleveland Clinic South Pointe Hospital		44128	Warrensville Hts	20000 Harvard Road

Additional hospitals

		ZIP	City	Address
 Akron Children's Hospital		44308	Akron	One Perkins Square
 Ashtabula County Medical Center		44004	Ashtabula	2420 Lake Avenue

Frequently asked questions

Q: How's this plan different from other plans?

A: First, you'll have access to a special network of primary care doctors, specialists and hospitals focused on you. Your care team will work with you to help keep you healthy or improve your health.

Second, like other health plans, your Aetna Whole HealthSM doctors and hospitals get a fee for their services. Under the Aetna Whole Health plan, they can also earn more rewards when they meet certain goals. But if they fall short on those goals, they'll make less.

Third, we may share some of your health information with your Aetna Whole Health — Cleveland Clinic providers securely, in compliance with applicable law. The extra data can help them make parts of your care work better. And it can also cut down on duplicate tests or doctor visits that can add to your costs. However, providers who aren't part of the integrated network might not coordinate your care. Also, the data may not be shared in the way described above.

Q: How does it work?

A: First, choose a primary care doctor to lead your Aetna Whole Health — Cleveland Clinic care team.* Your doctor and other health care providers will generally refer you to specialists and hospitals in your network.

Then, electronic health records can help keep you and your care team on the same page. That's because they can keep track of your prescriptions, lab results, health history and more. Having a big-picture view of your health can help them spot gaps in your care. If they find that you're at risk for certain conditions, they can build you a personalized care plan.

Q: How do I know if my current primary care doctor is in the Aetna Whole Health — Cleveland Clinic network?

A: Visit **Aetna.com**** and enter your ZIP code to search for a doctor. Then follow the instructions to search for doctors and facilities.

If your primary care doctor isn't listed in the Aetna Whole Health — Cleveland Clinic network, don't worry. Our Member Services team and your Cleveland Clinic Navigator can help you choose a new doctor to lead your care team once you're enrolled.

* Aetna Whole HealthSM — Cleveland Clinic Members are not required to choose a PCP but are encouraged to do so. Aetna Whole Health — Cleveland Clinic members DO NOT need a referral from their PCP to see a specialist.

** Be sure to check your ID card and search within the Aetna Open Access[®] Managed Choice[®] or Aetna Open Choice[®] POS II plan networks.



Q: Why should I choose a primary care doctor when I enroll?

A: The doctor you choose will lead your care team.* You should see your doctor not only when you're sick, but also for your annual wellness exam. This includes preventive screenings.

Your doctor can also help you find care programs tailored to your needs. They can guide you on important health decisions. And they can help coordinate your care across other specialties and facilities in your Aetna Whole HealthSM — Cleveland Clinic network.

Make the most of your plan.

You can save money and get coordinated care by using Aetna Whole Health — Cleveland Clinic network doctors and facilities.

Find a provider near you. Just scan this QR code with your smartphone to bring you to our directory.



The health plan focused on you.

Sign up for an Aetna Whole HealthSM —
Cleveland Clinic plan today.

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