

Make the most of your retirement



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Questions?

Have questions about your Aetna Medicare Advantage plan? We're here to help. Simply call the number on your Aetna® member ID card or visit **SERS.AetnaMedicare.com** to learn more.

Spread your wings and fly

Sometimes **Feeling Good** requires a change of scenery and that's what this issue is all about. Escape the humdrum of everyday life and do something new, exciting and different for your body, mind and spirit. Bring out the best of you again!

Read on for inspiration, ideas, tips and more with special emphasis on travel and your mental well-being.

Get connected and bring on the benefits

Register for your member website and learn how to get the most out of your Aetna Medicare Advantage plan. Once registered, you can find a doctor or hospital, check your benefits, request a new member ID card, manage your claims and learn about wellness and discount programs. See pages 4–5 to learn more.



Go paperless!

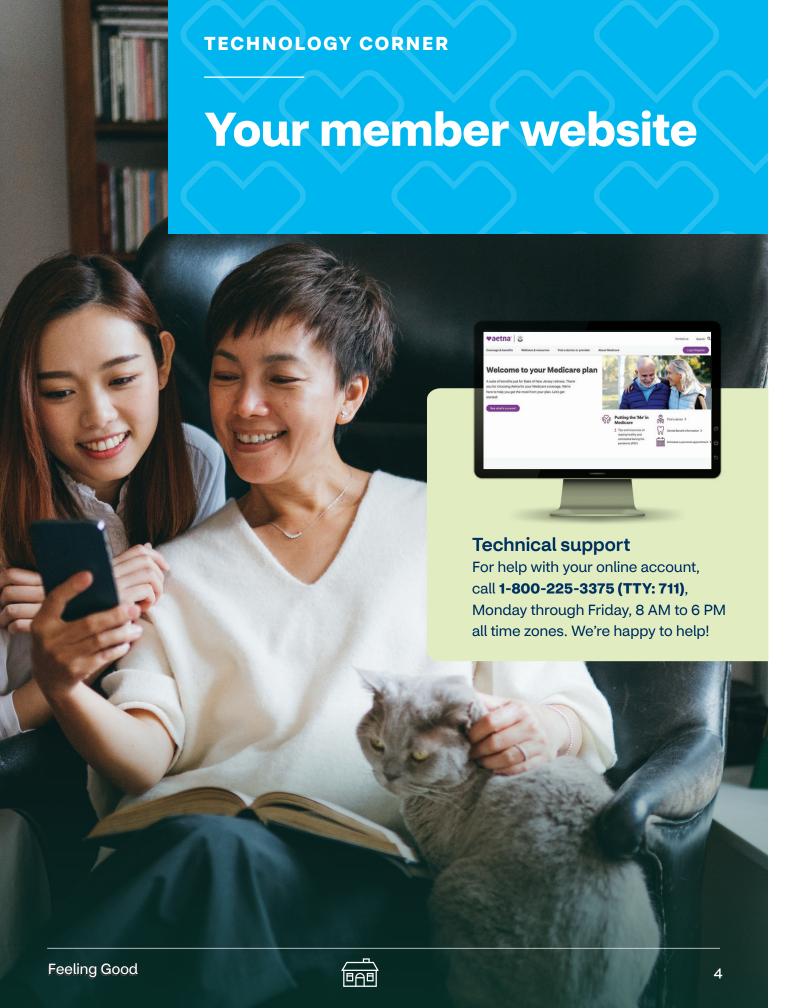
When you choose to go paperless, we'll send you an email so you can easily link to important health plan documents such as Explanation of Benefits statements, forms that allow someone to talk with us about your coverage and more. We also store many of these documents for you on your member website. For questions about going paperless, contact Aetna® Member Services. We're happy to help.



We protect your information

We're committed to earning your trust by safeguarding your personal information. Our tough standards for system integrity and proper training of Aetna® colleagues help keep your private information *private*. Check out our Privacy Center on your member website for more details about how we protect your information.





4 easy steps to register

Visit <u>SERS.AetnaMedicare.com</u> and select <u>Login/Register</u> at the top of the homepage. If you're not already registered for an online account, select <u>Register</u>. Then follow these four easy steps to create an account:



You'll be asked to provide your Aetna® member ID number. This can be found on your Aetna member ID card, welcome letter or any Explanation of Benefits we sent to you.

Validate identity

We'll send you a security code to validate your identity. You can choose how to receive the code, whether it's by text, phone call or email.

3 Create account

You can create an account with a unique username and password.

4 Agree to terms and conditions

To finalize your account registration, please review our terms and conditions.

Now that you've successfully created your account, you're ready to:

Find care

- Find walk-in clinics
- Change your doctor
- See past activity

VE Review coverage

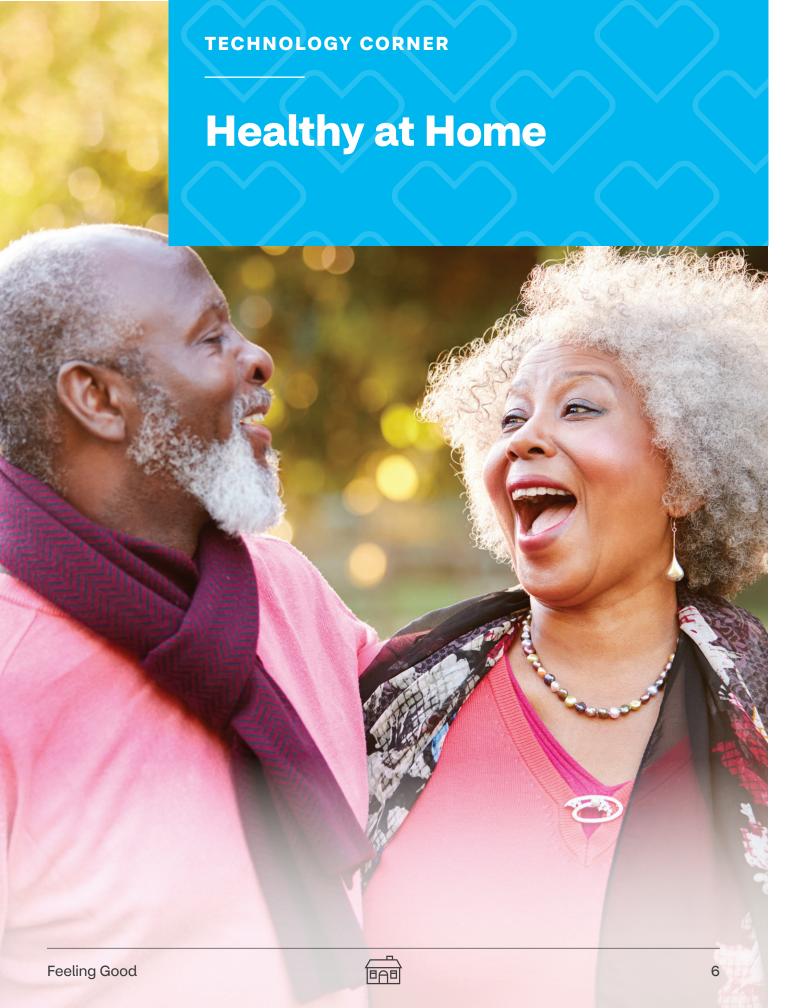
- Get coverage details
- See out-of-pocket costs
- Read doctor reviews

Manage claims

- View and sort claims
- Get claims breakdowns



- Take a health assessment
- Learn about treatment options
- Try health coaching
- Start a wellness program
- Save on gyms, vision care and more



Popular webcast series continues

Be sure to catch these upcoming webcasts featuring celebrity speakers and experts on topics that support you. They are available at no extra cost to you.



Savvy senior travel with Rick Steves by Rick Steves July 29 at 2 PM ET



Find your "Triessence" —
A three-part stress relief plan
by Tessa Todd Morgan

August 19 at 2 PM ET



Good night:
The Sleep Doctor's
program to better sleep
by Michael Breus, PhD
September 9 at 2 PM ET



Plan your estate before it's too late! by Terry Savage October 14 at 2 PM ET



Diabetes, diet & lifestyle: Treatment & prevention by Melina Jampolis, MD November 18 at 2 PM ET

RSVP today

Visit <u>aet.na/healthyathome2022</u> to learn more and register for the webcasts you'd like to attend, or watch a previously recorded one. Watch your email for confirmations and reminders before each new event.

Not able to make a live webcast?

Sign up anyway — after the event, we'll email you a link to watch a recording.



Interested in fitness?
Check out our new series,
Workout Wednesdays
with Curtis Adams at
aet.na/workoutwednesdays

Support for a healthy lifestyle



You could be our next spotlight!

We're looking for Aetna Medicare Advantage members who have had a Healthy Home Visit, enjoy programs such as Resources For Living® or have had a great experience. If interested in sharing your story, contact Aetna® Member Services, by calling the number on your Aetna member ID card.

Enjoying retirement

Nancy Baton is enjoying her retirement after 32 years as a teacher and school principal for the state of New Jersey. She and her husband live in Westfield and have two children and five grandsons.

"To be retired means that you can basically do what you want to do," Nancy explains. "I love the freedom of being able to pick and choose." Nancy thought about all the places she wanted to go to but wasn't able while working. So far, retirement has taken her to Italy, Africa, Peru and France. When at home, Nancy stays active and social with Friday night cards with friends and two book clubs.

Nancy is enrolled in Aetna Medicare Advantage and loves the plan for its wide range of coverage and low copays. "As you get older, you seem to have more doctors. I wanted to stay with the people that I had come to trust through the years. And when I switched to Aetna, I was able to keep those doctors."

Being healthy in retirement is very important to Nancy.

"I do watch what I eat and I try to exercise. Aetna supports me in living a healthy lifestyle." She also participates each year in the Healthy Home Visit program. "They send a nurse once a year to check on your health," she explained. This year, the nurse caught something. "She was a little bit concerned about my circulation in my right leg. So she sent out a test and my doctor called and said, 'I think you should see a vascular surgeon'." Now thanks to the nurse visit, Nancy avoided a potentially dangerous situation and is under the care of a specialist. "I never, would've known that, if the nurse had not come and examined me. So I'm grateful for that."

She recently had spinal surgery followed by physical therapy. "I had a great deal of support from Aetna because they supported what the doctor recommended. And I am now in physical therapy twice a

week... Having the support of Aetna and not having to worry about bills or paperwork, or is this covered . . . I didn't have to have any of that. All I do now is concentrate on my recovery."

Nancy's Aetna Medicare Advantage plan is key to her happy retirement. "Travel is important to me. If you're not healthy, you're not going anywhere. Aetna has helped me stay on track."



My Story

66 Staying healthy is crucial for a quality of life. I did have the surgery, but I'm getting better every day. ... As long as you can move about and feel good and have friends and do things, you can't ask for anything more at this age. 99

> Nancy Baton, Aetna Medicare Advantage member

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Focus on mental well-being



Sources:

Psycom. Anxiety vs. Depression: How to Tell the Difference. Available at: https://www.psycom.net/ anxiety-depression-difference. Accessed November 12, 2021.

American Psychological Association. What's the difference between stress and anxiety? Available at: https://www.apa.org/topics/stress/anxiety-difference. Accessed November 12, 2021.

Centers for Disease Control and Prevention. Depression is Not a Normal Part of Growing Older. Available at: https://www.cdc.gov/aging/depression/index.html. Accessed November 12, 2021.

Healthline.com. Loneliness and Depression: What's the Connection? Available at: https://www.healthline.com/health/loneliness-and-depression#loneliness-turning-into-depression.

Accessed January 7, 2022.

Cleveland Clinic. Stress. Available at: https://my.clevelandclinic.org/health/articles/11874-stress. Accessed January 7, 2022.

The American Institute of Stress. Available at: https://www.stress.org/seniors-and-stress. Accessed January 7, 2022.

O Doctor

O Dentist

Vision

You've checked all the boxes for preventive care. And you've addressed any issues that needed tending. But there's one more aspect of your overall health, and it deserves the same level of attention: your mental well-being. Mental health is nothing to be feared or hidden. It's part of your overall health and quality of life. By practicing self-care, you can better support your physical self and mental health.

Common mental health conditions that affect older adults

One in five older Americans experience some form of mental distress, according to the Centers for Disease Control and Prevention (CDC). Common conditions include:

- Anxiety Can make you jump from one task to another to keep up with your racing thoughts. Anxiety is persistent even when nothing is presently causing you stress.
- Social isolation Social isolation is measurable. If you have little contact with others, you are isolated. It is not the same as loneliness, but it can lead to it.
- Loneliness Loneliness is different for everyone. Some feel lonely in a crowded room, and others feel they need someone to connect with. Anyone can experience loneliness, but sometimes it can lead to depression.

Talk openly about your feelings with your primary care doctor

Your primary care doctor may ask questions about your mental well-being during your annual well visit. This mental health assessment is covered 100% as preventive care under your medical plan. Your doctor can help you get the right care when you talk openly about your concerns.

- Depression A diagnosable medical condition that needs medical care.
 Everyone experiences the "blues" at times. Clinical depression (or major depressive disorder) is bigger than that.
- Stress Only the person experiencing stress can know how severe their stress levels are. Common stressors for older adults include grief and personal loss, unstructured time and physical losses like vision, hearing or mobility.



If you or a loved one need immediate help, the National Suicide Prevention Lifeline provides 24/7, free and confidential support, prevention and crisis resources for people in distress. Call 1-800-273-8255.



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Getting mental health care

Getting mental health care may be easier than you think

Mollie noticed when Ann slipped out of her usual upbeat self when she started skipping their Wednesday card dates. Ann had been under a lot of stress managing the house after her husband passed.

Luckily, Ann's Medicare Advantage plan covers virtual mental health visits with MDLIVE®, so she decided to give it a try. All she had to do was register online, pick a therapist, book an appointment, and when it was time for her session, log in.

Ann found it easy to keep the schedule her therapist set up for her. Her therapist taught her how to work through her stress and grief. She felt better than she had in a long while.

and card partner.



If you or a loved one need immediate help, the National Suicide Prevention Lifeline provides 24/7, free and confidential support, prevention and crisis resources for people in distress. Call 1-800-273-8255.

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Soon, Mollie saw the return of her friend

Everyone has preferences. Choose one that best meets your needs.

Whether you want face-to-face therapy or one of the stay-home options, your Aetna Medicare Advantage plan offers a solution. Check out the following options for mental health care.

Type of visit	Provider options	Benefits limit	Your cost
MDLIVE® virtual visit Have your visit by phone or video chat, anywhere you choose	Choose from a list of MDLIVE providers licensed in your state.	No visit limits	\$0 copay
Telehealth	Some network providers offer telehealth as an option for mental health visits.	Refer to your Evidence of Coverage (EOC) and Schedule of Cost Sharing (SOC) for details on your coverage, cost and rules, or call Aetna® Member Services.	
Traditional face-to-face therapy	Schedule a visit with your provider, or they may refer you to a specialist.	You can also visit your member website to review your benefits online.	



Talk with an MDLIVE mental health professional

Get fast, affordable and convenient access to virtual behavioral health services with licensed therapists and board-certified psychiatrists. You can confidentially meet with an MDLIVE therapist or psychiatrist by phone or video appointment. MDLIVE therapists and psychiatrists are specially trained to treat a number of mental health concerns, including:

- Addictions
- Grief & loss
- Relationship issues

- Anxiety
- Life changes
- Stress management

- Bipolar disorder
- Loneliness
- Trauma & Post Traumatic Stress Disorder (PTSD)

- Depression
- Panic disorders

Here's how it works

- Visit MDLIVE.com/AetnaMedicareBH or download the MDLIVE app to your smartphone or tablet. Follow the prompts to create your account.
- **Choose a provider in your state.** MDLIVE has a network of over 1,000 board-certified psychiatrists and licensed therapists.
- Choose an appointment time that works for you. Appointments can be scheduled, on average, in 7 days or less, including nights and weekends.

Visit MDLIVE.com/AetnaMedicareBH to get started. Or call 1-888-865-0729 (TTY: 1-800-770-5531) to learn more.







Vacations are for your mental well-being



Get information about health concerns in your destination city or country before you travel. Visit CDC.gov/travel for the latest alerts, travel tips and more.

Sources:

WebMD. How Travel Affects Mental Health. Available at: https://www.webmd.com/mental-health/how-travel-affects-mental-health. Accessed March 21, 2022.

AARP. Americans Already Packing Their Bags for 2019. Available at: https://www.aarp.org/

research/topics/life/info-2018/2019-travel-trends.html. Accessed March 21, 2022.

New York Times. Travel's Theme for 2022? 'Go Big'. Available at: https://www.nytimes.com/2022/02/15/travel/trends-spring-2022.html. Accessed March 21, 2022.

AARP. AARP Travel Research: 2017 Travel Bucket Lists. Available at: https://www.aarp.org/content/dam/aarp/research/surveys_statistics/life-leisure/2017/aarp-travel-bucket-lists.doi.10.26419%252Fres.00151.001.pdf. Accessed March 22, 2022.

Travel & Leisure. The 50 Best Places to Travel in 2022. Available at: https://www.travelandleisure.com/trip-ideas/best-places-to-travel-in-2022. Accessed March 22, 2022.

Shake off those everyday stressors — the things you're tired of doing, seeing and thinking — and experience something wonderfully different. Whether your vacation dreams involve a mountain view, a string of museums or a faraway island, getting away is good for your health. And if you've been cooped up far too long, a bit of travel may be just what the doctor ordered.

Refresh your mind

Regular vacations give you the chance to step back and heal from daily stressors, especially when you leave them behind. Travel has been linked to stress reduction and can alleviate symptoms of anxiety and depression. Even an extended weekend getaway can help you to reset and heal.

Boost your creativity

Feeling sluggish? See something interesting. Taste something new. Learn something foreign. Wrap yourself in a different experience and new ideas will flow easier.

Leave your daily routines behind

You may have things you feel compelled to do every day, like housework, watching the news or keeping up with social media. Log off, change your scenery and focus on things you can't do or get at home. Have a massage. Enjoy new cuisine. Learn a new language. Shop for new clothes.

What destination is on your wish list?

Before the pandemic, AARP® surveyed Baby Boomers for their wish list of destinations. Hawaii and Alaska top the list of domestic travel, and international dreams include Australia, Italy, the UK and France.

Since the COVID-19 pandemic began, people consider safety and comfort when choosing their destination goals. The Travel & Leisure Best Places to Travel in 2022 still includes your pre-pandemic favorites:

- Abruzzo, Italy offering old-world cuisine, unspoiled villages and breathtaking scenery.
- Alaska a no-passport-required experience of nature at its finest.
- Burgundy, France the true definition of European wine country.
- Edinburgh, Scotland your perfect match if you enjoy both luxury and history.
- Florida has so much to explore . . . from pristine beaches to wild nature in the Everglades to the seashell-strewn gulf. It can warm you up when you need a change of climate in winter, too.
- **Grand Canyon in Arizona** unmatched in its majestic views and has been an American favorite since its discovery.
- Lanai, Hawaii one of the smaller Hawaiian islands with regular sights, like sea turtles and humpback whales, an offshore shipwreck, rock towers and more.
- Las Vegas, Nevada just opened several brand-new hotels and villas on the strip.
- **Queensland, Australia** the gateway to the Great Barrier Reef with indigenous day trips available for the nature-minded.
- **Redwood Forest in California –** home of the tallest trees on the planet, is a must-see adventure for everyone.





Highlight or circle the answers you think are correct. Then look on page 30 to see if you're right!

The COVID mask requirement is lifted worldwide.

True

False

Aetna® Medicare plans cover medical services in other countries. **True**

False

- 3 Where is the best place to pack your prescription medicines?
 - a. Purse, pocket or backpack
 - b. Carry-on luggage
 - c. Checked luggage
- 4 How far in advance should you get vaccinations if needed, before traveling?
 - a. 1 week
 - **b.** 2–4 weeks
 - **c.** 4–6 weeks
- 5 Should you call your own doctor if you get sick in another country? **Yes No**
- 6 Should I tell the nearest U.S. Embassy or Consulate about my planned vacation? Yes No
- 7 Who can I tell about my plans to be away from home?
 - a. Post it on social media
 - **b.** Tell a trusted neighbor
 - c. Tell a family member or trusted friend
 - d. b or c



Join us for "Savvy Senior Travel with Rick Steves" webcast

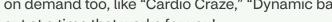
When: July 29 at 2 PM ET

How: Visit <u>aet.na/healthyathome2022</u> to register or watch it later if you missed it.





AARP. Play Pickleball for Health Benefits. Available at: https://www.aarp.org/home-family/ friends-family/info-2018/pickleball-health-social-emotional-benefits.html. Accessed March



If you're a more active person, you may enjoy a growing new sport called pickleball. It's a racquet sport similar to tennis, but typically played on a small court, so your movement needs are also small, like that of badminton or ping pong. The paddle is also more like that in ping pong. And the average game

Pickleball is good for your health

- It's aerobic so it can help lower your blood pressure and cholesterol.
- It's a stress reliever, which can help lower your risk of depression.
- It's fun and can help make exercise a habit.
- Two to four players can help you stay social.
- The movements can help strengthen and maintain your reflexes and balance for longer independence.

Visit USAPickleBall.org to learn about the rules, or Places2Play.org to find a pickleball court near you. No court close by? No problem — as long as there's a tennis court nearby, you can play pickleball.

Consult with your doctor before starting any strengthening or exercise program.



It's not too late to join Workout Wednesdays!

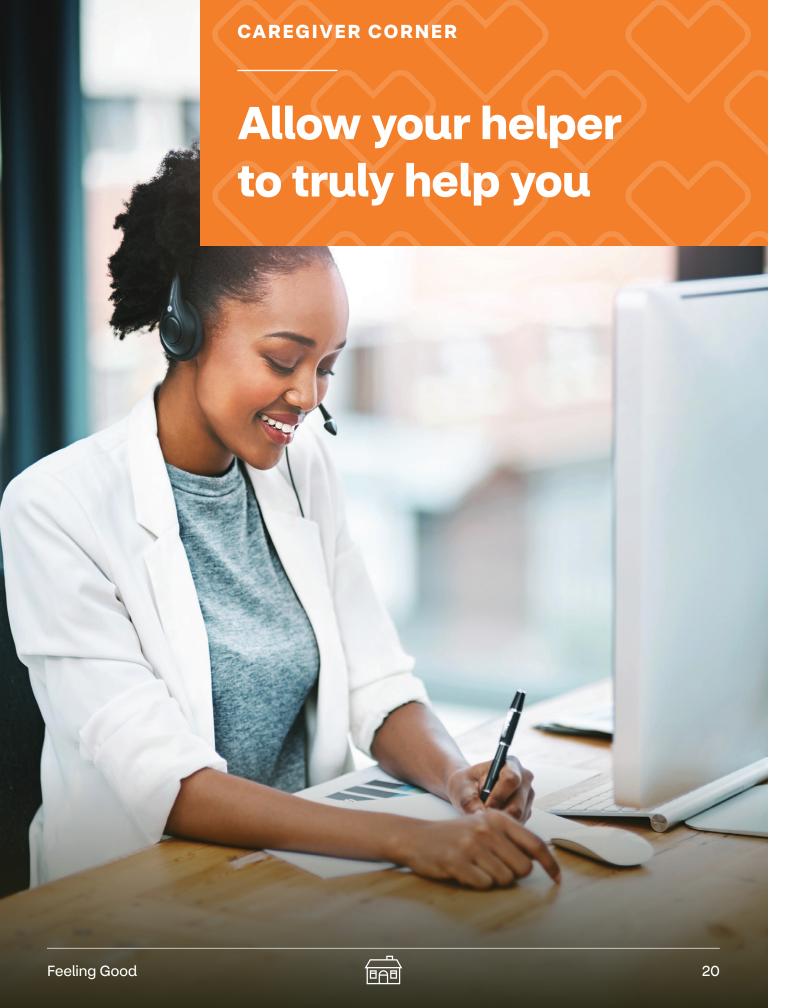
Join senior exercise expert and Vitality 4 Life TV show host, Curtis Adams, for Workout Wednesdays, a monthly exercise webcast made just for Aetna Medicare Advantage plan retirees. Visit aet.na/workoutwednesdays to sign up for a variety of workouts such as "Stretching to new heights," "Powerful lower body" and "Perfect posture." Check out workouts available on demand too, like "Cardio Craze," "Dynamic balance" and "Fat burner." Try them out at a time that works for you!



Play Pickleball for a fun cardio workout

only lasts about 15 minutes, so you don't overdo it.

21, 2022.



The Health Insurance Portability and Accountability Act of 1996 (HIPAA) resulted in the creation of national standards for getting your consent before we can disclose your sensitive health information to others. These standards are meant to protect you. But they can cause challenges for your loved ones if we don't already have your consent before they need it.

Karen helps Barry

Barry has had hearing challenges for the past ten years, so his friend, Karen, makes his medical appointments for him. One day Karen called Aetna® Member Services with a question about her friend's coverage, but the representative could not speak with her without Barry's permission. So, Karen had to leave work, drive to Barry's house, and call again so he could give permission over the phone. If he had given his permission up front in writing, Karen could have called us with much less trouble.

Louisa helps Maggie

Maggie had reached her coverage limit for her time in a skilled nursing facility, but she was not physically able to leave yet. To make matters worse, she had lost her power of speech. Maggie's daughter, Louisa, tried to find a solution, but was unable to talk with her mother's health plan because Maggie was unable to give permission over the phone. Louisa spent days on appeals and paperwork to gain authorization until she was finally able to get the solution they needed. Louisa could have gotten same-day help if Maggie had filed permission earlier.

Who helps you?

There are many reasons why you may want to allow us to talk with another person about your health benefits. But we cannot do so without your permission. And it helps to give that permission while you're fully capable. There are three levels of permission that can allow us to talk with your helper.

One time	Call Aetna® Member Services with your helper on the line to give them permission to speak with us.	Call the number on your Aetna member ID card.
One year	Download, complete and mail in the Authorization for Release of Protected Health Information (PHI) form.	Visit <u>SERS.AetnaMedicare.com</u> to access the form.
Permanent	Send us a copy of your Durable Power of Attorney (POA) for health care , which names your health care proxy. Your health care proxy can make medical decisions when you are unable. They can also speak on your behalf to obtain information relating to your plan.	Mail a copy of your health care POA to: HIPAA Member Rights Team PO Box 14079 Lexington, KY 40512-4079 Or fax to: 1-859-280-1272

Heart-healthy recipes

Salmon & Sweet Potato Grain Bowl

Grain bowls have grown in popularity, quite possibly due to their easy preparation and few ingredients. Here's a healthy option that gets its flavor from the North African harissa paste, a slightly sweet, smoky, tangy flavor that's just a bit spicy, but not too hot. Look for it in your grocery store's international aisle or where other hot sauces are sold.



Salmon & Sweet Potato Grain Bowl

Ingredients:

2 tablespoons extra-virgin olive oil

1 tablespoon harissa paste

1/4 teaspoon salt

1 large sweet potato cut into 1-inch pieces (about 1 pound)

8-ounce salmon fillet (preferably wild), skin removed and cut in half

2 cups baby spinach

1 cup warm cooked farro (see make-ahead tip)

Instructions

- 1. Preheat oven to 425° F. Coat a large rimmed baking sheet with cooking spray.
- 2. Stir oil, harissa paste and salt together in a large bowl. Add sweet potato pieces and toss to coat. Transfer to the prepared baking sheet and roast, stirring once, until almost tender, about 20 minutes. (Do not wash the bowl.)
- 3. Rub any remaining harissa paste mixture over the salmon pieces and add them to the baking sheet. Continue roasting until the sweet potato is tender and the salmon is just cooked through, 6 to 8 minutes more.
- 4. Meanwhile, stir spinach into the warm farro. Cover and let stand until the spinach has wilted. To assemble, divide the farro-spinach mixture and the roasted sweet potato between 2 bowls. Top each bowl with a piece of salmon.

Nutrition facts:

Serving size: 1 bowl

Per serving: 662 calories

Saturated fat: 4.7g Cholesterol: 73.4mg

Sodium: 986.5mg

Carbohydrates: 61.1g

Protein: 35.5g Dietary fiber: 8.9g

Sugar: 9.4g

Source: EatingWell. Salmon & Sweet Potato Grain Bowls. Available at: https://www.eatingwell.com/ recipe/262448/salmon-sweet-potato-grain-bowls/. Accessed April 7, 2022.

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microwave.

|

Heart-healthy recipes

Low-fat Cheesecake

This recipe uses lower-fat ingredients while keeping that rich, creamy flavor of a great cheesecake. For a healthier topping, use fresh berries instead of canned pie filling. This cheesecake needs to be chilled for 8 hours to firm it up before serving.



Source:

0

Food Network. Low-fat cheesecake: Available at: https://www.foodnetwork.com/recipes/ food-network-kitchen/low-fat-cheesecake-recipe-1972911. Accessed March 22, 2022.

Low-fat Cheesecake

Ingredients:

Cooking spray

9 whole low-fat cinnamon graham crackers, broken in half

2 tablespoons unsalted butter, melted

28-ounce packages Neufchatel cream cheese, softened

28-ounce packages fat-free cream cheese, softened

1½ cups sugar

1 cup reduced-fat sour cream

2 large eggs plus 3 egg whites

2 tablespoons all-purpose flour

1 teaspoon vanilla extract

1 teaspoon finely grated lemon zest

Fresh berries or other topping

Instructions

- 1. Preheat the oven to 350° F. Wrap the outside of a 9-inch spring form pan with foil to prevent leaks. Coat the inside of the pan with cooking spray.
- 2. Pulse the graham crackers in a food processor until crumbled. Add 1 to 2 tablespoons water and the butter; pulse until moistened. Press the crumbs onto the bottom of the prepared pan. Bake until browned, about 8 minutes. Let cool, about 10 minutes.
- 3. Meanwhile, beat both cream cheeses and the sugar with an electric mixer on medium-high speed until smooth, about 5 minutes. Beat in the sour cream on low. Lightly whisk the 3 egg whites in a bowl, then add to the cheese mixture along with the 2 whole eggs, flour, vanilla and lemon zest. Beat on medium speed until fluffy, about 3 minutes. Pour over the crust.
- 4. Place the cheesecake in a roasting pan and add enough warm water to come one-quarter of the way up the sides of the spring form. Bake until the cake is set, but the center still jiggles, about 1 hour 10 minutes. Turn off the oven; keep the cheesecake inside with the door closed for 20 minutes.
- 5. Remove the cake from the water bath and transfer to a rack. Run a knife around the edge, then cool completely. Chill until firm, at least 8 hours. Top as desired.

Nutrition facts:

Servings: 14

Serving size: 1/14th slice Per serving (no topping):

229 calories

Fat: 11g

Saturated fat: 7g

Cholesterol: 61mg

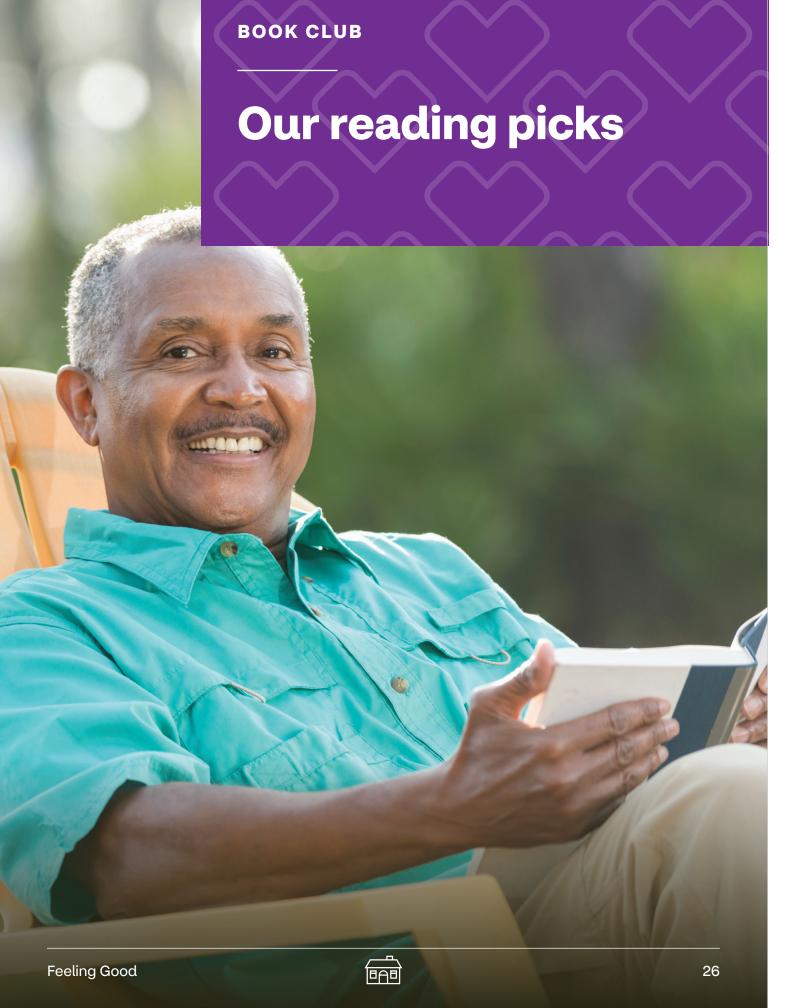
Sodium: 319mg

Carbohydrates: 24g

Protein: 11g



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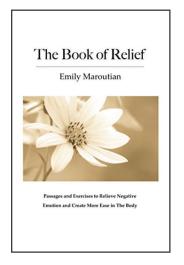


Welcome to a new section of the *Feeling Good* magazine. Whether you're a voracious reader or simply pick up a book when it seems like a good read, we have something for everyone. Our mission: to find books that are heartfelt and inspirational, and useful in your quest to reach your best health. Here are our picks...

... For your health

The Book of Relief: Passages and Exercises to Relieve Negative Emotion and Create More Ease in the Body by Emily Maroutian, an award-winning writer, poet and philosopher, noted for her ability to simplify complicated concepts and turn them into useful resources.

The Book of Relief includes soothing passages, empowering affirmations and simple exercises that have been proven to aid your body in relieving stress and maintaining balance. The book is designed to support your emotional and physiological functions to bring you relief.



STANLEY



My Life Through Food

... For your life

Taste: My Life Through Food

by award-winning actor and food-obsessive Stanley Tucci

Taste is a reflection on the intersection of food and life, filled with anecdotes about his growing up in Westchester, New York, preparing for and shooting the foodie films Big Night and Julie & Julia, falling in love over dinner and teaming up with his wife to create meals for a multitude of children. Each morsel of this gastronomic journey through good times and bad, five-star meals and burned dishes, is as heartfelt and delicious as the last.





Word finder

Find the travel-related words in the list below.

Hint: Words may appear vertical, horizontal, diagonal or backwards.

For solutions see page 30.

AIRPORT
BEACH
BUCKET LIST
CABANA
CAMPING

CATAMARAN
CONCIERGE
CUISINE
DESTINATION
EXOTIC ISLANDS

FOREIGN
LANDMARKS
MASSAGE
MUSEUM
REFRESH

RELAXING
ROOM SERVICE
SHOPPING VACATION
WEEKEND GETAWAY



Word finder solution



Answers to travel quiz

- False. Masks may still be required in certain countries and places. Visit <u>CDC.gov/travel</u> and check your destination area a few days prior to your trip.
- 2. Yes. While Original Medicare does not cover medical services outside the United States. your Aetna Medicare plan does cover emergency and urgently needed medical services anywhere in the world. Restrictions apply, so check your plan before you go. You may be required to pay the bill at the time of service and file a claim with Aetna Medicare for reimbursement. Be sure to save all receipts and ask for copies of your medical records before returning home. You may need them to file a claim or to help with claims processing. For information on how to file a claim, review your Evidence of Coverage document on SERS.AetnaMedicare.com or call Member Services.
- 3. A. Store enough medicines for your trip in their original, labeled containers and keep those containers handy in your purse, pocket or backpack. Checked luggage can be lost or delayed and medicines stored in them may be ruined in extreme temperatures during flight. You may put them in your carry-on luggage, but that can make it more trouble to dig out at security.

- 4. C. Get vaccinated at least 4 to 6 weeks before you travel. This allows the vaccines time to start working and it gives you extra time to get a second dose if there is one. Talk with your doctor and visit CDC.gov/travel to find out which vaccines you may need.
- 5. No. Your home doctor may not be as much help as nearby medical professionals. If you get sick or injured while in another country and don't know where to go, you can call the U.S. Embassy or Consulate where you are visiting. They will be able to help you find appropriate medical services and inform family or friends.
- 6. Yes. You can use the free Smart Traveler Enrollment Program (STEP) at <u>Step.State.gov</u> to enroll your trip with the nearest U.S. Embassy or Consulate. You'll get important information to help you make informed decisions about your travel plans. You'll know where to call in an emergency. And someone can contact you in the event of an emergency, natural disaster, civil unrest or a family emergency.
- 7. D. You can tell a trusted family member, friend or neighbor to watch your property, or ask them to stop by periodically. Also, keep a car visible and set your lights on timers to give the impression that someone is home. If you have a security system, set your alarms and make sure the security company knows you'll be away.



Important resources

Aetna® Member Services

Call 1-866-282-0631 (TTY: 711) Monday-Friday, 8 AM-9 PM ET SERS.AetnaMedicare.com

Healthy Home Visit

1-877-503-5802 (TTY: 711), Monday to Friday, 7:00 AM to 7:00 PM CT. Or visit Schedule.SignifyHealth.com/home to schedule an appointment online.

Resources For Living®

1-866-370-4842 (TTY: 711), Monday through Friday, 8 AM to 6 PM for all continental U.S. time zones.

MDLIVE®

1-888-865-0729 (TTY: 1-800-770-5531), available 24/7 **MDLIVE.com/AetnaMedicareBH**

The provider network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. For accommodation of persons with special needs at meetings, call 1-800-307-4830 (TTY: 711).

Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

