TWOTHOUSANDTWENTYSIX

BENEFITSBULLETIN

Important Information for Transition to 2026 Aetna Medical Plans

Important resources and support are available to help employees, and their families navigate the transition to the 2026 Aetna Medical Plans.

Before You Receive Treatment:

Know Your Aetna Resources

- Check coverage and benefits
- Find in-network providers
- Understand copays and deductibles
- Get assistance with the Aetna Health app

Value Added Benefits

- MinuteClinic® Visits: http://www.cvs.com/MinuteClinic
- CVS® ExtraCare Plus® Program includes discounts & $10 monthly bonus reward: 1-833-704-0009
- CVS Virtual Primary Care®: 1-866-211-5678
- 24-Hour Nurse Line: 1-800-556-1555 (TTY: 711)
- Lifestyle and Condition Coaching: 1-866-533-1410 (TTY: 711)
- No Extra Cost Aetna Personal Health & Virtual Solutions: 1-844-492-0523 (TTY: 711) Aetna Personal Health Solutions
- SmartShopper Program for provider savings, locations, & incentives: 1-866-285-7453

For additional information regarding the value-added benefits visit Miami-Dade County's Aetna dedicated landing page **https://mdc.aetna.com/home.**

Need Help? Ask Aetna Miami-Dade Aetna Onsite Representatives

- **Phone:** (305) 375-5306
- **Email:** askaetnamdc@aetna.com
- **Hours:** Monday–Friday, 8:00 AM – 5:00 PM

Helpful Tools

- **Aetna Concierge:** 833-704-0009
- **Resource Hub:** https://mdc.aetna.com/home
- **Member Website:** Health Insurance Plans | Aetna

As we move beyond the first quarter of 2026 and continue navigating the transition from the prior carrier to Aetna, it is strongly recommended that you contact your dedicated Aetna team with any questions regarding future treatment, coverage, or costs. Additional communications for program details will be forthcoming.

Thank you for your continued commitment to your health and well-being.

To obtain this information in an accessible format, please call 305-375-4585.



Healthier happens together®

aetna™ MIAMI-DADE COUNTY

Aetna Linktree

Affordable and easy access to MinuteClinic®

With your included MinuteClinic benefit, healthier happens together®. You get more options for when and where you get care. Plus, it's a lower-cost alternative to the emergency room or urgent care for non-emergency issues.

- Get care 7 days a week including evenings, so you can feel better faster
- Choose from in-person and virtual care options to easily access care your way

The care you need — in person or virtually

Smartshopper

It's easy to earn rewards with SmartShopper

- SmartShopper is already a part of your benefits, so there are no extra steps to take. It's quick and easy to compare costs and reward amounts before scheduling your procedure. And the best part? Your reward will be sent automatically.

Don't leave money on the table

- Compare locations at smartshopper.com or call the Care Concierge Team at 833-313-0145

Personalized health & wellness

Ongoing nurse support when you need it most

Your health — both physical and mental — is everything. Whether you're managing an acute issue or dealing with other complex health challenges, our nurses can help. A nurse can work with you to put together a plan, help you understand your benefit offerings, and answer your health-related questions.

Lifestyle and Condition Coaching

If you want to eat better, be more active or take charge of your health, we can help. Our program offers clear, reliable health information to help you make healthy changes. Let's do this together!

Aetna Personal Health Solutions

Health doesn't just happen from doctor's visits, medications and treatments. When you qualify and enroll in Aetna Personal Health Solutions, you'll get trusted care, tools and support that can help you achieve your health goals. And it's 100% covered.

Your plan includes programs for weight management, mental well-being, women's health, physical therapy, high blood pressure, smoking/tobacco use and digestive health.

Having Aetna comes with added value & resources

Aetna member website & mobile app

Manage your health care at home or on the go

Stay on top of your benefits

- Review your benefits and what's covered
- View claims on your member website
- View your ID card online
- Get cost info before you get care

Connect to care

Find in-network providers, including virtual care locate walk-in clinics and urgent care centers near you

Get started:

- Visit MyAetnaWebsite.com to register for your member website
- Get the Aetna Health℠ app by texting AETNA to 90156 to receive a download link. Message and data rates may apply.

- OR -

Scan the QR code to download the Aetna Health app.

CVS® ExtraCare Plus

We're committed to giving you tools and resources you need to feel your best.

Take advantage of these benefits:

- 24/7 access to CVS pharmacists
- Rx delivery on your schedule
- Discounts on your favorite items

Easily use your bonus reward in-store or online — it's automatically added to your ExtraCare® card to thank you for being a member.

$10 monthly bonus reward

National network strength with local expertise

We are committed to providing you and your family with a high-quality health care experience through Aetna®, including personalized guidance and support and access to Aetna's national network of providers. Our goal is to ensure you have the resources and information you need to make the most of your benefits.

- 99% same providers with 25,000 more local providers
- 100% of hospitals in Florida are in-network
- 98% of hospitals nationally are in-network
- Students and retirees outside of Miami-Dade and Broward counties have seamless access to Aetna's national provider network

Virtual care, anytime, anywhere

Members can get the convenient, flexible care they need through CVS Virtual Primary Care™.

From everyday illnesses and chronic conditions to mental health support, we've got your back. Once you tell us what you need, we'll connect you with trusted, in-network providers so you can schedule a virtual visit.

Most mental health visits are available within two weeks.

You can access care 24/7 through our virtual clinic.

24/7 care

Virtually connect quickly and easily with a licensed provider for minor illnesses.

Mental health services

Talk with a therapist about your anxiety or stress. Or schedule with a psychiatric mental health nurse practitioner (PMHNP) for diagnosis, treatment and medication management.

Enrolled members can call 1-877-211-5678 to get started.

24-Hour nurse support

With our 24-hour Nurse Line,* health information is a phone call away. Members can:

- Get information on health and wellness topics
- Make better health care decisions
- Find out more about tests and procedures
- Get help preparing for a doctor's visit
- Receive emails with links to helpful videos, and more

Get the information & care you need when you need it

Smartshopper

MinuteClinic®

Virtual Care

Personal health solutions