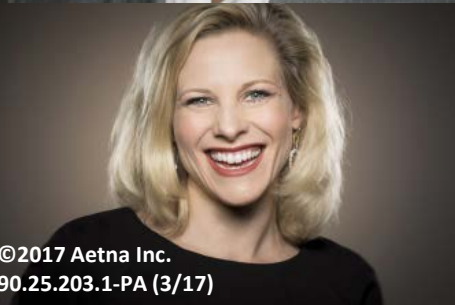




The simple equation for more choice



April 2017





## What matters most to you?

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- ✓ Choice
- ✓ Network Access
- ✓ Member Experience
- ✓ Cost

# Aetna is proud to be one of your new choices

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- ✓ Two health plan options
- ✓ Broad network PPO vs a High Performance Network
- ✓ Office visit or Urgent Care vs Teladoc
- ✓ Calling customer service or starting a web chat
- ✓ The list goes on!



# Which option fits me and my family best?

## PPO vs. EPO

---

### Open Choice PPO

- ✓ **Lowest cost** PPO network
- ✓ Broad choice of doctors and hospitals – statewide/nationwide
- ✓ No referrals required to receive the best benefits
- ✓ Premier Plus Rx plan - list of available prescription medications

### Washington Value Network

- ✓ **Additional savings** for you compared to the PPO network
- ✓ Select group of doctors and hospitals delivering care
- ✓ No referrals required to receive the best benefits
- ✓ In network benefits only
- ✓ Value Plus Rx plan - list of available prescription medications

# Member Experience: Tools and resources to help you on your health journey – no matter your current state

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If you suffer from chronic conditions or more serious health issues, we go beyond traditional nurse support.

## One: one nurse relationship for you – and your whole family

- ✓ Early identification of members in need
- ✓ Holistic evaluation of needs
- ✓ Caring, inspirational support
- ✓ Guidance through digital care programs
- ✓ Self-referral for chronic conditions
- ✓ Help with home health needs

## Provider Quality Information

- ✓ CMS, NCQA, and Leapfrog Data
- ✓ Compare hospitals based on patient safety, member experience, and other data
- ✓ Read patient reviews through DocSpot



## Report on Cesarean Section (C-Section)

This report compares hospitals within 20 miles of Federal Way, WA for **Cesarean Section (C-Section)**, and is based on your selections and rankings. This is just one of several sources you should consult to select a hospital; always consult your physician about what decision is right for you.

## Summary

## Patients

## Mortality

## Complications

## Length of Stay

## Safety

## Patient Experience

## Other Data

## Overall Satisfaction

## Patient Care

## Communication

## Hospital Environment

## Other

### Overall Satisfaction

The questions and answers below come from a survey of patients about their hospital experiences. The survey, HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems), is published by the Centers for Medicare & Medicaid Services (CMS).

The data is included for informational purposes only and is not used to calculate the overall hospital comparisons. For additional information about HCAHPS, go to <http://www.hospitalcompare.hhs.gov>.

### 1. How do patients rate the hospital overall?

- Patients who gave a rating of 9 or 10 (high)
- Patients who gave a rating of 7 or 8 (medium)
- Patients who gave a rating of 6 or lower (low)

## Name

## Patient Experience Results

[Valley Medical Center](#)

[Swedish Medical Center - First Hill](#)


National Average



WA State Average


[Tacoma General Allenmore Hospital](#)

[St. Joseph Medical Center](#)


Scale 0%

50%

100%

## In Network

[Filter & Sort](#)[Print](#)

### Provider/Facility Information

### Distance

### Plan Information

### Ratings

### Out of Pocket (Office Visit)

#### Maximum Savings

**Toomey, Eugene P., MD** >



In Network



601 Broadway

6th floor

Seattle, WA 98122



(206) 325-4464

**Specialties:** Surgery, Orthopedic



Add to compare

[Report Incorrect Information](#) >

11.21 miles



[More Information](#) >

Aetna Whole Health<sup>SM</sup>  
Puget Sound

[More Information](#) >

THE POLYCLINIC

[More Information](#) >

★ Aexcel

Maximum Savings - This provider  
provides maximum savings for you

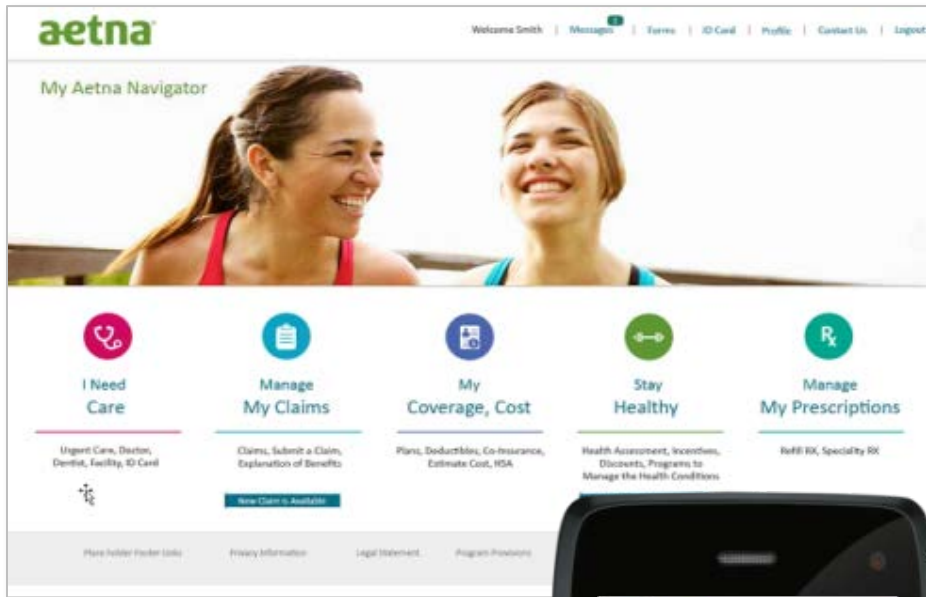


20 rating(s) >

**\$60.78**

[View breakdown of  
cost](#)

# Everyone benefits from a better member website



## When members use our digital tools they can:

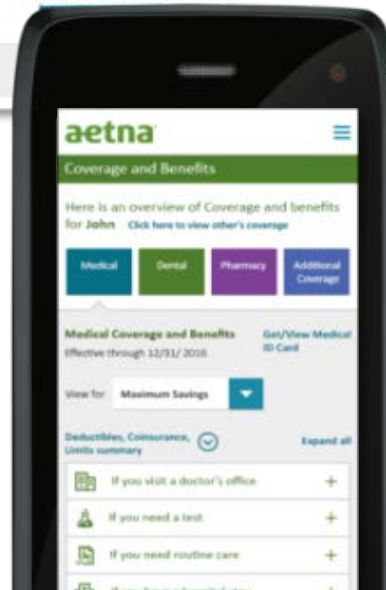
### Spend less -

Average **\$170** savings in out-of-pocket costs from using cost estimation tool<sup>1</sup>

### Get the answers they need -

**93%** have a better sense of the right treatment option for them after using health decision support tool<sup>2</sup>

# Aetna.com




<sup>1</sup> Aetna Informatics & Product Strategy  
Member Payment Estimator Study, 2012

<sup>2</sup> Survey of Health Decision Support program  
viewers from January 1 to December 31, 2015



# Improved cost transparency



Home | Messages | Forms | ID Card | Profile | Contact Us


Menu

See Coverage & Costs


Financial Overview

Coverage & Benefits


Estimate Costs



Estimate Medical Costs with Member Payment Estimator >



Estimate Drug Costs >



Did you know that medical costs can differ greatly between healthcare providers for the exact same service? It pays to shop.


Member Payment Estimator can help you

✓ Estimate costs based on your plan

✓ Compare costs between providers

✓ Save money on your medical bills

How it works ?



Top searches in Member Payment Estimator

Colonoscopy >

CT Scan >

Flu-shot >

X-ray >

Labs >

Mammogram >

+ Show more searches for medical estimates

Name	Address & Phone	Distance	Plan information	Your Estimated Cost
<div> <div> <div>Providence Regional Med Center Everett- Colby Camp</div> <div>Specialities: Acute Short Term Hospital</div> </div> </div>	<div> <div> <div>Address</div> <div>1700 13th Street, Everett, WA, USA 98201-1689.</div> <div>Phone: 425-404-5345</div> </div> </div>	13.04 miles		<div>\$610.47</div> <div>+ View Details</div>
<div> <div> <div>Radiology Consultants of Washington</div> <div>Specialities: Radiology Center</div> </div> </div>	<div> <div> <div>Address</div> <div>3131 Nassau Street, Suite 102, Everett, WA, USA 98201-4137.</div> <div>Phone: 425-740-5000</div> </div> </div>	14.79 miles		<div>\$665.50</div> <div>+ View Details</div>
<div> <div> <div>Swedish Redmond Campus outpatient Imaging Services</div> <div>Swedish Imaging Clinics</div> <div>Specialities: Radiology Center</div> </div> </div>	<div> <div> <div>Address</div> <div>13020 Meridian Avenue South, Everett, WA, USA 98208-6468.</div> <div>Phone: 425-357-3960</div> </div> </div>	21.31 miles		<div>\$679.99</div> <div>+ View Details</div>
<div> <div> <div>Seattle VAMC</div> <div>Specialities: Acute Short Term Hospital</div> </div> </div>	<div> <div> <div>Address</div> <div>307 South 13th Street, Mount Vernon, WA, USA 98274-4100.</div> <div>Phone: 702-341-3453</div> </div> </div>	19.69 miles		<div>\$697.62</div> <div>+ View Details</div>

**Cascade Valley Hospital**

**Specialities:** Acute Short Term  
Hospital



**Address**

330 South Stillaguamish Avenue,  
Arlington, WA, USA 98223-1642.

**Phone: 360-435-2133**

1.14 miles

\$1,784.04

[+ View Details](#)

Procedure: **MRI of the Lower Extremity Joint without Contrast (Dye)**

MRI of the Lower Extremity Joint (leg joint) without Contrast (Dye). This includes both the scan and reading of the MRI -- if both are done onsite. Some facilities send scans elsewhere to be read. This results in an extra cost. Please contact the facility for more details.

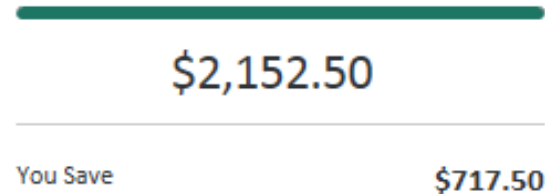
Learn more about this service:  
[Magnetic Resonance Imaging \(MRI\) >](#)

Cost of Service

**\$2,870.00**

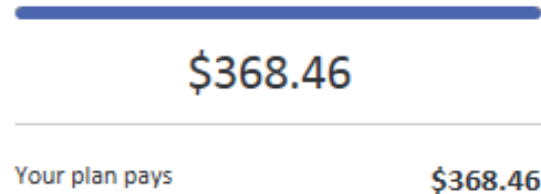
**Aetna member rate**

Estimated amount your plan may pay for this service.



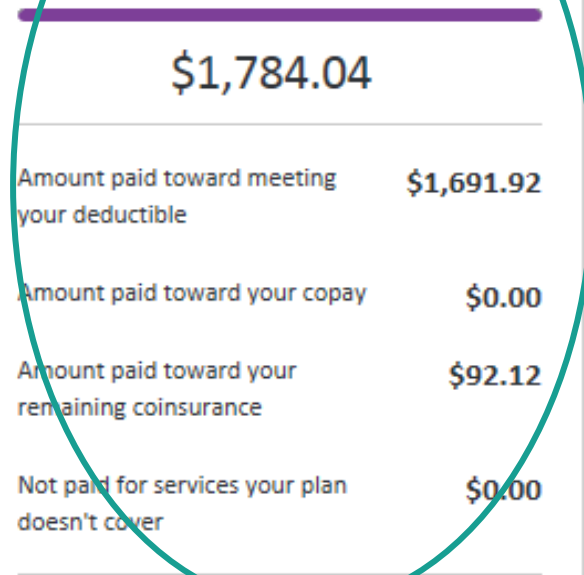
**Your plan pays**

Plan pays the amount below towards your service







**Your total estimated payment**

The estimated out of pocket amount you are responsible for.



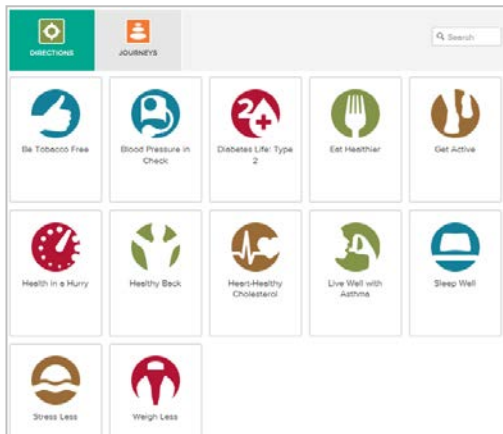


Drug Name	Patient	Pharmacy	Dosage	<a href="#">Edit search criteria</a>
Prozac 20mg Capsule	Subscriber Admin 09/25/1979	CVS Pharmacy 00294 177 Columbus Blvd New Britain,CT 06051	Most Common Dosage	
You searched for:				
		Prozac 20mg Capsule ⓘ	Fluoxetine Hcl 20mg Capsule ⓘ	
		Brand ⓘ ✓ Covered by Your Plan	Generic ⓘ ✓ Covered by Your Plan	
 90-day supply Mail service Or store pickup 90 tablets	\$1095.00 for 3 months \$365.00 per month  Talk to your doctor about requesting this dosage		\$12.26 for 3 months \$4.09 per month  Talk to your doctor about requesting this dosage	
 30-day supply Store pickup 30 tablets  Healthpoint Bothell 10414 Beardslee Blvd Bothell,WA 98011 <a href="#">Edit</a>	\$380.92 for 1 month  Talk to your doctor about requesting this dosage		Save money with the generic equivalent: \$3.68 for 1 month  Talk to your doctor about requesting this dosage	



# Member Experience: Tools and resources to help you on your health journey – no matter your current state

If you're in good health, great! Keep up the terrific work.



## Simple Steps:

Self-guided online health information, resources and tools

Personalized wellness programs



Coach



Member

## Health coach:

The next level of engagement with one-on-one support

Combination of coaching and tools

# Member Experience: Tools and resources to help you on your health journey – no matter your current state

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Weekend warrior? Stressed at work? Not feeling so well?

## Telemedicine

- ✓ Most affordable option
- ✓ More convenient and timelier alternative to Emergency Room (ER) and Urgent Care (UC) visits for non-emergency medical care
- ✓ Extremely convenient eliminating the need to arrange for transportation or travel, childcare, and time off from work just to visit a doctor
- ✓ Phone or video consultations
- ✓ Available 24/7

## Discount programs

- ✓ Fitness memberships
- ✓ Home exercise equipment
- ✓ Nutritional supplements
- ✓ Hearing aids and batteries
- ✓ Phone or video consultations
- ✓ Weight management programs
- ✓ Health related books and videos
- ✓ Alternative therapies

# Customer service without limits

**Concierge provide members with information when they need it**

- ✓ One number to call
- ✓ First call resolution
- ✓ No member homework
- ✓ Find Teachable Moments around benefits, tools and resources
- ✓ Motivational interviewing
- ✓ Communicate : Phone, secure email, text, live chat
- ✓ Schedule provider appointments
- ✓ Connections to resources in/ outside of Aetna

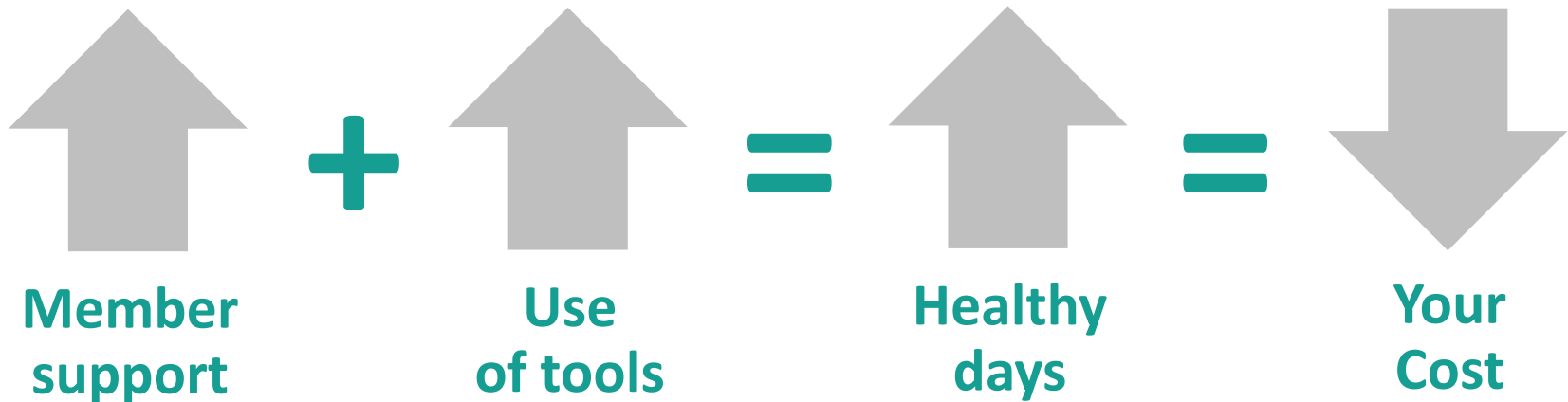


# The bottom line?

## More choices don't have to cost you more

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Here is the simple equation:



## Our promise

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Together, Aetna and WEA  
will make health care more  
convenient, effective,  
and affordable for you  
and your families.

# Thank you!

**aetna**<sup>®</sup>



WEA  
+ Select

