



ALLINA HEALTH | AETNA MEDICARE TELEHEALTH COVERAGE

Learn about your 2024 telehealth benefits

What is telehealth?

Telehealth is health care you get remotely. You can meet with your doctor from your own home or somewhere else. And you'll get the same quality of care as an in-person visit. You'll need internet access for most telehealth visits. But some doctors may also offer them by phone.

Understand your coverage

Your plan covers telehealth visits for:

- Primary care
- Urgent care
- Most specialist care*
- Mental health care (one-on-one or in a group setting)

You can use any network provider that offers telehealth services. And you'll pay the same copay or coinsurance as an in-person visit. Check with your current doctors to see if they offer these services.

*We don't cover telehealth visits with audiologists, chiropractors, dental providers, ophthalmologists and podiatrists.



Telehealth visits may be offered by your current doctor or other providers in your plan's network. Check out the next page to learn about your choices.

Your choices for telehealth

Telehealth gives you access to care via a secure online video or phone appointment — from your home or on the go. And you won't need to travel or sit in waiting rooms.

Your doctor

It's best to try to get care from your own doctor first. Reach out to them when you have a non-emergency health need. And check in with them to stay on track when you're managing an ongoing condition. You can ask your current doctors if they offer telehealth visits. If they do, be sure to ask if they offer these visits by video or phone.

MinuteClinic Virtual Care™

You can get virtual care 7 days a week through MinuteClinic.*

Just go to [CVS.com/minuteclinic/virtual-care](https://www.cvs.com/minuteclinic/virtual-care) to learn more. You can find out what's available in your area. And you can schedule the right appointment for your needs.

Teladoc Health® services

Your plan may also give you access to doctors through Teladoc Health.* If it does, you can meet with one of their doctors by video or phone.** Check your Evidence of Coverage to find out if your plan offers this service.

Teladoc is available 24 hours a day, 7 days a week. You can visit [Teladoc.com/Aetna](https://www.teladoc.com/Aetna) or call **1-855-835-2362 (TTY: 711)**. You'll need to register and complete medical history forms. Then you can schedule an appointment.

*These are providers in our Medicare Advantage network in 2024. MinuteClinic and Teladoc may also contract with other plans.

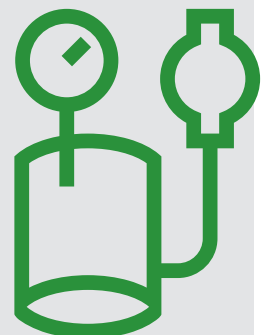
**We don't cover behavioral health, dermatology and specialist visits through this service.

What kinds of care can you get through telehealth?

Your doctor can tell you if telehealth is right for your health needs. Here are some common reasons for telehealth visits:¹

- Results from lab tests or X-rays
- Mental health therapy and counseling
- Recurring conditions, like migraines or urinary tract infections
- Skin conditions
- Prescription management
- Urgent care issues, like colds, coughs and stomachaches
- Post-surgical follow-up

¹Health Resources and Services Administration. U.S. Department of Health and Human Services (HHS). What is telehealth? [Telehealth.HHS.gov/patients/understanding-telehealth#what-types-of-care-can-i-get-using-telehealth](https://www.hhs.gov/patients/understanding-telehealth#what-types-of-care-can-i-get-using-telehealth). May 22, 2023. Accessed June 7, 2023.



5 tips to prepare for your telehealth visit²

1. Write it down

You'll want to write down important information before your appointment. List any medicines you take. And note your symptoms and any questions. This will help you make the most of your time with the doctor.

2. Check your email for instructions

Review any emails or texts from your doctor's office. This can help you confirm if your visit is by video or phone. And you can get any other details you may need.

3. Reduce background noise

Try to find a quiet spot, if you can. If there are others around you, ask them to speak quietly, if possible.

4. Close any apps you don't need for your online visit

Some apps, like social media, can slow down your internet connection. Plus, closing them can help you stay focused on your visit.

5. Get camera ready for video visits

Choose a spot with plenty of light. And make sure your camera is steady and showing your face.

HAVE QUESTIONS?

We're here to help. Just call us at the number on your member ID card.

AllinaHealthAetnaMedicare.com

Allina Health 

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²Health Resources and Services Administration. U.S. Department of Health and Human Services (HHS). Preparing for a virtual visit. Telehealth.HHS.gov/patients/preparing-for-a-video-visit. May 22, 2023. Accessed June 7, 2023.

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