

From: [Jenny McCann](#)
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Subject: FW: COVID-19 updates | Remote-selling guidance | Member discounts | Videos on Studio
Date: Friday, May 22, 2020 2:32:31 PM



Medicare Producer News

- Conducting virtual events
- Remote-selling tools
- Updates: Teladoc® & MinuteClinic
- Discounts (VAIS) on grocery delivery, games, gear and more
- NEW videos on Studio



[Review remoting-selling tools](#)

Update: Ways we're supporting members during COVID-19

During this time when access to routine health care is being disrupted, we continue to be focused on our goal of providing our Medicare members with affordable, high-quality care in a safe environment.

CVS Health and Aetna are collaborating closely with the Centers for Medicare and Medicaid Services (CMS) and local health departments related to the coronavirus (COVID-19) and actions we can take to support our Medicare members. Please encourage members to visit aetnamedicare.com/coronavirus for the latest information.



How is Aetna covering telehealth services for their Medicare members?

We've expanded coverage of telehealth and are offering all telehealth visits with network providers at no cost to members (copays are waived) until further notice. Medicare Advantage members should use telemedicine as their first line of defense to limit potential exposure to COVID-19 in physician offices.

Medicare Advantage members may use telemedicine for any reason, not just COVID-19 diagnosis. This means members can continue to receive clinical care from their providers, for example, discuss their diabetes care plan or schedule a sick visit, without having to leave their home and risk exposure to COVID-19.



Can our Medicare Advantage members use Teladoc?

Yes, we have temporarily made Teladoc available to all of our Medicare Advantage members for general medical care only, at no cost. However, we encourage members to seek virtual care from their own doctors first when possible to maintain care continuity.

To access Teladoc, members can call 1-855-TELADOC (855-835-2362) or visit <https://member.teladoc.com/aetna> for help. It's available 24/7.




Does CVS MinuteClinic offer virtual visits to members?

MinuteClinic Video Visits are now covered by most Aetna Medicare Advantage plans and copays are waived until further notice.

At this time, MinuteClinic Video Visits are not covered by these plans: Aetna Better Health of Virginia (HMO SNP), Aetna Better Health of Ohio a MyCare (Medicare-Medicaid) Plan, Aetna Better Health of Michigan Premier Plan (Medicare-Medicaid) and Aetna Better Health of Illinois Premier Plan (Medicare-Medicaid).

To access MinuteClinic Video Visits, members can visit <https://www.cvs.com/minuteclinic/virtual-care/video-visit> or download the CVS mobile application. It's available 24/7.

Will members have to pay for COVID-19 treatment?



No, we will cover the cost for treatment of COVID-19 for our members in full in the provider office. We will also cover the cost of the hospital stay for all of our Medicare Advantage members admitted March 25, 2020 through June 1, 2020.

Will members have to pay for COVID-19 testing?

If a doctor requests testing related to COVID-19 for a Medicare member, the test will be fully covered, with no copay or cost share.

Member discounts on grocery delivery, 24/7 monitoring, games and more

We recognize that staying at home can be tough. Luckily Aetna MA/MAPD members have access to discounts that they can use right now, on grocery delivery, games, fitness gear and 24/7 monitoring.

[Check out member discounts](#)

NEW: Videos now available on Studio – Share them during online appointments

You can now download videos from the [Aetna Medicare Marketing Studio](#), at no cost, and then share them with your clients during remote, online appointments. Currently 7 videos are available. Videos are available for viewing and sharing immediately after checkout. [Learn more.](#)



Work from home with e-kits

Do you have clients who want to move forward with enrollment, but aren't able to meet in person? E-kits are another convenient enrollment tool available through the Ascend Virtual Sales Office app. With e-kits, you can email your clients plan documents and a link to enroll online.

[Click here to request access to the Ascend app](#) on Producer World, so you can start using e-kits. Please note, it may take 2-7 business days to process new requests.



Questions? We're here to help

If you have any questions, just [contact your local Aetna Medicare broker manager](#). Or you can contact the Aetna Medicare Broker Services Department at 1-866-714-9301 or brokersupport@aetna.com. At this time, our office is open from 8 a.m. to 6 p.m., Monday - Friday.

[Producer World](#) [Aetna Medicare Marketing Studio](#)

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