

# Aetna Critical Illness Plan

No one is ever ready for a diagnosis of a serious illness. But an Aetna Critical Illness Plan pays cash benefits if you're diagnosed with a covered illness or condition, on or after the effective date of coverage. The extra money provides some financial help so you can focus on the road to recovery.

## Support in times of need

### Hung's story\*

"I knew my family had a history of heart disease, but my heart attack took me by surprise. So did the stroke I had later."

"I'm expected to make a full recovery. But man — those bills! That's where my critical illness plan helped the most."

"Filing a claim online was fast and the benefits went directly into my bank account. I used the cash for medical bills. Plus, it helped pay my mortgage."



### Your plan — your benefits

Here's what the plan pays if you're a member and face a situation like Hung's.

Covered diagnosis	\$15K Plan	\$30K Plan
Health screening benefit	\$50	\$50
Heart attack	\$15,000	\$30,000
Stroke ( <i>subsequent diagnosis</i> )	\$15,000	\$30,000
<b>Total benefits paid</b>	<b>\$30,050</b>	<b>\$60,050</b>

### Aetna Critical Illness Plan benefits

An Aetna Critical Illness Plan can help ease some financial worries. It pays benefits for these diagnoses, and more:

- Heart attack & stroke
- Major organ failure
- Invasive & non-invasive cancers
- Diabetes & Crohn's disease
- Childhood illnesses
- Infectious diseases (*including coronavirus\*\**)
- Recurrence (*same*)\*\*\* & subsequent (*different*) diagnosis
- **\$50** health screening



**Want to learn more?** You have a choice of plan options. Limits may apply to the number of times we pay a benefit. If you or a covered dependent are diagnosed with two or more critical illnesses on the same day, we will pay the diagnosis with the highest benefit amount. Check out your plan summary for a complete list of benefits, details, exclusions and limitations.

\*The above member story illustrates how the plan works but does not reflect events of real participants.

\*\*Some infectious diseases, including coronavirus, require a hospital stay of at least five days for benefits to be paid.

\*\*\*Recurrence of cancer needs to occur at least 30 *treatment-free* days after the initial diagnosis.

# Aetna Supplemental Health Plans

## We make it simple

If you're eligible to enroll and apply for coverage, we guarantee your acceptance. We pay cash benefits directly to you. And we don't reduce those benefits due to any other insurance you may have. You get access to group rates and the ease of payroll deductions to pay your premiums. And, if you leave your employer, you can take your plans with you.

### Aetna Simplified Experience™

Visit [MyAetnaSupplemental.com](https://www.MyAetnaSupplemental.com) or download the **My Aetna Supplemental** app. To register, choose the "Social Security number" option — but **input your nine-digit employee ID number instead**. Then you can file a claim, sign up for direct deposit, access discounts and view your plan documents.

If you've got medical insurance through your employer, you typically don't need to provide any documents. We'll access your medical records to help process your claim.\* That's less paperwork for you. Don't have medical through your employer? Just upload a PDF or picture of your medical bill. You can also complete a paper form and return it by mail or fax to Aetna Voluntary Plans.

If your claim is approved, we'll mail you a check or deposit cash directly into your bank account.

### Questions? Ready to enroll?

Visit your enrollment website to view more coverage details. You'll also find rates and instructions on how to sign up. If you have questions about the plans, call Aetna Member Services at **1-800-607-3366 (TTY: 711)**, Monday through Friday, 8 AM to 6 PM.

*\*Sometimes you may need to provide documentation if the benefit doesn't create a medical claim, or we need more details to process your claim.*

## Exclusions and limitations

These plans have exclusions and limitations. Refer to the actual policy and certificate to see which benefits are not payable. The following is a partial list of services and supplies that are generally not covered. But the plans may contain exceptions to this list based on state mandates or the plan design purchased. Benefits under the policy will not be payable for anything related to:

### Aetna Critical Illness Plan exclusions and limitations

1. Act of war, riot, war;
2. Care provided by immediate family members or any household member;
3. Suicide or attempt at suicide, intentionally self-inflicted injury, or any attempt at self-inflicted injury, or any form of intentional asphyxiation, except when resulting from a diagnosed disorder;
4. Being under the influence of a stimulant (such as amphetamines), depressant, hallucinogen, narcotic or any other drug intoxicant, including those prescribed by a physician that are misused by the covered person, except when resulting from a diagnosed disorder.

The critical illness date of diagnosis must be on or after the effective date of the certificate and while coverage is in force. The diagnosis must be given or received in the United States or its territories.

Ex-Pat coverage outside US:

- Ex-Pats located outside the US must have a US address to enroll in coverage.

For any claim that occurs outside the US.

- Claim submission and all medical claims information must be in English.
- Claim payments will be paid in US dollars.
- Claim payments will only be made to a US bank account. No foreign bank accounts permitted.

**Critical Illness Policy form issued in Oklahoma include:** GR-96843, AL HCOC-VOL CI 01, and AL HPOL-VOL CI 01

**Critical Illness Policy form issued in Missouri and Wyoming include:** GR-96844 01, AL HCOC-VOL CI 01 and AL HPOL-VOL CI 01

## **THESE PLANS DO NOT COUNT AS MINIMUM ESSENTIAL COVERAGE UNDER THE AFFORDABLE CARE ACT. THESE ARE A SUPPLEMENT TO HEALTH INSURANCE AND NOT A SUBSTITUTE FOR MAJOR MEDICAL COVERAGE.**

These plans provide limited benefits. They pay fixed dollar benefits for covered services without regard to the health care provider's actual charges. The benefits payments are not intended to cover the full cost of medical care. You are responsible for making sure the provider's bills get paid. These benefits are paid in addition to any other health coverage you may have. This material is for information only. Insurance plans contain exclusions and limitations. Not all health services are covered, and coverage is subject to applicable laws and regulations, including economic and trade sanctions. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features, rates, eligibility and availability may vary by location and are subject to change. Providers are independent contractors and are not agents of Aetna®. Aetna does not provide care or guarantee access to health services. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.



# Non-Discrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, call 1-888-772-9682.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512  
1-800-648-7817, TTY: 711, Fax: 859-425-3379, [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

## Availability of Language Assistance Services

TTY: 711

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For language assistance in your language call 1-888-772-9682 at no cost. (English)

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Para obtener asistencia lingüística en su idioma, llame sin cargo al 1-888-772-9682. (Spanish)

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欲取得以您的語言提供的語言協助，請撥打1-888-772-9682，無需付費。(Chinese)

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Pour une assistance linguistique dans votre langue, appeler le 1-888-772-9682 sans frais. (French)

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Para sa tulong sa inyong wika, tumawag sa 1-888-772-9682 nang walang bayad. (Tagalog)

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Hilfe oder Informationen in deutscher Sprache erhalten Sie kostenlos unter der Nummer 1-888-772-9682. (German)

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للمساعدة اللغوية بلغتك الرجاء الاتصال على الرقم المجاني 1-888-772-9682. (Arabic)

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Pou jwenn asistans nan lang pa w, rele nimewo 1-888-772-9682 gratis. (French Creole)

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Per ricevere assistenza nella sua lingua, può chiamare gratuitamente il numero 1-888-772-9682. (Italian)

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日本語で援助をご希望の方は 1-888-772-9682 (フリーダイヤル) までお電話ください。 (Japanese)

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본인의 언어로 통역 서비스를 받고 싶으시면 비용 부담 없이 1-888-772-9682번으로 전화해 주십시오. (Korean)

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برای راهنمایی به زبان شما با شماره 1-888-772-9682 بدون هیچ هزینه ای تماس بگیرید. (Persian)

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Aby uzyskać pomoc w swoim języku, zadzwoń bezpłatnie pod numer 1-888-772-9682. (Polish)

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Para obter assistência no seu idioma, ligue gratuitamente para o 1-888-772-9682. (Portuguese)

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Чтобы получить помощь с переводом на ваш язык, позвоните по бесплатному номеру 1-888-772-9682. (Russian)

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Để được hỗ trợ ngôn ngữ bằng ngôn ngữ của bạn, hãy gọi miễn phí đến số 1-888-772-9682. (Vietnamese)

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