

It's time to Pick a Doc!

In this economy we must all look at how we spend our money and figure how to manage costs so our dollars stretch further. The Benefit Fund (the Fund) is no exception. After a thorough review, effective August 1, 2009, we will change our medical plan carrier to Aetna.

Changing from Independence Blue Cross/Keystone to Aetna will save the Fund money but your medical plan will remain virtually the same. You should also know that while our medical carrier is changing, the Fund's commitment to providing our members high quality comprehensive benefits is not.

What You Need To Do NOW

To receive the **highest** level of benefits—at the **lowest** out-of-pocket cost, you **must** complete and return the enclosed enrollment form with an **Aetna QPOS Primary Care Physician (PCP)** choice for each enrolled family member. You need to:

- **Complete** sections B, D, and E on the enclosed **enrollment form**; (you do not have to provide dental information in section D)
- **Make** sure you include **all** covered family members **and** an Aetna QPOS PCP **for each person**
- **Double-check** that the PCP you choose is an Aetna **QPOS PCP**
- **Return** the form as soon as possible, and no later than **June 30**

You must complete the enclosed Aetna enrollment form, list an Aetna QPOS PCP for each enrolled family member and return the form in the enclosed envelope to the Fund Office by June 30.

Finding an Aetna QPOS PCP

Your Keystone PCP may already be an Aetna QPOS PCP. If so, you will **not** have to change PCPs, but you **will** need to provide Aetna with the number of your PCP by completing and returning the form. It's easy to check. You can call **Aetna Member Services at 1-800-533-2195** or the **Fund Office at 215-735-5720 (or 1-800-531-1199 outside of Philadelphia)**.

If you have internet access (at home, at work, or at your local library), you can look up your doctor on Aetna DocFind. Go to www.aetna.com/docfind/home.do.

On the right side of the screen, you can search by name. You can verify that your doctor is a QPOS PCP and find the Aetna provider number.

The screenshot shows the Aetna DocFind website interface. At the top, there's a navigation bar with 'DocFind' and a 'Help' link. Below that, there's a 'Log in to Aetna Navigator' section with fields for 'User Name' and 'Password', and buttons for 'Log In', 'Register', 'Log In Help', 'Forgot User Name', and 'Forgot Password'. A link 'View Rates and Quality Information for certain providers by registering/logging into Aetna Navigator' is also present. Below the login section, there's a 'Thinking of enrolling in an Aetna benefit plan? Get a listing of the doctors and facilities near you.' section. This section has two main search options: 'General Search' and 'Search by Name'. The 'General Search' section includes fields for 'Geographic Information' (Zip, City, County), 'Provider Category' (a dropdown menu), and 'Provider Type' (a dropdown menu). The 'Search by Name' section includes a 'City' field, a 'State' dropdown, and a 'Provider Category' dropdown. There are also radio buttons for 'Provider Name' and 'Group/PA Name'. At the bottom of the search section, there's a 'Start Search' button and a link to 'View search results now for all providers in your selected geographic area.' Below the search section, there's a 'Disclaimer' section with small text about the use of DocFind and Aetna's liability. At the very bottom, there's a copyright notice: 'Copyright © 2001-2009 Aetna Inc. Company Information | Web Privacy Statement | Legal Statement | Privacy Notices | Member Decisions'.



It's time to Pick a Doc!

To search by name:

- Fill in the city name and use the pull-down menu to choose the state
- Under **Provider Category**, choose **Medical Providers**
- Under **Type of Search**, choose to search by the doctor's name or group name
- Type in the doctor's name
- Click on **Start Search**
- If the doctor is an Aetna PCP, you will see the doctor and the Aetna provider number
- **Enter this information on the Aetna enrollment form**

Remember: Even if your current Keystone PCP is also an Aetna QPOS PCP, you **still must complete and return the enrollment form** by June 30. This is the only way Aetna will know that you have chosen this doctor as your PCP. If you **do not** complete and return an enrollment form with your PCP choice, Aetna will not have your PCP choice on record, and you will **pay more** when you see this doctor.

Find a new Aetna QPOS PCP

It's easy to find an Aetna QPOS PCP. You can call **Aetna Member Services at 1-800-533-2195** or the **Fund Office at 215-735-5720 (or 1-800-531-1199 outside of Philadelphia)**. Or, if you have internet access, go to: <http://www.aetna.com/docfind/home.do>

- Use **General Search** to find a QPOS PCP
- Under **Provider Category**, choose **Medical Providers**
- Under **Provider Type**, pick **Primary Care Physicians**
- Under **Plan**, scroll to **Aetna Standard Plan**, then choose **QPOS**
- To narrow your search by specialty, name, hospital affiliation, languages spoken, or other criteria, choose **More Options**
- Click **Start Search** for a list of QPOS PCPs—with their Aetna numbers—that fit your needs
- **Enter the Medical Office ID Number on your Aetna enrollment form**

You must complete the enclosed Aetna enrollment form, list an Aetna QPOS PCP for each enrolled family member and return the form by June 30.

Questions? Need Help?

Call the Fund Office at 215-735-5720 (or 1-800-531-1199 outside of Philadelphia).

Call Aetna Member Services at 1-800-533-2195. Tell them you need help finding a PCP.

On the internet, go to www.aetna.com/docfind/home.do.

Call your current PCP to check whether they are also an Aetna QPOS PCP; if they are, ask for their Aetna number and enter it on the form.

If you are in an active course of treatment (e.g., more than 24 weeks pregnant), you may be eligible for Transition of Care coverage. Please call the Fund Office for a request form and information.

