

COVID-19 employee communications tool kit

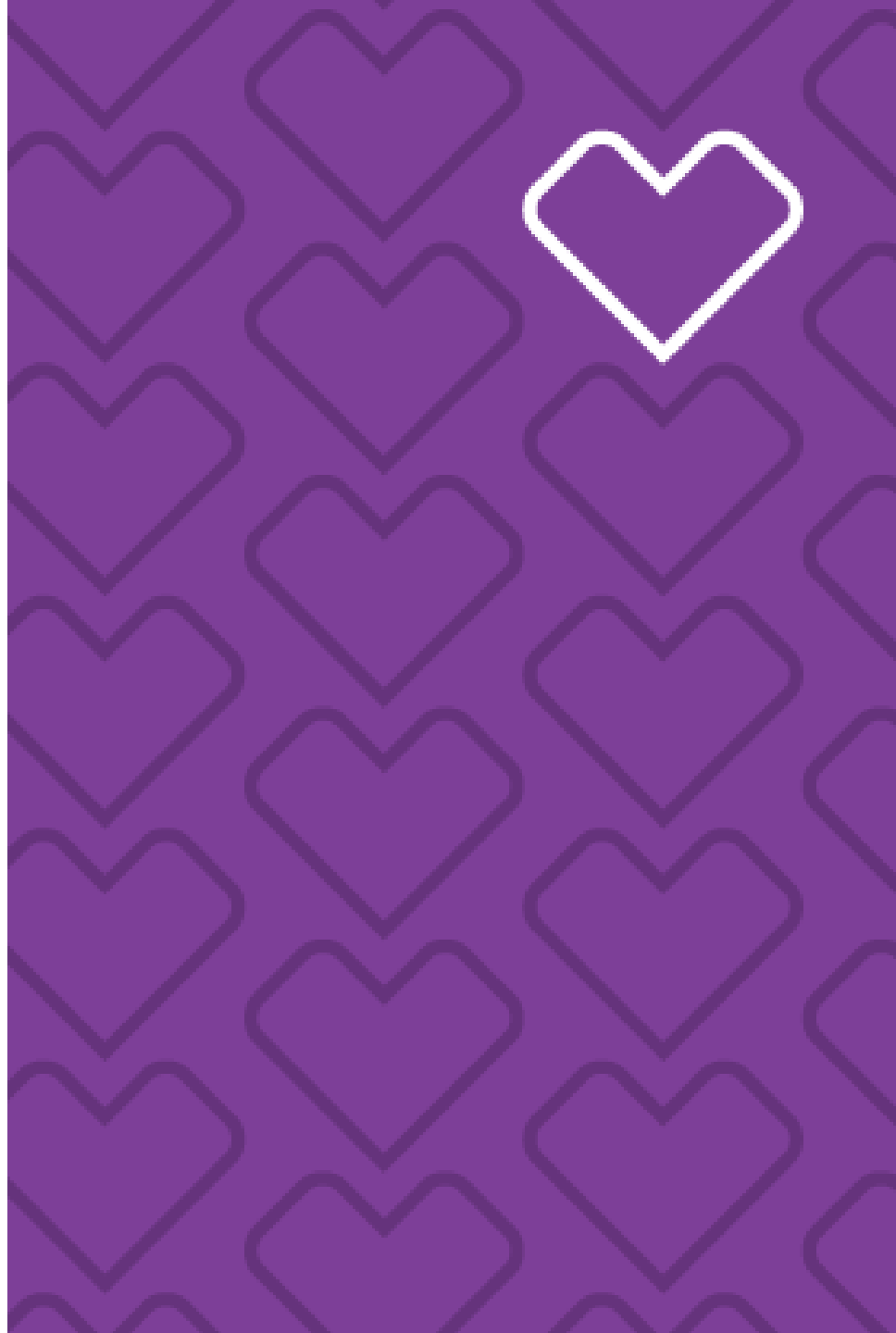


91.25.113.1-V2 (6/20)

We're here for you, no matter what

As the coronavirus outbreak continues to impact all of our lives, we wanted to take this time to let you know how we're supporting you. CVS Health® and Aetna are committed to responding quickly to the COVID-19 pandemic, while also prioritizing the needs of our customers and members.

You and your employees have a lot of questions about COVID-19. We can help. In this tool kit, you'll find information and resources to share with your employees. That way, your workforce can stay protected and healthy.





How we're focused on our customers and members

At CVS Health® and Aetna, we work every day to support people on their path to better health. To help you navigate this ever-changing landscape, we're keeping these four principles top of mind:



Prioritizing the health and safety of our colleagues



Keeping members and customers at the center of everything we do



Maintaining continuity of our business operations



Anticipating changes

Over the last few months, we've taken swift and decisive action to protect colleagues and close gaps in care for our members.

We have updated workplace operations to support the safety of our employees, liberalized policies to encourage testing and telemedicine* and used data and analytics to enhance our response plans. Most recently, our company announced a commitment to join the White House, state governments and other retailers to expand the efficiency and frequency of COVID-19 testing.

Through the work of the CVS Health® Enterprise Response & Resiliency Team and Infectious Disease Response Team, we will continue to actively monitor the situation both at home and overseas for coronavirus-related risks.

*Optional for self-funded plans.

Ways we can support our Aetna[®] customers

Your health and peace of mind are behind everything we do. That's why we have extra benefits to help you stay protected during the coronavirus outbreak.

*There may be a cost to some plan sponsors.

**Aetna Funding AdvantageSM plans are included. There may be a cost to some employers.

***Free one- to two-day prescription shipping applies to orders from March 9, 2020, to August 31, 2020.

Free coronavirus testing and doctor visits.*

You'll have \$0 cost-sharing for any diagnostic testing and doctor visits related to COVID-19.

Free behavioral and mental health telemedicine.**

We offer no-cost telemedicine visits through September 30 for all in-network outpatient visits. Self-funded plan sponsors offer this program at their discretion.

No cost-share for inpatient admissions.* We've waived cost-sharing for inpatient admissions for treatment of COVID-19 or associated health complications. This policy applies to all Aetna-insured commercial plan sponsors. Self-funded plan sponsors offer this program at their discretion.

Free crisis support. To help get you through this, we've opened crisis response lines for all members — just call **1-833-327-AETNA (2386) (TTY: 711)**. All Aetna and CVS Caremark[®] members also have access to the Aetna Nurse Medical Line at **1-800-556-1555 (TTY: 711)**.

Resources For Living[®], our 24/7 confidential support service, is available to all Aetna members.

Free delivery on CVS Pharmacy[®] prescriptions.***

You'll have the option of one- to two-day delivery when your prescription is ready.

Waived early refill limits on prescription maintenance medications through CVS Caremark.

Ways we can support our Aetna® customers

Your health and peace of mind are behind everything we do. That's why we have extra benefits to help you stay protected during the coronavirus outbreak.

*Applies to authorizations set to expire between March 23 and June 30. For instance, if a prior authorization is set to expire on May 15, the new date will be August 15. Authorizations for certain medicines will not be extended based on clinical and safety guidelines.

**Members already taking the drugs for conditions other than COVID-19 will not be affected.

Extending prior authorizations to maintain member access.* To prevent gaps in therapy, we are extending many clinical Prior Authorizations, **including specialty**, for 90 days.

Preventing potential shortages of key drugs. We have new quantity limits on medications that potentially treat COVID-19 and are used by members for other conditions like malaria, HIV, rheumatoid arthritis and lupus.**

Through existing care management programs, we'll **proactively reach out to members most at risk** for COVID-19.

We're extending Medicare Advantage virtual evaluation and monitoring visit benefits to all Aetna commercial members as a fully covered benefit.

Stay safe at home. Members can limit their exposure by having essential items delivered. They can go to [CVS.com/shop](https://www.cvs.com/shop) to get started.

What you can do to support your employees



Tools and resources

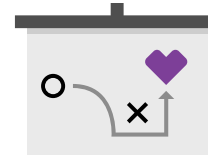
Your employees have a lot of questions about coronavirus.

You can help them stay protected by using the **tools** and **resources** we've included in this kit.



Education

Educate employees about COVID-19 and what they can do to prevent and reduce risk.



Navigating care

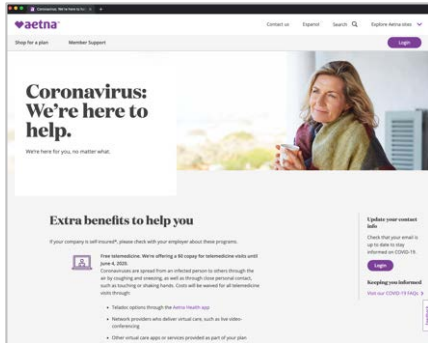
Help them **navigate** care and benefits by encouraging them to visit the Aetna® member website or call Member Services.



Support

Give them **support** and resources on how to protect themselves and navigate this difficult time.

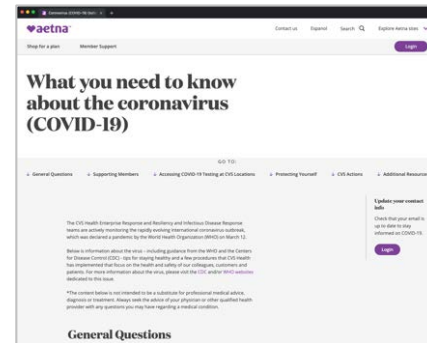
COVID-19 resources to communicate information to employees and Aetna® members



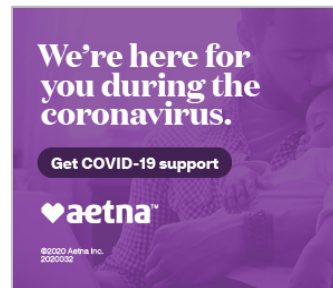
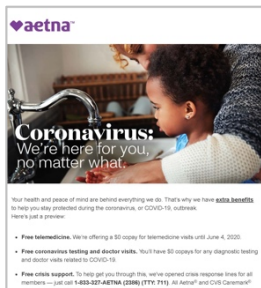
Aetna COVID-19 microsite



CVS Health® COVID-19 resource center



Online FAQs



Digital ads to post on intranets that link to:
<https://www.aetna.com/individuals-families/member-rights-resources/covid19.html>
 300x250 – version 1
 300x600 – version 1
 728x90 – version 1
 300x250 – version 2
 300x600 – version 2
 728x90 – version 2

Email and presentation used to share available benefits with members*

*For more information on these materials, contact your Aetna representative.

COVID-19 resources to communicate information to employees and Aetna® members



Postcard —
Printable file
Digital file for electronic distribution



Workplace poster —
Printable 8.5 x 11 file
Digital file for electronic distribution



Workplace poster —
Printable 18 x 24 file
Digital file for electronic distribution

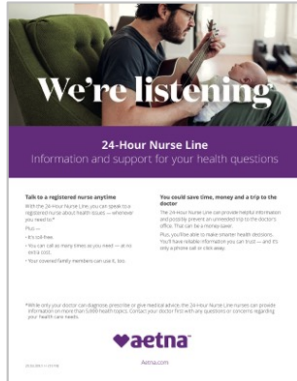


CDC posters

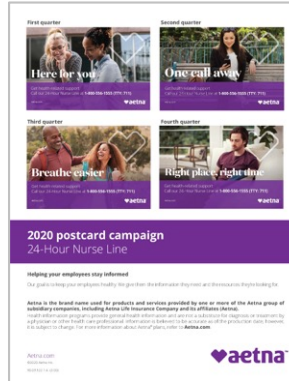
Resources to help Aetna® members get the support and care they need



MindCheck® online tools
for emotional health help



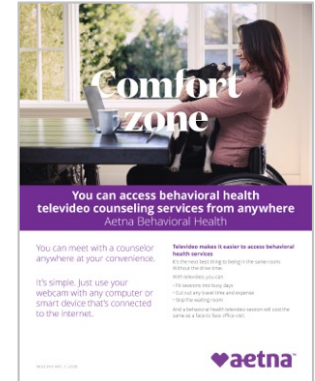
24-Hour Nurse Line —
flyer



24-Hour Nurse Line —
postcards



Well-being flyer w ith tips to
ease member stress



Aetna Behavioral Health
televideo services



Teladoc® resources available
through the Teladoc Engagement
Center



Working Remotely
tool kit for employees*

*For more information on these materials, contact your Aetna representative.

Resources to help Aetna® members get the support and care they need



Resources For Living provides everyday support to members for everyday living.

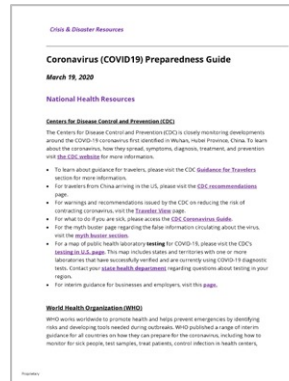
Resources For Living — [Webinar](#)



Resources For Living® — [COVID-19 flyer](#)



Resources For Living — [flyer](#)



Resources For Living — [Preparedness guide](#)



Oral health — [flyer](#)



Discounts for Aetna members offered through [LifeMart](#)

Aetna Community Affairs can help people who need additional support

Within our communities, we can connect people to local resources for extra help during this time.

Now more than ever, we know how important it is to advocate for those in need. That's why Community Affairs is available to help our customers who may need additional support for employees and Aetna® members.

Because news changes quickly and varies by region, Community Affairs can:

- Provide community insights
- Connect people to community-based organizations and community partners
- Share information about local resources
- Provide language translation services
- Virtually connect you, your Aetna team, and discussion leaders from their individual offices or homes

If you are interested in learning more about Community Affairs initiatives and outreach in your local market, please contact your Account Manager to discuss your needs.

Links to helpful information and resources

- The Centers for Disease Control and Prevention (CDC) [website](#) has the latest information on coronavirus, and a section specifically for [businesses and employers](#).
- Check out the CDC's [Clean Hands Save Lives](#) website for tips on how to properly wash your hands, and for [tips on keeping work, school and home safe](#).
- To learn more about the coronavirus pandemic, visit the [World Health Organization](#) resource site.
- Call [211 United Way](#) to access local resources for finding food, paying housing bills, accessing free childcare, or other essential services.
- Visit the [CVS Health® COVID-19 resource center](#) for information on COVID-19 and to help you and your employees better manage your health and well-being.
- Go to [Aetna's coronavirus \(COVID-19\) website](#) for information about Aetna® benefits and coverage specific to COVID-19.
- Visit our frequently updated [COVID-19 FAQ page](#) for answers and the latest information.
- For members needing additional support, Aetna has the following programs:
 - Crisis response lines for all members — just call **1-833-327-AETNA (2386)**
 - 24/7 access to the Aetna Nurse Medical Line for all Aetna and CVS Caremark® members, so that you can call **1-800-556-1555** anytime

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). Health benefits and health insurance plans contain exclusions and limitations. Aetna Behavioral Health refers to an internal business unit of Aetna.

Aetna Resources For LivingSM is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. and in California for Knox-Keene plans, Aetna Health of California, Inc. and Health and Human Resources Center, Inc.

Aetna and CVS Pharmacy[®] are part of the CVS Health[®] family of companies.

Information is not a substitute for diagnosis or treatment by a professional. Contact a professional with any questions about specific needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna[®] plans.

While only your doctor can diagnose, prescribe or give medical advice, our 24-Hour Nurse Line can provide information on a variety of health topics. Contact your doctor first with any questions about your health care needs.

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