

Questions? Who to Call...

The resources identified below are available to assist you with any questions that you may have about your benefits.

QUESTIONS REGARDING	CONTACT	PHONE NUMBER	WEBSITE/ADDRESS
Eligibility, enrollment, plan options, contributions, Qualifying Life Events, etc.	Please contact your School District's Business Office		
Medical Benefits—Aetna Benefit questions, claims, locating a provider, printing new ID Cards	Aetna HMO Health Network Option, QPOS	800.370.4526	www.aetna.com
	Aetna ACPOSII	855.281.8858	
Medical Benefits—Amerihealth Administrators Benefit questions, claims, locating a provider, printing new ID Cards	Amerihealth Administrators	844.352.1706	www.myahabenefits.com
Open Enrollment Guide	Office of SHIF Program Manager	800.563.9929	www.connerstrong.com



Access Information On the Go!

The Aetna and Amerihealth Mobile Apps allow members to access to ID cards and claims information, search for providers and much more—directly from your smartphone or mobile device. Download them today at the websites shown above.

Qualified Life Events

Your benefit elections and covered dependents will remain in place unless you experience one of the below **qualified life event**. If you **wish** to make an enrollment status or plan change due to one of these events, you must contact your personnel department within 30 days of the event.

- Marriage
- Birth or Adoption of a Child
- Loss or Reduction of Coverage for you or your spouse

Other Life Events:

If you experience one of these **life events**, you **must** notify your benefits administrator within 30 days of the event so your enrollment status can be updated accordingly.

- Death of a covered dependent
- Divorce

Maximize Your Benefits

Using In-Network Providers

Consider Your In-Network Options First

You will typically pay less for covered services when you visit providers that are part of your medical plan's network. In-network providers agree to discounted fees. You are responsible only for any co-pay or deductible that is included in your plan design. To verify that your providers are in-network, call the number on the back of your ID cards.

Limit Your Use of Out-of-Network Providers

The percentage of costs covered for out-of-network care is based on the plan allowance. If the plan allowance is less than the provider's actual charge, the provider may bill you for the difference between these two amounts. The amount you are required to pay out-of-pocket may be significant.

Finding In-Network Providers

For participants of the **Aetna** plan, visit **www.aetna.com** and select **"Find a Doctor."**

For participants of the **Amerihealth Administrators** plan, visit **www.myahabenefits.com**, select **"Members"** and then **"Find a Doctor."**

Using In-Network Labs

For participants of the **Aetna**, be sure your provider sends your blood work to **Quest Diagnostics** or other in-network labs. **LabCorp is not participating** in the Aetna network.

For participants of the **Amerihealth Administrators** plan, please be sure your provider sends your blood work to **LabCorp** or other participating free standing laboratory. **Quest Diagnostics is not participating** in the Amerihealth Administrators network.

Save time and money with Urgent Care Centers!

Urgent care centers are a **convenient, cost-effective** medical care alternative when your primary care physician is unavailable. Urgent Care Centers copay match your Specialist copay. Typically **no appointments** are necessary at most urgent care centers, and hours extend beyond regular doctor's office hours making them available earlier and later than your primary care physician.

To find a clinic near you, contact your medical carrier to locate a facility.

If your medical need is more than urgent or life-threatening, please go right to the Emergency Room.

