



## RENSSELAER COUNTY MEDICARE RETIREES

# AETNA FAQs

**Q. How do I enroll in the Aetna Medicare Advantage Plan (MAP)?**

**A.** You must submit a completed enrollment form for the Aetna plan to Benetech, at least 30 days prior to the date your Medicare begins. The enrollment form MUST include your Medicare ID number, as well as the Medicare part A and B information. If your enrollment form **DOES NOT** include this information, it cannot be sent for processing, and will delay your enrollment into the health plan.

The form is reviewed and then sent to Aetna for processing. Once Aetna receives the enrollment, they are required to submit your information to the Social Security Administration for approval before your enrollment into the plan can be made official. It is important to allow enough time for this process.

**Q. I don't want to enroll in the Aetna MAP, what are my options?**

**A.** Should you decide to discontinue your benefits with Rensselaer County and you need to purchase alternate coverage, refer to <https://www.medicare.gov/> to research options that may be available to you.

**Q. How do I get more information about the Aetna MAP?**

**A.** Refer to the other links on the Aetna page regarding the program:  
<https://info.benetechadvantage.com/renesco/Aetna>

**Q. How can I tell if my doctor or other service provider participates with Aetna?**

**A.** The easiest way to determine if your provider is participating is to ask them if they accept original Medicare. If your doctor, or other service provider, accepts original Medicare and is willing to bill Aetna, the service will be treated as being in-network. If this is your first time visiting the doctor/provider since enrolling in the coverage, remember to provide them with your Aetna ID card.

**Q. What are my medical copays?**

**A.** Please refer to the benefit summary available on the Aetna page to determine the current copay structure. <https://info.benetechadvantage.com/renesco/Aetna>

Out of pocket expenses can vary by location/facility where you have procedures performed. Refer to the detailed information you received with your ID card for specifics.

**Q. Does Aetna participate with Silver Sneakers?**

**A.** Yes.

**Q. Will I have to change pharmacies?**

**A.** No. Aetna has an extensive list of participating pharmacies that include most of the major chains as well as many of the smaller specialty pharmacies in the area. A list of local pharmacies is posted on the <https://info.benetechnadventure.com/rengo/Aetna> page. Simply give your new Aetna ID card to your pharmacy when you visit after January 1, 2021.

**Q. What are my prescription copays?**

**A.** Please refer to the benefit summary available on the Aetna page to determine the current copay structure. <https://info.benetechnadventure.com/rengo/Aetna>

Your prescription copays may change if there is a formulary change. The formulary is posted on Aetna page for your review:

<https://info.benetechnadventure.com/rengo/Aetna>

**Q. Will I need to obtain new prescriptions?**

**A.** No. You should be able to give your new Aetna card to your pharmacy for processing. Some of your prescriptions may require step therapy or prior authorization. You can review Aetna's formulary to check if your prescriptions have these requirements. The complete Aetna Formulary is posted on the Aetna page:

<https://info.benetechnadventure.com/rengo/Aetna>

**Q. Does Aetna offer mail order prescription coverage?**

**A.** Yes. Once you've enrolled in the Aetna MAP, information regarding Aetna's mail order program will be sent to you directly from Aetna in your membership materials.