



Aetna Active, Pre-Medicare Retirees and
CPPO Basic Medicare Members

Aetna Health Concierge: **1-855-824-5349**,
Monday – Friday, 8 a.m. to 8 p.m. ET.

Website: www.aetnanyct.com

Aetna Medicare Advantage Option 1 and
Option 2 Members

Member Service: 877-824-5349

Monday – Friday, 8 a.m. to 8 p.m. ET.

Website: mtanyct.medicare.com

Free crisis support. Aetna has opened crisis
response lines for all members

1-833-327- AETNA(2386) (TTY: 711)

All Aetna MTA NYCT Members

COVID-19 Testing & Visit Cost Share Waiver

Aetna will waive co-pays for all diagnostic testing and all provider visits related to COVID-19.

COVID-19 Inpatient Cost Share Waiver

Aetna will waive cost-sharing and co-pays for inpatient hospital admissions related to COVID-19 at all in-network facilities.

Healing Better Package

If you are hospitalized with COVID-19, Aetna will send you a care package to help you recover at home. The package includes resources, personal care items and household supplies to help protect your loved ones from potential exposure in your home.

Telemedicine Coverage

Telemedicine means the practice of health care delivery, evaluation, diagnosis, consultation, or treatment, using the transfer of medical data through audio, video, or data communications that are engaged in two locations between healthcare providers who are physically separated from the patient.

- Covers telemedicine services provided via interactive audiovisual conferencing
- Copays are waived for in-network providers through 6/4/2020

24 Hour Nurse Line: 1-800-556-1555

Medicare Advantage Option 1 and Option 2 Members

Resources for Living

You have 24/7 access to the Resources for Living program to help find services and resources in the community, or just talk with someone for emotional support. Simply call us at **1-866-370-4842 (TTY: 711)**.

Silver Sneakers

Silver Sneakers is offering the programs to help retirees stay active at home:

- SilverSneakers On-Demand™
 - Gives members access to 200+ online workout videos.
 - Log in to [SilverSneakers.com](https://www.silversneakers.com) (or create an account) to view on-demand workouts like SilverSneakers Classic, Yoga, etc.
 - Visit <https://www.silversneakers.com/learn/ondemand/> to learn more.
- SilverSneakers GO™ (a Fitness App)
 - Offers workout programs that can be tailored to each member's fitness level by modifying exercises to make them easier or harder with just one click.
 - Download the app at Apple or Google stores
 - Visit <https://go.silversneakers.com/silversneakers-go-promo> to learn more.
- SilverSneakers Facebook Live classes.
 - Members can visit and follow the SilverSneakers Facebook page ([Facebook.com/SilverSneakers](https://www.facebook.com/SilverSneakers)) for more details.
 - Classes are open to anyone, even non-SilverSneakers members