



Accessing care and estimating costs with Aetna

How do I access care?

To find an in-network provider, go to aetna.com. Select “Find a doctor” and log in with your Aetna account. You can use DocFind within the member portal to search for a provider that provides specific care you are looking for.

How can I estimate the cost of my visit?

See the table below for the in-network copays/coinsurance you’ll pay per core benefit, as well as the number of visits covered per year.

	Aetna Prime	Aetna HDHP/HSA
Exams		
PCP visit	\$25 copay	20% coinsurance after deductible
Specialist visit	\$25 copay	20% coinsurance after deductible
Virtual visit	\$25 copay	20% coinsurance after deductible
Facility services		
Urgent care	\$25 copay	20% per visit after deductible
Emergency room	10% coinsurance after \$125 copay	20% per visit after deductible



DEDUCTIBLES BY PLAN

Aetna Prime

\$300/person
\$900/family

Aetna HDHP/HSA

\$1,700/person
\$3,400/family



CONTACT AETNA

Phone: (888) 872-3862

Website: aetna.com

See your benefits booklet for full details including limitations and exclusions.



Core options for care

Explore your benefits for select therapies

See how your Aetna plan covers acupuncture, chiropractic care, outpatient massage therapy, and physical therapy. The table below summarizes copays, deductible requirements, and annual visit limits for each therapy.

Therapy care options



Acupuncture Therapy

Classic | \$25 copay, deductible waived
HDHP/HSA | Plan pays 80% after deductible

Limited to 12 visits per calendar year



Chiropractic Therapy

Classic | \$25 copay, deductible waived
HDHP/HSA | Plan pays 80% after deductible

Limited to 20 visits per calendar year



Massage Therapy (Outpatient)

Classic | Plan pays 90% after deductible
HDHP/HSA | Plan pays 80% after deductible

Limited to 35 visits per calendar year



Physical Therapy (Outpatient)

Classic | Plan pays 90% after deductible
HDHP/HSA | Plan pays 80% after deductible

Limited to 35 visits per calendar year

**Pre-authorization/referrals are not required but a medical diagnosis may be required for these benefits. Refer to the plan documents for limitations, guidelines, and out-of-network coverage and exclusions.*

How to access these benefits

Find an In-Network
Provider

Go to aetna.com

Select “Find a doctor”

Search by logging into
your Aetna account. If
you do not have an
account, you can
search as a guest



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