



Better health

Key things you should know about your 2022 TWU Local 100/MTA Bus/TSO/SSSA/SPI with TWU Local 100 Benefits health plan options

You may be happy with the current Aetna Medicare CPPO Basic plan option. But we want to make sure you know about the two **Aetna MedicareSM Advantage Plan (PPO) with Extended Service Area (ESA)** plan options available that may provide you with more benefits. (Refer to plan compare on page 2).



How to enroll in the Aetna Medicare Advantage plan or request information

To enroll, call the Business Service Center (BSC) at **646-376-0123**, Monday–Friday, 8:30 AM–5:00 PM ET.

Or log into your account by visiting My MTA Portal: **MyMTA.Info**

For more information, call Aetna[®] at **1-800-307-4830 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.

Or visit **MTANYCT.AetnaMedicare.com**

Open enrollment November 1–November 30, 2021.



Look over the enclosed information

It contains information on the benefits, programs and services available to you. You can also join a conference call to learn more.



New York City Transit

2022 plans available to TWU Local 100/MTA Bus/TSO/SSSA/SPI with TWU Local 100 Benefits; Medicare eligible retirees

With the Aetna Medicare Advantage plan, you get the same benefits as Original Medicare coverage. In fact, you must have Original Medicare in order to be enrolled in a Medicare Advantage plan. Enjoy the comprehensive coverage you get today, plus extra benefits.

Plan comparison examples	Aetna CPPO Basic Plan	Aetna Medicare Advantage Option 1	Aetna Medicare Advantage Option 2
Medicare Part B reimbursement	\$297.60 (retiree only)	\$297.60 (retiree only)	Full Part B reimbursement (retiree & spouse)
Medical deductible (the amount you pay before plan medical coverage begins)	You pay \$0	You pay \$0	You pay \$0
Annual limit you pay for medical costs	\$0 is the most you'd pay (the plan pays 100% after Medicare)	\$0 is the most you'd pay (the plan pays 100%)	\$1,000 is the most you'd pay (the plan pays 100% after that)
Preventive services	You pay \$0	You pay \$0	You pay \$0
Routine eye exam	Not included	You pay \$0	You pay \$0
Routine hearing exam	Not included	You pay \$0	You pay \$0
Primary care doctor visit	You pay \$0	You pay \$0	You pay \$0
Specialist visit	You pay \$0	You pay \$0	You pay \$5
Inpatient hospital care	You pay \$0	You pay \$0	You pay \$0
Emergency room	You pay \$100	You pay \$0	You pay \$50
Urgent Care	You pay \$0	You pay \$0	You pay \$50
Ambulance	You pay \$0	You pay \$0	You pay \$50
Eyewear reimbursement	Not included	\$70 reimbursement every 24 months	\$70 reimbursement every 24 months
Hearing aid reimbursement	Not included	\$500 reimbursement every 36 months	\$500 reimbursement every 36 months
SilverSneakers® fitness membership	Not included	You pay \$0	You pay \$0
Prescription drug coverage through SilverScript®			
Prescription drug cost through SilverScript (30-day supply)	You pay: • Tier 1 - Generic: \$0 • Tier 2 - Formulary brand: \$20 • Tier 3 - Non-formulary brand: \$40	You pay: • Tier 1 - Generic: \$2.50 • Tier 2 - Formulary brand: \$2.50 • Tier 3 - Non-formulary brand: 50% cost share	You pay: • Tier 1 - Generic: \$5 • Tier 2 - Formulary brand: \$10 • Tier 3 - Non-formulary brand: \$45

*Aetna Medicare Advantage Option 1 members who are not enrolled in the SilverScript (PDP) must pay 50ADSKF% of the cost of Tier 3 prescription drugs. Under the SilverScript (PDP), the cost of Tier 3 prescription drugs has a maximum copay of \$95 for a 30-day supply at a local pharmacy, and a maximum copay of \$285 for a 90-day supply with home delivery. Savings for non-formulary brand drugs from 50% cost share to just \$95, if enrolled in Aetna Medicare Advantage Option 1 and the SilverScript (PDP). You will automatically be enrolled in the SilverScript (PDP) unless you elect to opt out. To opt out, call the Business Service Center (BSC) at 646-376-0123, Monday–Friday, 8:30 AM–5:00 PM ET.



MTA NYCT Aetna Medicare Advantage plan member satisfaction results: 100%*

“I have been with Aetna for 10 years. They have always been good, but now I know they are excellent. I had a serious medical condition, Aetna took care of everything, but they also had a nurse call to make sure I had everything I needed. I truly feel blessed to have this plan”

“Aetna has always been good. I feel so fortunate to have this plan. They are perfect”

*Source: 2020 Aetna member survey MTA retiree comments.



We’re here for you

Aetna is committed to providing MTA NYC Transit retirees with support and resources about COVID-19. The health and well-being of our members is our top priority. So we’re offering additional support to help you stay protected. For the latest information, visit our COVID-19 support site at AetnaMedicare.com/coronavirus. Or call us at **1-800-307-4830 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET.

Freedom of doctor access

The Aetna Medicare Plan (PPO) with ESA gives you access to any doctor or hospital, as long as they are eligible to receive Medicare payment and accept your plan. You pay the same cost for any doctor or hospital, according to the costs listed on the plan comparison on page 2.

900,000 network doctors and specialists, and over 4,000 network hospitals nationwide accept the plan already.

If you need help finding out if your doctor accepts the plan, just call us at **1-800-307-4830 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET. We’ll contact your doctor and confirm for you or can help you find other nearby doctors or hospitals to meet your needs.



Steps you must take to enroll in one of the Aetna Medicare Advantage plans

What	When	How
<div><input type="checkbox"/> Step 1: Enrollment guide Look over the enclosed brochure for more plan details.</div>	Today	
<div><input type="checkbox"/> Step 2: Help and support Chat with an Aetna® plan specialist for answers to your questions by calling 1-800-307-4830 (TTY: 711).</div>	Monday–Friday, 8 AM–9 PM ET.	
<div><input type="checkbox"/> Step 3: Informational teleconference calls Learn more about your plan options on a teleconference call. View the on-demand presentation at MTANYCT.AetnaMedicare.com. See next page for details.</div>	November 8 through November 19, 2021	
<div><input type="checkbox"/> Step 4: Enroll in the plan<ul style="list-style-type: none">• Call the BSC at 646-376-0123 to request a change form.• You can also get a form by visiting My MTA portal at MyMTA.Info• Return the change form directly to the BSC, follow the instructions provided on the form.</div>	Monday–Friday, 8:30 AM–5:00 PM ET.	
<div><input type="checkbox"/> Step 5: Plan start date Begin using your new member ID card on this date.</div>	January 1, 2022	



Join a meeting to learn about your Medicare plan options

Live teleconference calls

Learn about the Aetna Medicare Advantage plan from the comfort of your home. These virtual meetings will include a benefit presentation and moderated Q&A session. Here are some reasons to attend:

- Get more details about medical and prescription drug (Part D) plan options for 2022
- Have your questions answered by an Aetna plan specialist
- Hear helpful questions from other MTA NYCT retirees

Date	Time	Phone Number
November 8, 2021	10 AM ET	1-877-256-3669
November 10, 2021	2 PM ET	1-877-256-3669
November 16, 2021	10 AM ET	1-877-256-3669
November 19, 2021	2 PM ET	1-877-256-3669

Can't join a live teleconference call?
View an on-demand presentation in the comfort of your home at **MTANYCT.AetnaMedicare.com**.

Extra programs included only with Medicare Advantage

Available only for those enrolled in the Aetna Medicare Advantage plan — Option 1 or Option 2. We offer programs that address the whole you — body, mind and spirit. Whether you're looking for a gym to stay active, help around the house or caregiver support, we have a program to help.



Over-the-counter (OTC)

You get \$30 per quarter, and up to \$120 per year to spend on health and wellness products such as vitamins, pain relief and more. You can choose any approved item from the OTC catalog.



Meal delivery

Take advantage of this service when you return home after an inpatient hospital stay. Your Aetna nurse will coordinate a delivery of up to 14 nutritious meals directly to your home.



SilverSneakers® fitness program

Join any of several thousand participating locations nationwide and/or get a home fitness kit. For more information, visit **SilverSneakers.com** or call **1-888-423-4632 (TTY: 711)**, Monday–Friday, 8 AM–8 PM ET.



Transportation

Access nonemergency transportation to your medical appointments including 24 one-way trips per year with 60 miles allowed per trip. If you need to reserve a ride, call **1-855-814-1699 (TTY: 711)**, Monday–Friday, 8 AM–8 PM all time zones, or visit **Access2Care.net**.



Resources For Living® program

Get referrals to services in your area that offer help such as house cleaning and lawn care, transportation, social and recreational activities, and caregiver support. You just pay for the cost of the services you use.



Teladoc®

Connect with a Teladoc physician by web, phone or mobile app from home, for non-emergency medical needs.



Nurse support

Talk with a licensed doctor or registered nurse to help you manage chronic conditions, ensure you're taking your medications, answer your questions and more. Just call **1-800-556-1555**, available 24/7.



Telehealth services

Can't make it to the doctor's office? You can get care from any network provider that offers telehealth services. You'll pay the same amount as an in-person visit. Contact your doctor or walk-in clinic to find out details.



Healthy Home Visit

If you choose to participate, a licensed doctor or nurse will come to your home to review your health needs, do a home safety assessment, review your medications and ask about your medical and family history.



Healthy Rewards

Earn up to \$200 in gift cards by completing healthy activities.



Healthy Aging and Support program

Support for members who are at an increasing risk for complications due to their chronic conditions. The one-to-one nurse support and eight weekly virtual group sessions help build confidence and provide you with the tools and resources to help manage your health.

Important phone numbers

Aetna Member Services	MTA Business Service Center
<ul style="list-style-type: none">• 1-800-307-4830 (TTY: 711), Monday–Friday, 8 AM–9 PM ET.• MTANYCT.AetnaMedicare.com• Aetna Medicare Advantage plan medical coverage details• Questions or concerns about doctors and verifying that they accept the plan	<ul style="list-style-type: none">• 646-376-0123, Monday–Friday, 8:30 AM–5:00 PM ET.• My MTA Portal: MyMTA.Info• General enrollment and eligibility• Request an 2022 Open Enrollment/Change form• Update your personal information

Visit **MTANYCT.AetnaMedicare.com** to learn more about how the Aetna Medicare Advantage PPO ESA plan works.

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Enrollment in our plans depends on contract renewal. Plan features and availability may vary by service area. For accommodation of persons with special needs at meetings, call 1-800-307-4830 (TTY: 711). Out-of-network/non-contracted providers are under no obligation to treat members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. The formulary, provider and/or pharmacy network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. SilverSneakers is a registered trademark of Tivity Health, Inc. ©2021 Tivity Health, Inc. All rights reserved. Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.