

Questions and Answers

Membership information you need to know

How do I decide if this plan is right for me?

Please read the information in this enrollment kit, including your Benefits Summary, which explains some of the benefits, limitations, features, and exclusions of this plan. Consider the amount you will pay in premiums, as shown on the Enrollment/Change Request form, and compare this plan to any other medical coverage options you may have. If you have any questions or need additional information, please call us toll-free at **1-888-772-9682**.

How does a fixed indemnity plan work?

Fixed indemnity plans have no copays, deductibles, or coinsurance. A fixed indemnity plan pays a fixed amount per service, with limits on the number and types of services. Once you have used up your number of services, the plan will no longer pay for that kind of service. Because the plan pays a fixed amount, you may owe the provider more than the plan pays. If you choose a preferred (in network) provider, then you may pay less, because the provider may accept payment for the negotiated in-network fee. Before you enroll in the plan, please read the benefits chart in the Benefits Summary carefully to understand what this plan will pay.

Who can participate?

All newly hired benefits eligible employees may participate during the 90 day waiting period for the Arizona Department of Administration (ADOA) medical plan. If you are an eligible employee, you can also enroll your eligible dependents. Your eligible dependents are your lawful spouse or domestic partner and your children from birth until age 26, through any age if disabled and unable to earn a living, or until they can no longer be legally declared as dependents. Dependent age and status requirements may vary by state.

When does coverage begin?

Coverage is effective on the first day of the pay period following your enrollment.

Is there an employee premium?

No, premiums are paid 100% by the University of Arizona. However, this employer paid premium is considered imputed income. Imputed income is the term the IRS applies to the value of any benefit that must be considered taxable. Imputed income is included in your bi-weekly paycheck and is subject to taxes. It will also be reported on your W-2.

Will I get ID cards?

If you choose benefits, you will get plastic member identification (ID) cards. Until you get your plastic IDs, please use the temporary member ID at lower right. This ID is valid after you enroll and your benefits begin.

How do I file a claim?

Claim forms are available from www.aetna.com/docfind/custom/avp, by calling SRC toll-free at **1-888-772-9682**, or by writing to Strategic Resource Company, Attn: Claims Department, P.O. Box 14079, Lexington, KY 40512-4079.

**You have a limited
time to enroll.**



**Just hired?
You have 31 days from
the date you are hired
to enroll.**

How to enroll:

Please contact Human Resources at **520-621-3662** and select option 3, so that an enrollment event can be opened for you in UAccess Employee. Once the event is opened, go to <http://uaccess.arizona.edu> and select Manager/Employee Self Service to enroll. You will need your UA NetID and password to log in. Select Self Service>Benefits>Benefits Enrollment and follow the prompts to enroll. Be sure to submit you elections and print your confirmation page.

If you are enrolling a domestic partner as a dependent or children of a domestic partner, you must complete an affidavit form and declaration of tax status form located at <http://www.hr.arizona.edu/forms#benefits>.

Cut out your temporary member identification along the dotted line.

		 An Aetna Company	
MEDICAL PPO		AETNA VOLUNTARY PLANS BIN# 610502 RX	
UNIVERSITY OF ARIZONA COMPANY NO.: 801912			
EMPLOYEE NAME: _____		AND COVERED DEPENDENTS _____	
FOR MEMBER SERVICES CALL		1-888-772-9682	
PAYOR NUMBER 57604 0039			

When does coverage end?

Coverage will terminate automatically at the end of your waiting period for benefits coverage through the Arizona Department of Administration (ADOA) whether or not you chose to enroll in ADOA benefits.

If I become ineligible or my employment ends, can I continue coverage?

No. If your coverage terminates, you may not continue coverage. Your coverage will end on the last day of the pay period that includes your termination date.

www.aetna.com/docfind/custom/avp

HEALTH CARE PROVIDER: The person listed on the front of this card has been enrolled under a fixed indemnity insurance plan sponsored by the employer listed on the front of this card. Covered members are entitled to benefits under the applicable plan, subject to exclusions and limitations. This card does not guarantee coverage. For verification of coverage, filing a claim or for questions other than the discount programs, contact us at the number printed on the front of this card or mail us at the address below.

INSURED: Network physicians, hospitals, and other health care providers are independent contractors and are neither agents nor employees of Aetna Life Insurance Company.

EMERGENCY URGENT CARE: Call your local emergency hotline (ex.911) or go to the nearest emergency facility. For AETNA VISION DISCOUNTS call 1-800-793-8616. For LASIK call 1-800-422-6600. For CONTACTS DIRECT call 1-800-391-5367.

Strategic Resource Company
P.O. Box 14079
Lexington, KY 40512-4079

Notice to members concerning health care services: *Your share of the payment for health care services may be based on the agreement between your health plan and your provider. Under certain circumstances, this agreement may allow your provider to bill you for amounts up to the provider's regular billed charges.*

More questions?

*To get help in any language, call toll-free **1-888-772-9682** Monday through Friday, 8 a.m. to 8 p.m. Eastern Time.*

¿Tiene más preguntas?

*Si necesita ayuda en cualquier idioma, llame sin cargo al **1-888-772-9682** de lunes a viernes de 8 a.m. a 8 p.m., hora del Este.*

Insurance Plans are underwritten by Aetna Life Insurance Company. Plans are administered by Strategic Resource Company (SRC). Information is believed to be accurate as of the production date; however, it is subject to change. For OK residents only, policy forms issued include GR-9/GR-9N, GR-29/GR-29N, GR96172, and GR96173.

