



Aetna Active, Pre Medicare Retirees and  
CPPO Basic Members

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

Website: [www.aetnanyct.com](http://www.aetnanyct.com)

Aetna Medicare Advantage Members

Member Service: 877-824-5349

Monday – Friday, 8 a.m. to 8 p.m. ET.

Website: [mtanyct.medicare.com](http://mtanyct.medicare.com)

## All Aetna Members

### COVID-19 Testing

Aetna will waive co-pays for all diagnostic testing related to COVID-19. This policy will cover the testing for patients who meet CDC guidelines and must be requested by your provider. Aetna will waive the member costs associated with diagnostic testing at any authorized location for all Active, Pre-Medicare Retiree and Medicare Advantage Plan members.

### Healing Better

Healing Better care packages will be sent to members diagnosed with COVID-19 containing over-the-counter medications to help relieve symptoms. The package will also include personal and household cleaning supplies to help keep others in the home protected from potential exposure.

### 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