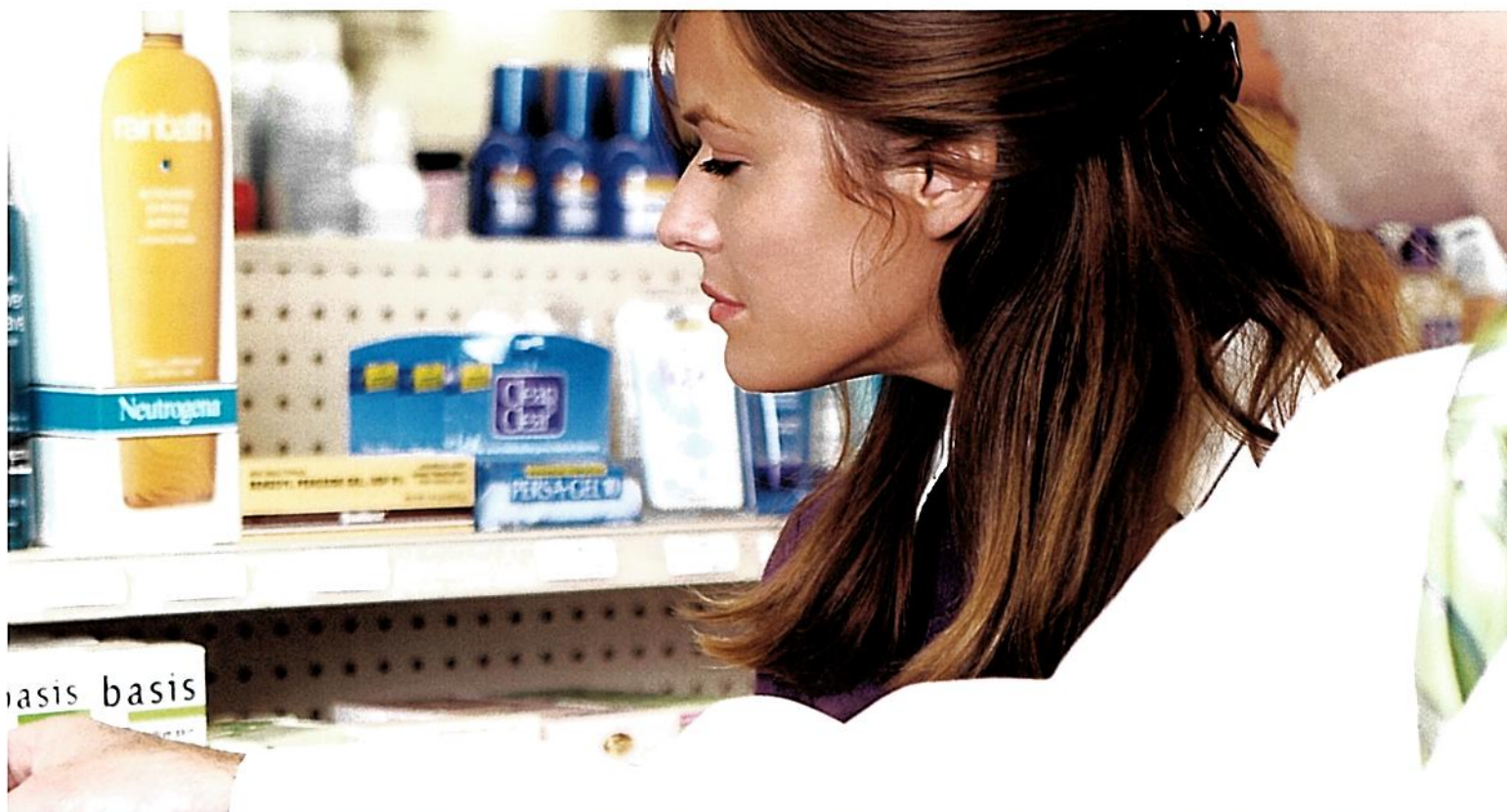


Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna[®]

Answers to frequently asked questions



Understanding your ExtraCare[®] Health Card

05.03.423.1 (5/14)

The ExtraCare Health Card is a free program

As an Aetna member, your card is special. You get a 20 percent discount on thousands of CVS/pharmacy® brand health-related items for you and your family. Your discount applies to regularly priced items of \$1 or more. You also get all the chances to save that come standard with the CVS ExtraCare Card.

If you have not already, you will receive a welcome letter that includes two ExtraCare Health Card portable key tags. The letter tells you how to activate them and start saving. You can use them when you shop at any CVS/pharmacy location. You can also shop online.



Visit www.cvs.com/extracare to learn more.

Enjoy savings

How much can I save?

You get 20 percent off the already low prices of thousands of eligible items. These include regularly priced, health-related, over-the-counter items valued at \$1 or more.

What items can I save on?

The card can be used on thousands of items valued at \$1 or more.

Items eligible for the discount include, but are not limited to:

- Allergy remedies
- Cough and cold remedies
- Eye care
- First-aid supplies
- Incontinence relief supplies
- Nicotine replacement
- Pain relievers
- Stomach remedies
- Vitamins

Do the savings apply to only health-related, nonprescription products?

Yes. The discount applies only to eligible items, each valued at \$1 or more. The discount doesn't apply to non-health-related items and prescriptions. It doesn't apply to alcohol, tobacco, lottery, postage stamps, gift cards, money orders, prepaid cards and photo finishing. And is not valid on other items reimbursed by a governmental program.

If an item is on sale, do I get an extra 20 percent discount?

No. The discount applies only to regularly priced eligible items.

Is there a minimum amount I must spend each time I shop before I will get the discount?

Yes. Savings apply when you buy eligible items, each valued at \$1 or more.

Will I see the amount I saved on my receipt?

Yes. The 20 percent discount applies at the time of purchase. You will see the savings listed on your receipt.

Health benefits and health insurance plans are offered, administered and/or underwritten by Aetna Health Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC.

What if I forget my card when I buy eligible items?**Can the savings be applied retroactively?**

No. You must present the card at the time of purchase to get your 20 percent discount.

What kinds of savings can I expect?

By using your ExtraCare Health Card, in addition to your 20 percent discount on eligible health-related items, you get all the standard benefits of the CVS ExtraCare Card, including:

- Coupons
- Instant savings
- Personalized savings when you sign up to receive ExtraCare e-mails
- ExtraCare Pharmacy & Health Rewards when you sign up, earn ExtraBucks Rewards and more

Visit www.cvs.com/extracare for the latest details.

What are ExtraBucks Rewards?

ExtraBucks Rewards are like free money that can be used on most items in the CVS/pharmacy store.

Are there any restrictions to how I can use my earned ExtraBucks Rewards?

Some restrictions apply. You must present your ExtraCare Card to get these savings. Savings apply to your total purchase with specified product(s). The savings do not apply to prescriptions, alcohol, gift cards, lottery, money orders, postage stamps, prepaid cards, tobacco products or items reimbursed by a governmental program. You will not receive any cash back. Tax is charged on pre-coupon price where required.

How do I get my ExtraBucks Rewards?

ExtraBucks Rewards are issued the 1st day of January, April, July and October. You get two percent back on everyday purchases. Get your ExtraBucks Rewards before you shop by scanning your ExtraCare Health Card at the in-store Coupon Center. Or go online at www.cvs.com/extracare. Otherwise, look for them on the bottom of your register receipt.

If you do not spend \$25 in qualifying purchases or you do not reach a minimum of \$0.50 in ExtraBucks Rewards by the end of an earning period, you will not receive rewards and earnings will not carry over. You must collect your quarterly ExtraBucks Rewards, which will be rounded down to the nearest \$0.50, during the 45-day period following the earnings period.

Understand how your card works**Does every family member receive a card?**

Each household will receive two ExtraCare Health Card portable key tags for the whole family to use.

Can I use the card for my whole family?

The discount is restricted to items purchased for the health care of cardholder, spouse or dependents.

Is my member ID number printed on the ExtraCare Health Card portable key tags?

No. Your ExtraCare Health Card portable key tags have a special ID number printed on them.

What if I lose my card?

When you receive your two ExtraCare Health Card portable key tags, be sure to write down the toll-free phone number that appears on them. If you lose your card, simply call the number and a new one will be issued.

Does the card expire?

If you change employers or your prescription benefits plan, or if your employer changes its prescription benefits manager, your card will no longer give you a 20 percent discount on health-related items. However, you can still use it to get the standard benefits of a CVS ExtraCare Card.

What is the difference between my the CVS ExtraCare Card and the Aetna ExtraCare Health Card?

As an Aetna member, your ExtraCare Health Card is special. You get a 20 percent discount on thousands of CVS/pharmacy brand health-related items.

You also get all the standard benefits of a CVS ExtraCare Card. This includes special weekly savings and the opportunity to earn ExtraBucks Rewards on purchases and prescriptions.

How do I transfer earned rewards and savings from my existing CVS ExtraCare Card to my new Aetna ExtraCare Health Card?

To transfer your earned rewards and savings from your current card to your new one, just take these steps:

1. Visit www.cvs.com/extracarehealth.
2. Enter your account information and transfer.

If you do not have Internet access, call toll-free at **1-888-543-5938** from 8:30 a.m. to 7:00 p.m. ET.

Learn more now

Visit www.cvs.com/extracare.

To learn more about your prescription drug coverage and the programs you have access to, call Rx Member Services toll-free at **1-888-RX AETNA** (1-888-792-3862).

The ExtraCare Health Card does not apply to pharmacy items paid for in whole or in part by state and/or federal health care programs. This includes programs such as Medicare and Medicaid. Not valid on prescriptions purchased in New Jersey or New York. In Louisiana, not valid on any prescription for a controlled or dangerous substance.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

www.aetna.com

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