

# Plan Facts & Features

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## PPO Health Care Benefits for Part-Time and Hourly Workers

We want to make you aware of what our recent acquisition of Strategic Resources Company (SRC) will mean to your office. In January 2005, we acquired SRC, which is based in Columbia, SC, and administers group benefits plans for part-time and hourly workers.

Many of these workers might not otherwise be eligible to receive health care benefits. The benefits plans available through SRC offer employers and their employees another option to address health care affordability and access.

SRC's benefits include medical, dental, vision, life, pharmacy, accidental death and short-term disability coverage through PPO or indemnity plans. Benefits levels and coverages vary by plan design.

### How This Acquisition Affects Your Office

Your office may already be seeing patients with an existing SRC benefits plan. You should continue to provide services to those individuals and follow the same administrative procedures you have in the past.

### Transition of Members to Begin

Starting on or about May 1, 2005, we will be transitioning existing and new members to an Aetna PPO-based plan design called "Aetna Affordable Health Choices<sup>SM</sup>." These individuals will use the Aetna PPO product to access care, but the plans will continue to be administered by SRC. For existing members, the transition will occur at each employer's plan renewal date over the next 12-15 months.

### Recognize These Plan Members

Upon transition, individuals currently enrolled in the SRC plan will receive a new Aetna Affordable Health Choices PPO member ID card. There will also be an indemnity option that includes an out-of-network alternative for those members not enrolled in the PPO product.

The ID cards can be recognized by the Aetna logo and the words "Aetna Affordable Health Choices" on the front,

and a new customer service toll-free phone number on the back. The cards will also contain the plan sponsor's name and group number.

### Plan Administration

Aetna Affordable Health Choices products are generally limited benefits offerings that may include limited inpatient and outpatient coverage for office visits, lab, diagnostic tests, X-rays, surgery, anesthesiology, room and board, and other hospital expense as well as prescription drug coverage.

- Referrals are not required.
- There are no precertification or other patient management requirements.
- PCP selection is not required. Members who choose to go outside the PPO network receive an out-of-network benefits level that varies by plan.
- All claims should be submitted to the address on the member ID card:

SRC – An Aetna Company  
P.O. Box 23759  
Columbia, SC 29224-3759

*For members enrolled in any Aetna Affordable Health Choices plan, you should verify eligibility and coverage before you administer services by calling the customer service number on the back of the member ID card.*

### Eligibility/Benefit Verification and Claims Inquiries

Call the SRC toll-free customer service number with your claims questions, to verify eligibility and benefits coverage levels or to learn more about this benefits plan.

More information about Aetna Affordable Health Choices can be found on our secure website, as well as in the next issue of *OfficeLink Updates*, which will include copies of the member ID cards.