

Aetna Plan Information – MOST Benefits Program

Aetna is a health insurance organization with a network of doctors, hospitals, and other health care providers. You can choose from two Aetna medical plans: Preventive or Traditional. Contact your Accolade Health Assistant at 1-866-540-5418 to find providers in the network. Or, go to www.aetna.com/docfind/custom/cityofseattle.



Accolade Member Services: 1-866-540-5418

Mobile App: Accolade

Aetna.com

Mobile App: Aetna Health

Aetna

Aetna P.O. Box 14079

Lexington, KY 40512-4079

Resources:

- Access Aetna.com or the Aetna App
- Access [Accolade](#) online or with the Accolade App for assistance with
 - Finding a provider and preparing for your appointment
 - Finding a local urgent care clinic
 - Ordering replacement ID cards
 - Resolving billing, appeals and benefit statement issues
 - Understanding your claims and EOBs
 - Counseling for health issues, concerns and questions
 - Reviewing your benefit coverages and eligibility
 - Discussing treatment options
 - Managing chronic health conditions
- [Aexcel](#) (for “Most” employees)
- [Health topic](#) of the month
- [Aetna discount programs](#)
- [Teladoc](#) – telemedicine
 1. Download the Teladoc App
 2. Call Teladoc at 1-888-835-2362
 3. Visit Teladoc.com/Aetna and click “Set up Account”
 - Talk to a doctor by phone or video 24/7

- Get a diagnosis of your symptoms, treatment and a prescription when needed
- Have confidential mental health visits by video

Prescription drug coverage

- [Aetna Drug Formulary](#) Search for “Premier Plus” plans
- [Drug Exclusion List](#) for Premier Plus plans
- [Mail Order Drug Program Registration Form](#)