



Banner|Aetna HMO FAQs

Who is eligible to choose the Banner|Aetna HMO health plan option?

Employees and certain non-Medicare retirees who live in the Phoenix and Tucson metro areas (Maricopa, Pinal and Pima counties) are eligible to choose the Banner|Aetna HMO.

What doctors and hospitals participate in this plan option?

Although networks can change over time, currently:

- In the Phoenix metro area, the Banner|Aetna HMO includes 2,000 primary care providers, over 10,450 specialists, 35 hospitals and over 144 urgent care centers. A large number of these are in the Mesa-Gilbert-Chandler area.
- The network includes all of the providers in the Banner Health and Honor Health networks, and Iora Health physicians. For Banner Health, there are two components:
 - Banner Health Centers are “one stop” health centers with primary care, lab and x-ray services. These locations include same day appointments, after hours care and weekend visits. There are 13 locations around the Valley.
 - The network also includes over 1,700 independently practicing primary care physicians across the Valley and into Casa Grande, who have aligned with Banner Health for this plan.
- For more information about the Pima county network, call Banner|Aetna at **866-267-7114** or use the search tools shown below.
- **To see if a doctor, hospital or other health care provider you use is in the network, use the provider search link located on the home page of this site – www.banneraetna.com/boeing – or if you’re already enrolled in the Banner|Aetna HMO, click “Member Login” on this site and use the search tool.** Iora Primary Care and One Medical providers are not included in that search function, and can be found at www.ioraprimarycare.com/boeing and www.onemedical.com/boeing.

Does the Banner|Aetna HMO provide any coverage for doctors, hospitals and other providers that are not in the HMO network?

In Arizona, you’re covered if you use a non-network provider in an emergency, whether in the Phoenix, Tucson or Flagstaff metro area or while traveling. For urgent care, you’re covered if you use Banner|Aetna or Aetna-contracted urgent care centers outside the Phoenix, Tucson or Flagstaff metro area. (Call the phone number on the back of your ID card if you need to find an Aetna-contracted urgent care outside the Phoenix, Tucson or Flagstaff metro area.)

For all other situations in Arizona, you’re covered only if you use providers who are in the Banner|Aetna HMO network. There is no coverage for non-emergency care from providers not in the Banner|Aetna network. Of course, all determinations of coverage are subject to plan rules. The amount the plan pays for non-network provider services in these situations is subject to applicable payment limitations and procedures.

If you’re traveling for work or on vacation outside of Arizona, you can access the Aetna Open Access Select network for regular care and urgent care.



What if I have covered dependents who live outside the Phoenix or Tucson metro area?

In Arizona, anyone covered by the Banner|Aetna HMO who gets care outside of the Phoenix, Tucson or Flagstaff metro area — including covered dependents — will have coverage for emergency care regardless of the provider that's used, and for urgent care when using an urgent care facility in Aetna's national network. You or your covered dependents age 1 and older also can access care virtually anytime, anywhere, using the 98point6 service described later in these FAQs. Any other type of care outside the Phoenix, Tucson or Flagstaff metro area is not covered.

If you have covered dependents who live outside of Arizona, they have access to our national Open Access Select networks (Hawaii, Maryland and New York excluded). Call the number on the back of your ID card within 30 days when a dependent permanently moves out of the Banner|Aetna Performance Network service area or permanently moves back into the Banner|Aetna Performance Network service area.

With the Banner|Aetna HMO, do I need to select a primary care physician?

You are encouraged to select a primary care physician but it is not required.

Do I need referrals to see a specialist?

For specialist care, you are not required to get a referral.

Who are the providers for prescription drugs and vision care?

Prescription drug coverage and the pharmacy network will continue to be provided by Prime Therapeutics. Routine vision care — routine eye exam, glasses and contacts — will continue to be provided by Aetna.

What are my options for getting care “after hours”?

- **After hours care and Saturday appointments** – Banner Health Centers include after-hours care and Saturday appointments.
- **Nurse on Call** – You can also call the Banner Health Network “Nurse On Call” team by calling the Customer Service number shown on the back of your ID card, and selecting the Nurse on Call Option, which is available 24/7. These local nurses can direct care to an emergency room or urgent care center, or help schedule a primary care visit within the network.
- **98point6** – See more about this new service in the Q&A below.

What are my options for getting care without even visiting a doctor office?

You will have the option to text a doctor 24/7 for a variety of primary care services, using a virtual platform called 98point6—at \$0 cost. Those services include: diagnosis and treatment of certain conditions, including ordering prescription drugs and lab work, and referrals, when necessary, to other doctors in the Banner|Aetna network. The messaging process is secure and HIPAA-compliant, and the doctors who staff this new service will coordinate care as needed with your own doctor. This service is available to you and your covered dependents age 1 and older.

If you are currently enrolled in the Banner|Aetna HMO, visit www.98point6.com/banner-aetna-boeing for instructions on downloading the app.



What do I do if I need extra help with a chronic or complex medical condition?

Our team of care management nurses are ready to work with you and your doctor to help you manage these challenging situations. Just call us at **866-267-7114**. You can also find Banner|Aetna resources at <https://www.banneraetna.com/en/members/mental-emotional-health.html>.

Where do I go for type 2 diabetes care, obesity treatment, diabetes treatment or pre-diabetes care?

Banner|Aetna recently introduced a new program called Virta Health. Virta is an in-network provider that not only manages type 2 diabetes but can actually reverse diabetes. Virta also includes programs for obesity treatment, diabetes management and pre-diabetes care. All Boeing members enrolled in Banner|Aetna are eligible. To enroll, go to <https://www.virtahealth.com/join/banneraetna>.

If I enroll in the Banner|Aetna HMO, am I still eligible to use other Boeing Well Being programs?

If you enroll in the Banner|Aetna HMO, you can still use many other Boeing Well Being programs, such as the Vida Health coaching program (for stress, weight management, sleep and other issues) and Teladoc Medical Experts. For more information about these programs, visit Worklife, click on “My Total Rewards & Benefits” in the Quick Access box to go to the Total Rewards portal. In the Health & Well Being Benefits section, click on “Health & Insurance” and then click “Clinical Support.”

Why is Aetna in the name of this plan if it's focused on the Banner Health network?

The Banner|Aetna plan is a joint venture between Banner Health Network and Aetna. The network is provided by Banner Health and Honor Health, but Aetna still provides certain services to support the plan, like claims administration and customer service.

Who do I call if I have questions about this plan?

Banner|Aetna's Customer Service Line for Boeing is toll-free: **866-267-7114**. This line is staffed with customer service associates who can answer all questions related to benefits, providers or claims inquiries. You'll also be able to reach Banner Health Network Nurse on Call through this number.

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