



We are here for you

Dear City of New York retiree,

We've received your continuity of care information and are ready to help you transition to your new Aetna Medicare Advantage PPO plan offered by the City of New York and the Municipal Labor Committee (MLC).

You come first — and always will

Your health concerns are important to us. We're always ready to answer your questions. We'll work with you and your physicians so you may continue to receive the quality care you need. That includes making sure you're covered for any upcoming care or procedures.

A plan for your physical, emotional and social health

Here are some examples of support you'll receive with the Aetna Medicare Advantage PPO plan:

- A team of health and community specialists to help you get the services and support you need if you have a serious medical situation
- Ongoing support for conditions such as diabetes, heart disease and more

Let's make healthier happen together.



Your dedicated Aetna team

To speak with an Aetna representative, call **1-855-648-0389 (TTY:711)**. We're available Monday–Friday, 8 AM–9 PM ET.

Aetna Medicare is a PPO, plan with a Medicare contract. Enrollment in our plans depends on contract renewal. Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. The provider network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

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