Offering extra benefits to protect members
The health and well-being of our members is our top priority. So we’re offering extra benefits to help them stay protected.

Free COVID-19 testing
Members can get free COVID-19 testing and doctor visits. They’ll have $0 cost-sharing for any diagnostic testing and doctor visits related to COVID-19.

No cost-sharing for inpatient admission*
We’re waiving member cost-sharing for inpatient admission for the treatment of COVID-19 or associated health complications.

Free Rx delivery**
We’re offering free home delivery for prescription medications from CVS Pharmacy® stores. To enroll, members can call us at 1-888-792-3862 (TTY: 711). Or log in to their member website at Aetna.com.

Free telemedicine***
We’re offering no-cost in-network telemedicine visits until June 4. Members can see a doctor right from home for any reason, including general medical, behavioral health and dermatology.

Free crisis support
To help members get through this, we’ve opened crisis response lines. They can call 1-833-327-AETNA (2386) (TTY: 711). All Aetna® and CVS Caremark® members also have access to the Aetna Nurse Medical Line at 1-800-556-1555 (TTY: 711).

Member resources
We’re keeping our members up to date with the evolving ways we’re providing support and flexibility during the COVID-19 pandemic. Visit our COVID-19 resource center to learn more.

Aetna Healing Better™ kits
We’re sending care packages to members hospitalized with COVID-19. Packages include useful information and resources to help with recovery, as well as personal and household cleaning supplies to help keep others in the home protected from potential exposure.

Resources For Living® program
For those concerned about COVID-19 and anxious about what to do, the Resources For Living program is now available for all members and non-members. Resources For Living provides confidential and timely connection to support resources in people’s local communities. Members can call 1-833-327-2386 (TTY: 711) to speak with a Resources For Living consultant.

Stay safe at home
Members can limit their exposure by having essential items delivered. They can go to CVS.com/shop to get started.

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*This policy applies to all Aetna-insured commercial and Medicare Advantage plans and is effective immediately through June 1, 2020. Self-insured plan sponsors can opt out of this program.

**Free one- to two-day prescription shipping applies to orders from March 9, 2020, to May 1, 2020. There may be a cost to some employers.

***Optional for self-funded plans. Aetna Funding Advantage® plans are included. There may be a cost to some employers.

†Distribution is dependent on recent hospital discharge for COVID-19 positive diagnosis and limited retail supply availability.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).