

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 Custom Doc Find at aetna.com/dsepublic/#/cityofseattle.



Accolade Member Services: **1-866-540-5418**

Mobile App: Accolade

[Aetna.com](https://aetna.com)

Mobile App: Aetna Health

Aetna

Aetna P.O. Box 14079

Lexington, KY 40512-4079

Resources:

- Access [Aetna.com](https://aetna.com) or the Aetna App
- Access [Accolade](https://acolade.com) 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
- [Teladoc](https://teladoc.com) – telemedicine
 1. Download the Teladoc App
 2. Call Teladoc at 1-888-835-2362
 3. Visit [Teladoc.com/Aetna](https://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 “Aetna Standard” plans

File a Claims Appeal

Sometimes your health plan will say “no” to a claim, in full or in part, for benefits or services you believe should have been covered. You or your provider may file an appeal with your health plan.

- See the [infographic](#) for steps to file a claims appeal with Aetna.