

Welcome to Aetna!

We're excited to welcome Jackson Health System Employees to Aetna® beginning January 1, 2026.

While your current coverage and benefit options will largely stay the same, you'll now have access to Aetna's personalized programs and services designed to help you live your healthiest life. You'll continue to have access to plans focused on Jackson Health System and its affiliated providers, which offer quality care at a lower cost, close to home and work. In addition, you'll have the option to choose other plans that will include access to Aetna's statewide and national network. For more information and answers to frequently asked questions, visit JHS.Aetna.com.



National network strength with local expertise

We understand that change can bring uncertainty, but we are confident that the switch to Aetna® will offer significant advantages, including personalized guidance and support and access to Aetna's national network of providers. Our goal is to make this transition as smooth as possible for you and your family.

- ✓ **99% same providers** with 25,000 more local providers
- ✓ **100% of hospitals** in Florida are in-network
- ✓ **98% of hospitals nationally** are in-network
- ✓ **Students and retirees** outside of Miami-Dade and Broward counties have seamless access to Aetna's national provider network



Personalized health and wellness

Ongoing nurse support when you need it most

Your health — both physical and mental — is everything. Whether you're managing an acute issue or dealing with other complex health challenges, our nurses can help. A nurse can work with you to put together a plan, help you understand your benefit offerings, and answer your health-related questions.



Transition of care

With a 99% provider network match, your current providers are most likely already participating in our network. In rare cases where Transition of Care (TOC) coverage is needed, we ensure a smooth transition with no gaps in coverage.

If you are in the middle of care with a non-participating provider, please contact your Aetna Service Advocate Team at 1-855-755-0507 during Open Enrollment.

Aetna Onsite Team members will be available to meet with you in person in any of the different Open Enrollment sessions beginning October 27, 2025.



Aetna Service Advocate Team

Elevating your service experience

Get personalized support and the answers you need

Your Aetna Service Advocate Team is here for you. They'll listen, understand your needs and find solutions that are right for you. A Service Advocate can help you:

- Get answers about a diagnosis
- Choose a doctor
- Learn about your coverage
- Plan for upcoming treatment
- Find health care solutions that fit your needs
- Learn how to use our online tools to make the right decisions
- Find network providers based on your medical needs
- Schedule appointments



Aetna Service Advocate Team • 1-855-755-0507
Available Monday through Friday, 8 AM to 6 PM



Aetna member website and mobile app

Manage your health care at home or on the go

Stay on top of your benefits

- Review your benefits and what's covered
- Track your spending
- View claims on your member website
- View your ID card online
- Get cost info before you get care

Connect to care

- Find in-network providers, including virtual care
- Locate walk-in clinics and urgent care centers near you
- See reviews for providers

Get started on 1/1/2026:

- Visit MyAetnaWebsite.com to register for your member website.
- Get the Aetna HealthSM app by texting **AETNA** to **90156** to receive a download link. Message and data rates may apply.

- OR -

Scan the QR code to download the Aetna Health app.



Bringing heart and all-around support to Jackson Health System members

Here are just a few highlights of what you can expect



Urgent care from UHealth Jackson

UHealth Jackson Urgent Care provides the highest standard of care to patients of all ages. Walk-ins welcome.

With board-certified physicians on site, you'll get the treatment you need — so you can get back to being you again.

Visit [JacksonUrgentCare.com](https://www.jacksonurgentcare.com) for a full list of the conditions we treat.

Coral Gables
3737 S.W. 8th St.
Coral Gables, FL 33134
305-575-1600
8 AM – 8 PM

Doral
7400 N.W. 104th Ave.
Doral, FL 33178
305-585-9250
8 AM – 8 PM

Country Walk
13707 S.W. 152nd St.
Miami, FL 33177
305-585-9200
8 AM – 8 PM

Keystone Point
13120 Biscayne Blvd.
North Miami, FL 33181
305-585-9210
8 AM – 8 PM

Cutler Bay
18910 South Dixie Hwy.
Cutler Bay, FL 33157
305-585-9230
8 AM – 8 PM

North Dade
16555 N.W. 25th Ave.
Miami Gardens, FL 33054
786-466-1900
Monday – Saturday:
8 AM – 8 PM
Sunday: Closed



24-hour nurse support

With our 24-Hour Nurse Line,* health information is a phone call away. Members can:

- Get information on health and wellness topics
- Make better health care decisions
- Find out more about tests and procedures
- Get help preparing for a doctor's visit
- Receive emails with links to helpful videos, and more
- Get answers and guidance 24/7 by calling **1-800-556-1555 (TTY: 711)**



Affordable and easy access

The care you need — in person or virtually

In addition to the UHealth Jackson Urgent Care Centers and UHealth Clinics at Walgreens, you now have access to CVS Minute Clinics, where **healthier happens together®**. This means you have even more options for when and where you get care.

- Get care 7 days a week including evenings, so you can feel better faster
- Choose from in-person and virtual care options to easily access care your way



Virtual care, anytime, anywhere

Members can get the convenient, flexible care they need through CVS Virtual Care®.



MDLIVE is being replaced by CVS Virtual Care. From everyday illnesses and chronic conditions to mental health support, we've got your back. Once you tell us what you need, we'll connect you with trusted, in-network providers so you can schedule a virtual visit.

- Most mental health visits are available within two weeks.
- You can access care 24/7 through our virtual clinic.

24/7 care

Virtually connect quickly and easily with a licensed provider for minor illnesses.

Mental health services

Talk with a therapist about your anxiety or stress. Or schedule with a psychiatric mental health nurse practitioner (PMHNP) for diagnosis, treatment and medication management.



Enrolled members can call 1-866-211-5678 to get started.

*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on a variety of health topics.

Policies and plans are administered by Aetna Life Insurance Company or its affiliates (Aetna). Aetna and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health® family of companies. Subject to benefits and eligibility verification. CVS Virtual Care services are only available in the USA. Limitations may apply based on services and location. Controlled substances not prescribed. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventive services at no cost-share. Adolescent mental health services are limited to Counseling only; Mental Health Medication Management and Psychiatry services remain available only for adults 18+. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans.