



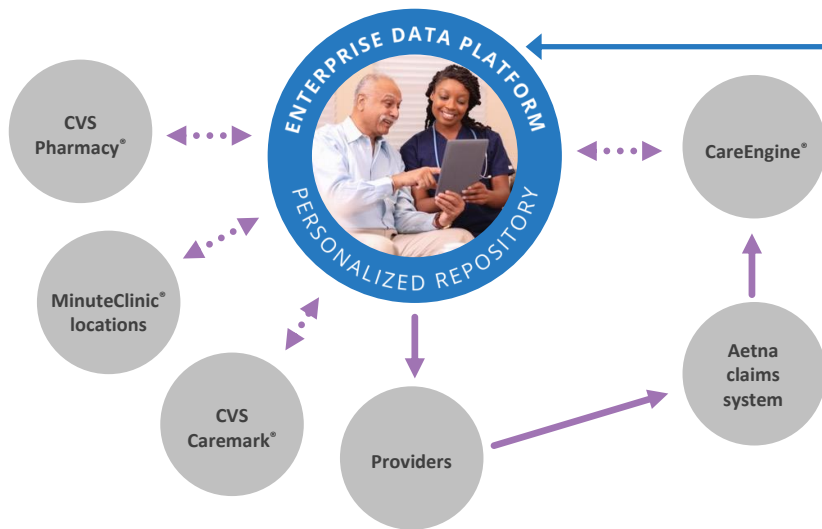
## Right where you want us to be

We know your members want an experience that surrounds them with a **high-touch community of care** that's more whole, more connected

Together, we can offer your members unparalleled access to care through **high performing networks** and **advocates** who will be there every step along the way

## Connected data powers a more complete health care experience

Finding more opportunities to engage and guiding members to the right support is possible because of our technology and the way our platforms speak to each other



### It's where you are: Health care that's close to home

#### Introducing CVS HealthHUB: Making healthier easier

- Professional care team
- Chronic care support
- Consumer-centric model, including Care Concierge
- Expanded clinical services
- Health and wellness products
- Pharmacy
- Rx education
- Pharmacist-led interventions
- Private spaces for consultations
- Enhanced, guided shopping experience

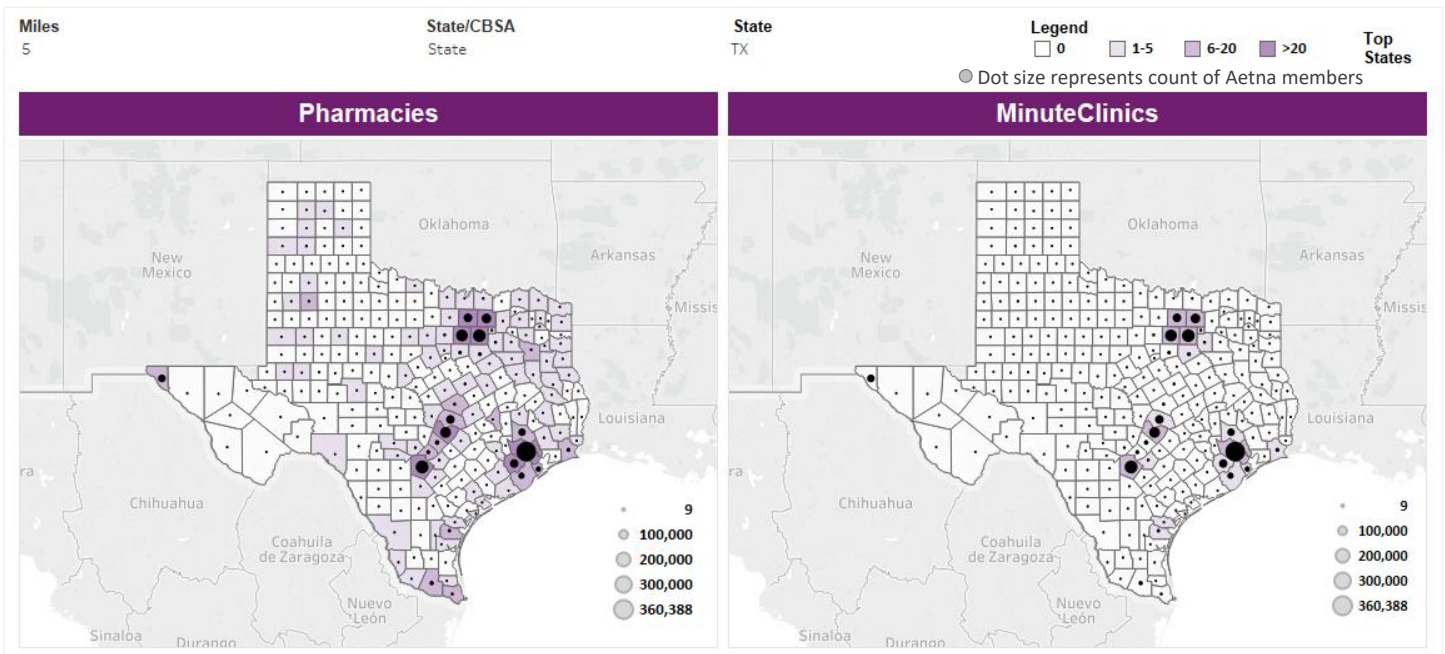
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# CVS Pharmacy® and MinuteClinic® touchpoints in Texas\*



**842**  
CVS  
Pharmacies

**87%**  
of Aetna's commercial  
population lives within 5  
miles of a CVS Pharmacy

**102**  
MinuteClinic  
locations

**56%**  
of Aetna's commercial  
population lives within 5  
miles of a MinuteClinic  
location

\*Aetna internal data as of February 2020.



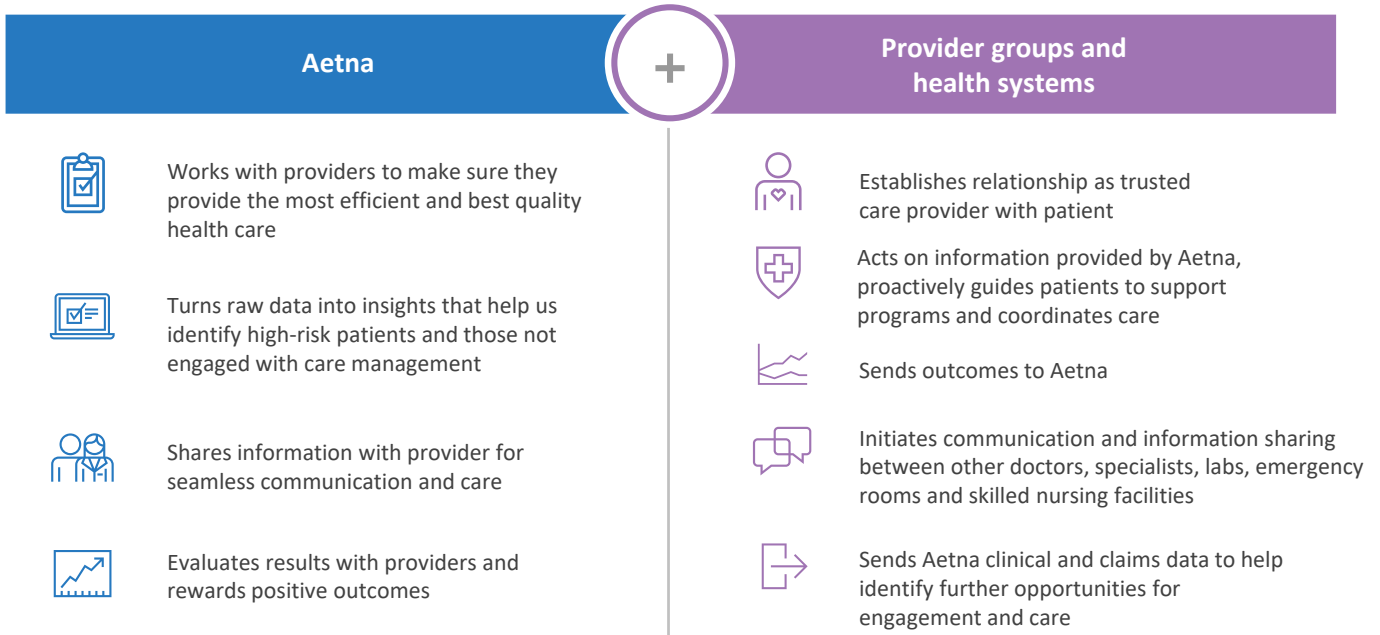
## CVS HealthHUB locations are a critical engagement point for Aetna members

CVS HealthHUBs meet members where they are in their local communities. With this local experience, our ability to drive a more in-depth member experience differs from our competitors.

And we are continuing to grow our presence with **52 locations in Texas** by the end of 2020.



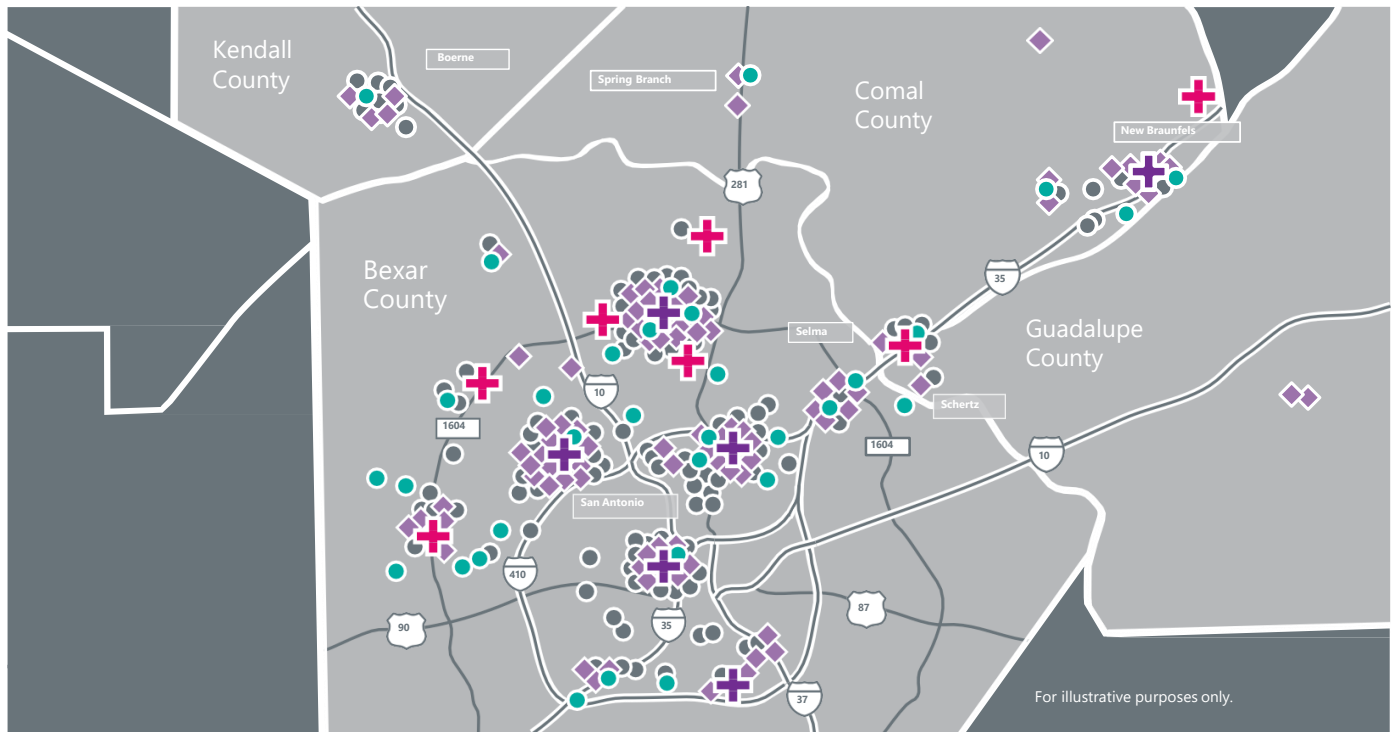
## Stronger collaboration, stronger results with our ACO partners



**If you enroll in Members Health Plan's APCN+ Benefit Plans, you will have access to the following providers and health systems at your Tier 1 benefit.**



## APCN+ Baptist Health System and HealthTexas Medical Group

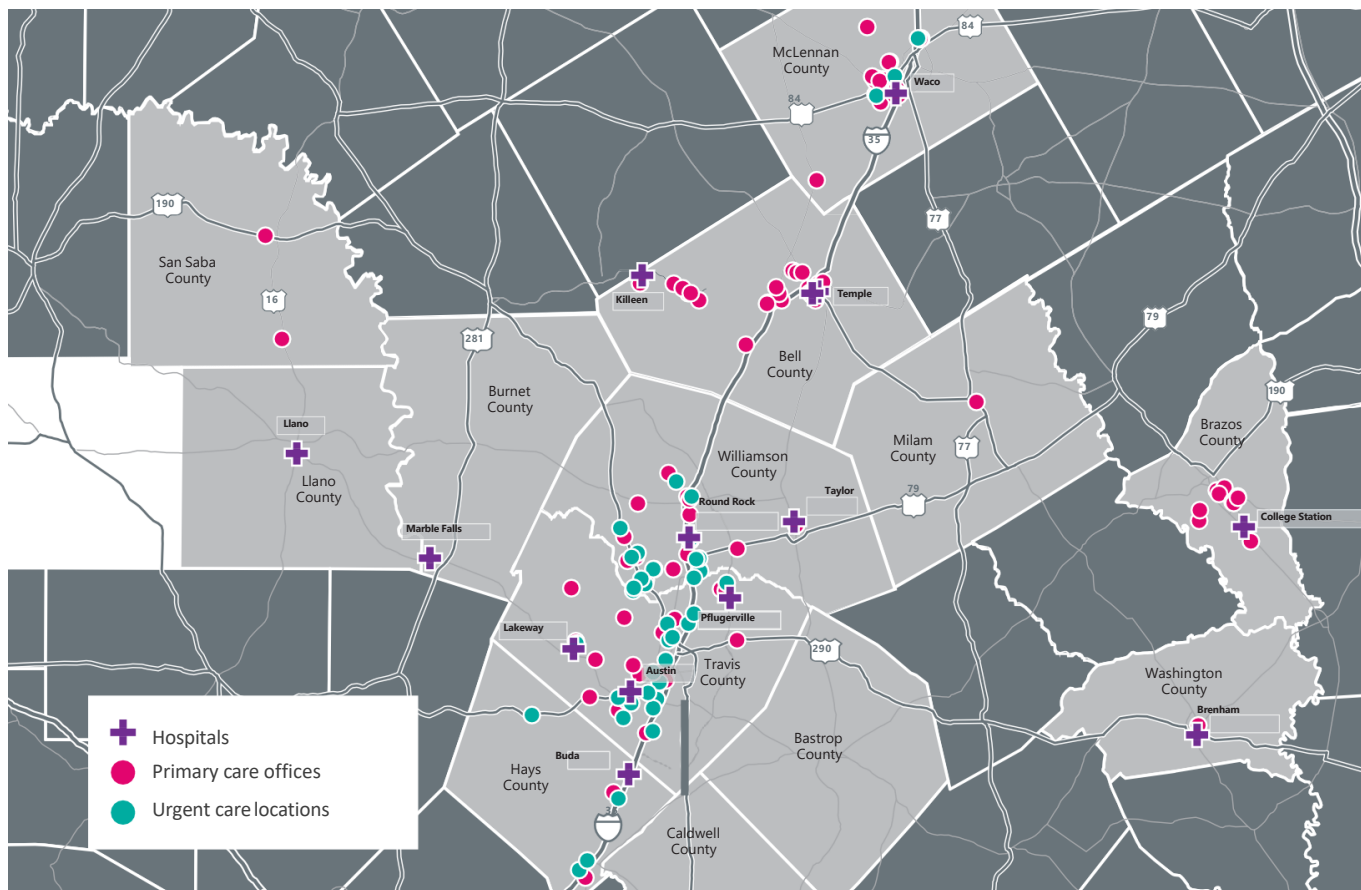


- + Acute care hospitals
- + Emergency hospitals
- ◆ Specialists
- Urgent care centers
- Primary care offices

## APCN+ Baptist Health System and HealthTexas Medical Group

Acute care hospitals	ZIP	City	Address
<span style="color: purple;">+</span> Rolute Health Hospital	78130	New Braunfels	555 Creekside Xing.
<span style="color: purple;">+</span> Baptist Medical Center	78205	San Antonio	111 Dallas St.
<span style="color: purple;">+</span> Mission Trail Baptist Hospital	78235	San Antonio	3333 Research Plz.
<span style="color: purple;">+</span> North Central Baptist Hospital	78258	San Antonio	520 Madison Oak Dr.
<span style="color: purple;">+</span> Northeast Baptist Hospital	78217	San Antonio	8811 Village Dr.
<span style="color: purple;">+</span> St. Luke's Baptist Hospital	78229	San Antonio	7930 Floyd Curl Dr.
Emergency hospitals	ZIP	City	Address
<span style="color: blue;">+</span> Baptist Emergency Hospital	78232	San Antonio	16088 San Pedro Ave.
<span style="color: blue;">+</span> Baptist Emergency Hospital	78258	San Antonio	25615 N US Hwy. 281
<span style="color: blue;">+</span> Baptist Emergency Hospital	78249	San Antonio	8230 N 1604 W
<span style="color: blue;">+</span> Baptist Emergency Hospital	78249	San Antonio	4103 N Loop 1604 W
<span style="color: blue;">+</span> Baptist Emergency Hospital	78224	San Antonio	7719 Interstate Hwy. 35 S
<span style="color: blue;">+</span> Baptist Emergency Hospital	78251	San Antonio	10811 Town Center Dr.
<span style="color: blue;">+</span> Baptist Emergency Hospital	78154	Schertz	16977 Interstate 35 N

## APCN+ Baylor Scott & White Quality Alliance

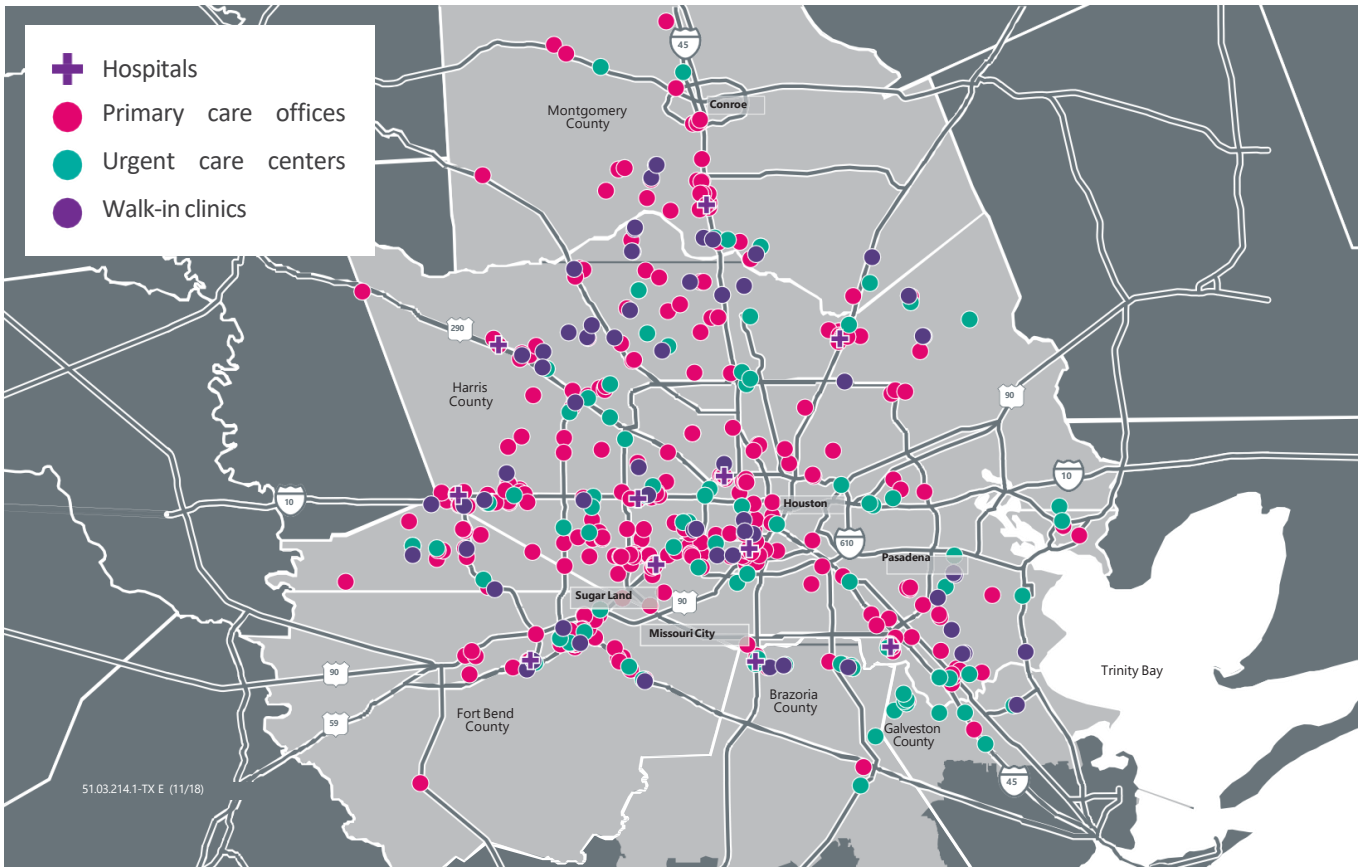


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## APCN+ Baylor Scott & White Quality Alliance

Hospitals	ZIP	City	Address
Baylor Scott & White Medical Center — Austin	78735	Austin	5245 West Highway290
Baylor Scott & White Medical Center — Brenham	77833	Brenham	700 Medical Parkway
Baylor Scott & White Medical Center — Buda	78610	Buda	5330 Overpass Road
Baylor Scott & White Medical Center — College Station	77845	College Station	700 Scott and WhiteDrive
AdventHealth Central Texas	76549	Killeen	2201 South Clear CreekRoad
Baylor Scott & White Medical Center — Lakeway	78738	Lakeway	100 Medical Parkway
Baylor Scott & White Medical Center — Llano	78643	Llano	200 West OllieStreet
Baylor Scott & White Medical Center — Marble Falls	78654	Marble Falls	810 West State Highway71
Baylor Scott & White Medical Center — Pflugerville	78660	Pflugerville	2600 East Pflugerville Parkway
Baylor Scott & White Medical Center — Round Rock	78665	Round Rock	300 University Boulevard
Baylor Scott & White Medical Center — Taylor	76574	Taylor	305 Mallard Lane
Baylor Scott & White McLaneChildren's Medical Center	76502	Temple	1901 SW HK DodgenLoop
Baylor Scott & White Medical Center — Temple	76508	Temple	2401 South 31stStreet
Baylor Scott & White Medical Center — Hillcrest	76712	Waco	100 Hillcrest Medical Boulevard

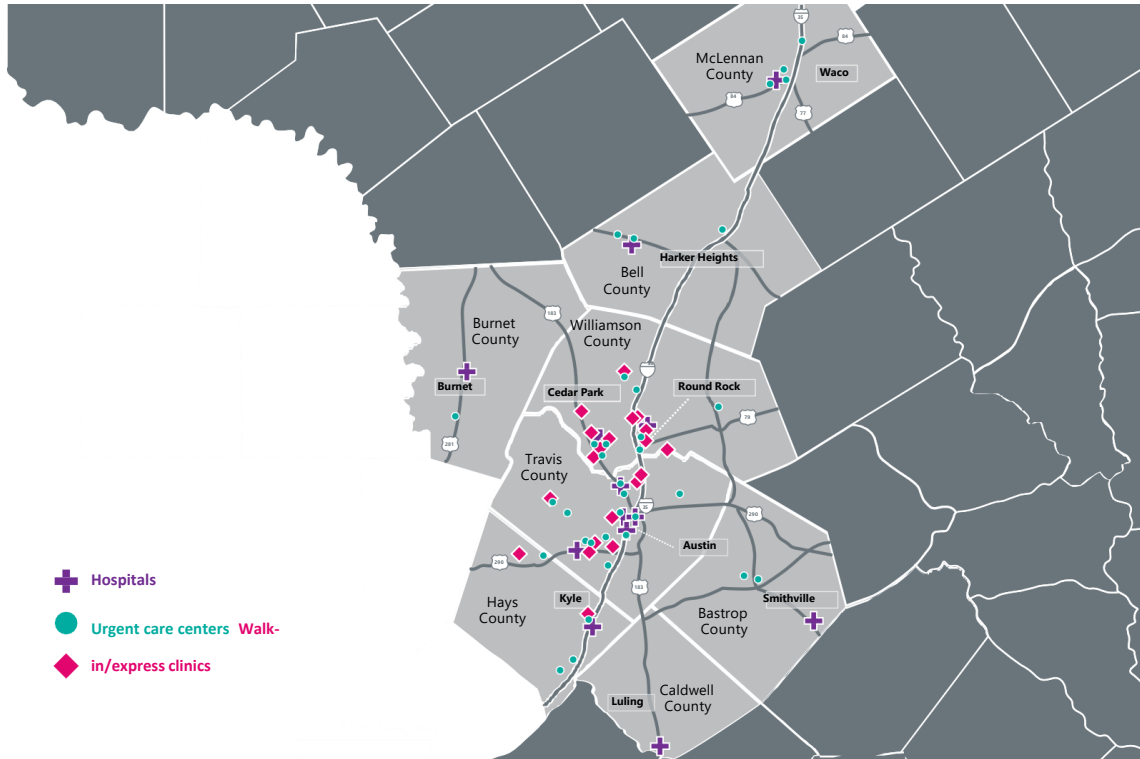
## APCN+ Memorial Hermann Accountable Care Network



## APCN+ Memorial Hermann Accountable Care Network

Hospital	ZIP	City	Address
✚ Memorial Hermann Cypress Hospital	77433	Cypress	27800 Northwest Fwy.
✚ Children's Memorial Hermann Hospital	77030	Houston	6411 Fannin St.
✚ Memorial Hermann — Texas Medical Center*	77030	Houston	6411 Fannin St.
✚ Memorial Hermann Memorial City Medical Center	77024	Houston	921 N Gessner Rd.
✚ Memorial Hermann Greater Heights Hospital	77008	Houston	1635 N Loop W
✚ Memorial Hermann Southeast Hospital	77089	Houston	11800 Astoria Blvd.
✚ Memorial Hermann Southwest Hospital	77074	Houston	7600 Beechnut St.
✚ Memorial Hermann Northeast Hospital	77338	Humble	18951 N Memorial Dr.
✚ Memorial Hermann Katy Hospital	77494	Katy	23900 Katy Fwy.
✚ Memorial Hermann Pearland Hospital	77584	Pearland	16100 South Fwy.
✚ Memorial Hermann Sugar Land Hospital	77479	Sugar Land	17500 W Grand Pkwy.S
✚ Memorial Hermann The Woodlands Hospital	77380	The Woodlands	9250 Pinecroft Dr.

## APCN+ Seton Health Alliance



For illustrative purposes only. \*In Texas, PCP is known as physician (primary care). 51.03.928.1-TX I (4/20)

## APCN+ Seton Health Alliance

Hospitals			
	ZIP	City	Address
Dell Seton Medical Center at The University of Texas	78701	Austin	1500 Red River St.
Ascension Seton Medical Center Austin	78705	Austin	1201 West 38th St.
Dell Children's Medical Center of Central Texas	78723	Austin	4900 Mueller Blvd.
Ascension Seton Southwest	78737	Austin	7900 FM 1826
Ascension Seton Northwest	78759	Austin	11111 Research Blvd.
Ascension Seton Highland Lakes	78611	Burnet	3201 South Water St.
Cedar Park Regional Medical Center	78613	Cedar Park	1401 Medical Pkwy.
Seton Medical Center Harker Heights	76548	Harker Heights	850 West Central Texas Expressway
Ascension Seton Hays	78640	Kyle	6001 Kyle Pkwy.
Ascension Seton Edgar B. Davis	78648	Luling	130 Hays St.
Ascension Seton Williamson	78665	Round Rock	201 Seton Pkwy.
Ascension Seton Smithville	78957	Smithville	1201 Hill Rd.
Ascension Providence	76712	Waco	6901 Medical Pkwy.
Urgent care centers			
	ZIP	City	Address
Concentra Health Services, Inc.	78704	Austin	3801 South Lamar Blvd.
FastMed Urgent Care	78705	Austin	3311 North Lamar Blvd.
Urgent and Family Care at Avery Ranch, LLP	78717	Austin	10625 Parmer Ln.
FastMed Urgent Care	78723	Austin	3607 Manor Rd.
Bee Caves Urgent Care	78738	Austin	11614 FM 2244
FastMed Urgent Care	78741	Austin	1920 East Riverside Dr.
Concentra Health Services, Inc.	78747	Austin	10001 South Interstate 35
NextCare Urgent Care	78749	Austin	6001 West William Cannon Dr.
Concentra Health Services, Inc.	78749	Austin	4301 William Cannon Dr.

## APCN+ Seton Health Alliance

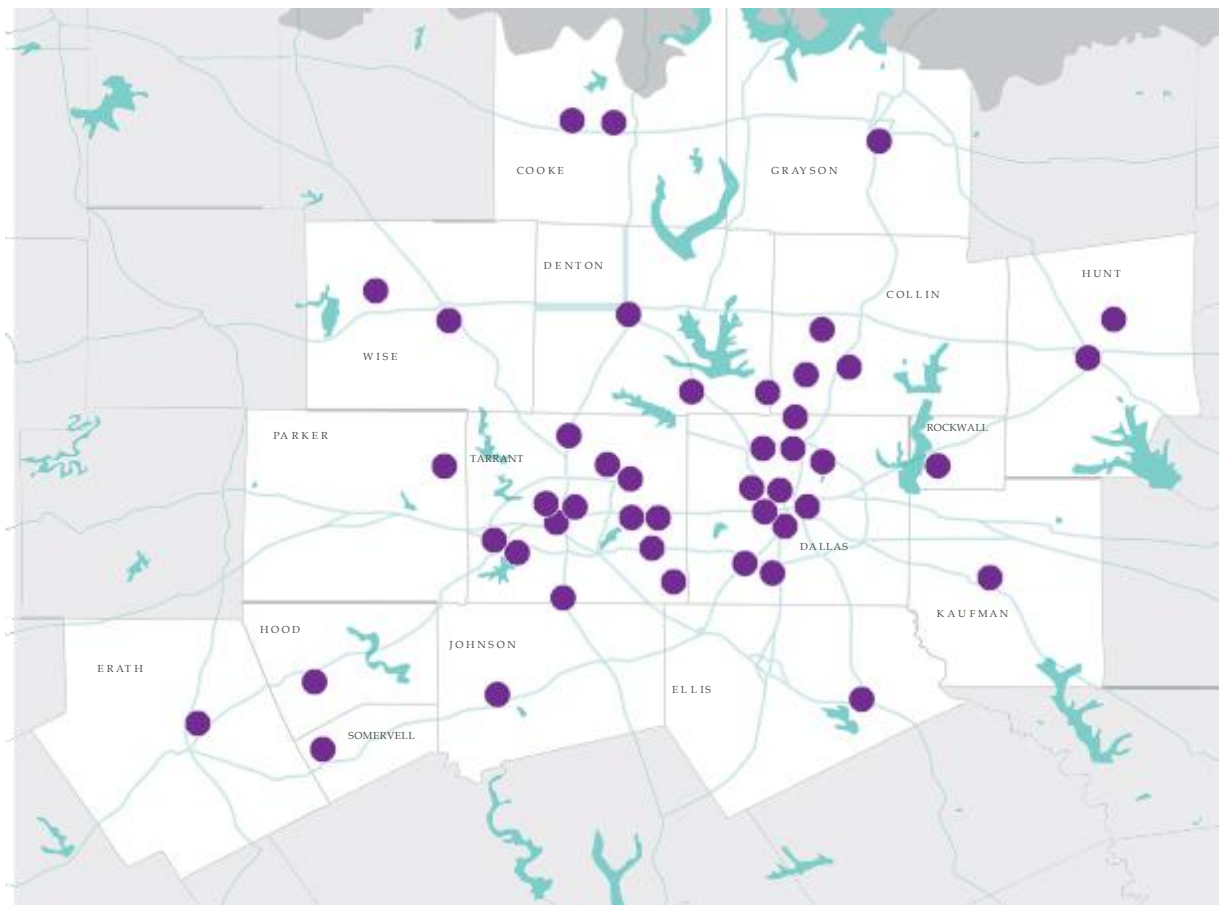
Urgent care centers		ZIP	City	Address
●	Concentra Health Services, Inc.	78750	Austin	13831 U.S. Hwy. 183 North
●	Concentra Health Services, Inc.	78757	Austin	2000 West Anderson Ln.
●	Concentra Health Services, Inc.	78759	Austin	9333 Research Blvd.
●	FastMed Urgent Care	78602	Bastrop	717 Hwy. 71 West
●	Fast Aid Urgent Care	78602	Bastrop	1670 Hwy. 71 East
●	NextCare Urgent Care	78613	Cedar Park	351 Cypress Creek Rd.
●	Lewis Urgent Care, PLLC	78620	Dripping Springs	13830 Sawyer Ranch Rd.
●	NextCare Urgent Care	78626	Georgetown	900 North Austin Ave.
●	FastMed Urgent Care	78633	Georgetown	4506 Williams Dr.
●	Freedom Urgent Care, LLC	76548	Harker Heights	300 West Central Texas
<u>Expressway</u>				
●	Freedom Urgent Care, LLC	76542	Killeen	3202 SWS Young Dr.
●	FastMed Urgent Care	78640	Kyle	135 Bunton Creek Rd.
●	FastMed Urgent Care	78734	Lakeway	2303 Ranch Road 620
●	FastMed Urgent Care	78653	Manor	14008 Shadow Glen Blvd.
●	NextCare Urgent Care	78654	Marble Falls	1701 U.S. Hwy. 281
●	NextCare Urgent Care	78664	Round Rock	1240 East Palm Valley Blvd.
●	Concentra Health Services, Inc.	78664	Round Rock	117B Louis Henna Blvd.
●	Premier Urgent Care Plus	78666	San Marcos	1509 Interstate 35
●	MedPost Urgent Care — San Marcos	78666	San Marcos	155 Wonder World Dr.
●	FastMed Urgent Care	76574	Taylor	3705 North Main St.
●	Doctors Express of the Temple Area, P.A.	76504	Temple	3614 Southwest H.K. Dodgen
<u>Loop</u>				
●	NextCare Urgent Care	76705	Waco	1135 North Loop 340
●	Concentra Health Services, Inc.	76710	Waco	4205 Franklin Ave.
●	NextCare Urgent Care	76712	Waco	1201 Hewitt Dr.
●	FastMed Urgent Care	76712	Waco	5400 Crosslake Pkwy.



## APCN+ Seton Health Alliance

Walk-in/express clinics	ZIP	City	Address
◆ MinuteClinic Diagnostic of Texas, LLC	78703	Austin	2610 Lake Austin Blvd.
◆ RediClinic	78717	Austin	14028 North U.S. 183
◆ MinuteClinic Diagnostic of Texas, LLC	78717	Austin	10550 West Parmer Ln.
◆ RediClinic	78726	Austin	11521 North FM 620
◆ RediClinic	78745	Austin	6900 Brodie Ln.
◆ MinuteClinic Diagnostic of Texas, LLC	78745	Austin	5526 South Congress Ave.
◆ MinuteClinic Diagnostic of Texas, LLC	78749	Austin	3500 West Slaughter Ln.
◆ MinuteClinic Diagnostic of Texas, LLC	78750	Austin	11725 North FM 620
◆ RediClinic	78753	Austin	500 Canyon Ridge Dr.
◆ MinuteClinic Diagnostic of Texas, LLC	78753	Austin	11300 North Lamar Blvd.
◆ RediClinic	78613	Cedar Park	170 East Whitestone Blvd.
◆ RediClinic	78620	Dripping Springs	598 East Hwy. U.S. 290
◆ MinuteClinic Diagnostic of Texas, LLC	78628	Georgetown	4426 Williams Dr.
◆ RediClinic	78640	Kyle	5401 South FM 1626
◆ MinuteClinic Diagnostic of Texas, LLC	78734	Lakeway	2306 Ranch Road 620 South
◆ RediClinic	78641	Leander	651 North U.S. Hwy. 183
◆ MinuteClinic Diagnostic of Texas, LLC	78660	Pflugerville	2013 Kelly Ln.
◆ RediClinic	78664	Round Rock	1700 East Palm Valley Blvd.
◆ MinuteClinic Diagnostic of Texas, LLC	78664	Round Rock	1855 Gattis School Rd.
◆ RediClinic	78665	Round Rock	250 University Blvd.
◆ MinuteClinic Diagnostic of Texas, LLC	78665	Round Rock	501 University Blvd.

## Texas Health Aetna



# Texas Health Aetna

## Collin County

- Children’s Medical Center Plano
- Methodist McKinney Hospital
- Methodist Richardson Medical Center
- Texas Health Center for Diagnostics & Surgery Plano
- Texas Health Frisco
- Texas Health Presbyterian Hospital Allen
- Texas Health Presbyterian Hospital Plano

## Cooke County

- Muenster Memorial Hospital
- North Texas Medical Center

## Dallas County

- Children’s Medical Center of Dallas
- Methodist Charlton Medical Center
- Methodist Dallas Medical Center
- Methodist Hospital for Surgery
- Methodist Rehabilitation Hospital
- Texas Health Presbyterian Hospital Dallas
- Texas Institute for Surgery at Presbyterian Hospital of Dallas
- Texas Scottish Rite Hospital for Children
- University of Texas Southwestern University Hospital
- University of Texas Southwestern University Hospital — Zale Lipshy

## Denton County

- Texas Health Presbyterian Hospital Denton
- Texas Health Presbyterian Hospital Flower Mound

## Ellis County

- Ennis Regional Medical Center Erath County
- Texas Health Harris Methodist Hospital Stephenville

## Grayson County

- Texoma Medical Center

## Hood County

- Lake Granbury Medical Center

## Hunt County

- Hunt Regional Medical Center

## Johnson County

- Texas Health Harris Methodist Hospital Cleburne

## Kaufman County

- Texas Health Presbyterian Hospital Kaufman

## Parker County

- Texas Health Harris Methodist Hospital Azle

## Rockwall County

- Texas Health Presbyterian Hospital Rockwall

## Somervell County

- Glen Rose Medical Center

## Tarrant County

- Children’s Southlake Specialty Care
  - Cook Children’s Medical Center
  - Methodist Southlake Hospital
  - Methodist Mansfield Medical Center
  - Texas Health Arlington Memorial Hospital
  - Texas Health Harris Methodist Hospital Alliance
  - Texas Health Harris Methodist Hospital Fort Worth
  - Texas Health Harris Methodist Hospital
  - Hurst-Euless-Bedford (HEB)
  - Texas Health Harris Methodist Hospital Southlake
  - Texas Health Harris Methodist Hospital Southwest Fort Worth
  - Texas Health Heart & Vascular Hospital Arlington
  - Texas Health Huguley Hospital Fort Worth South
  - Texas Health Mansfield (Dec. 2020)
  - Texas Health Specialty Hospital Fort Worth
  - USMD Hospital at Arlington
- ## Wise County
- Wise Regional Health System
  - Wise Regional Hospital Bridgeport

**It's what matters:  
Health care with heart**

**Aetna One® Advocate improves our ability to find more members and lead them to healthier outcomes<sup>1</sup>**

Our new approach helps us find more members and guide them to healthy actions. Our technology works to identify future risks, inpatient risk, clinical impact and behavioral change, all combined with with additional data. This leads to better outcomes and helps you save money.

<sup>1</sup> Aetna internal studies, September 2019.

**Predictive factors increase impactable actions**

**41%+**  
with a drug safety risk

**40%+**  
at high risk for a repeat ER visit

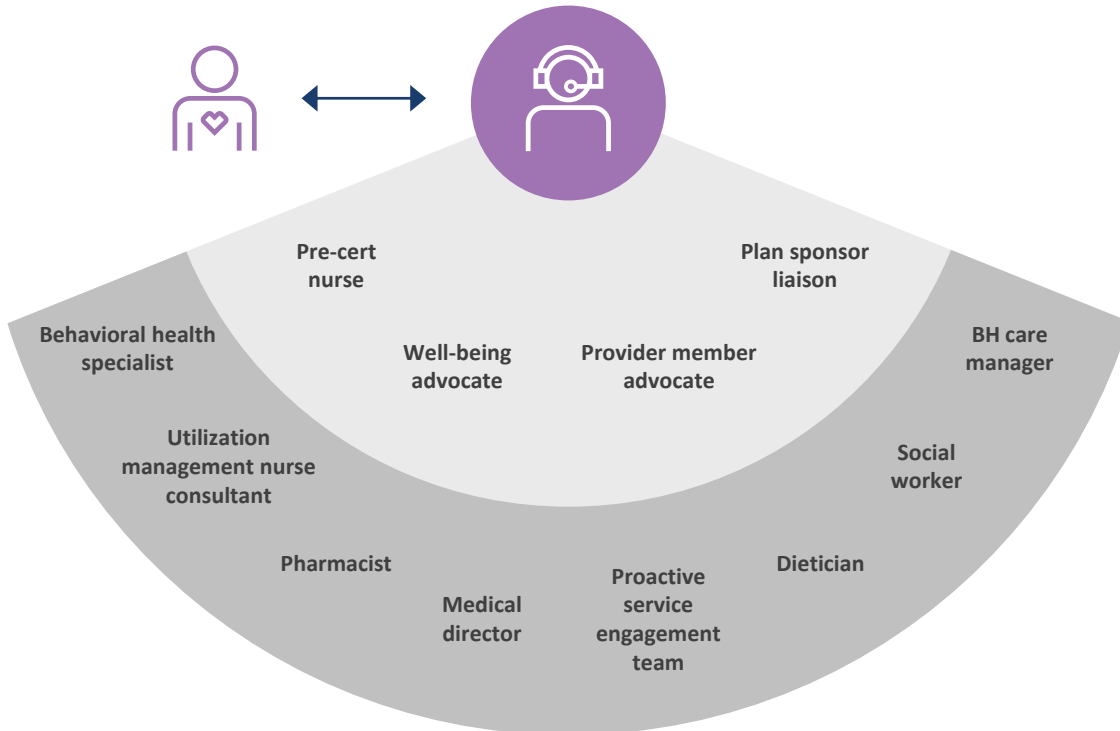
**38%+**  
recently diagnosed with a chronic condition

**34%+**  
not medication-adherent

**24%+**  
struggling with social determinants of health

**24%+**  
with mental illness or comorbid chronic conditions

**Offering a more personalized, proactive approach to care**



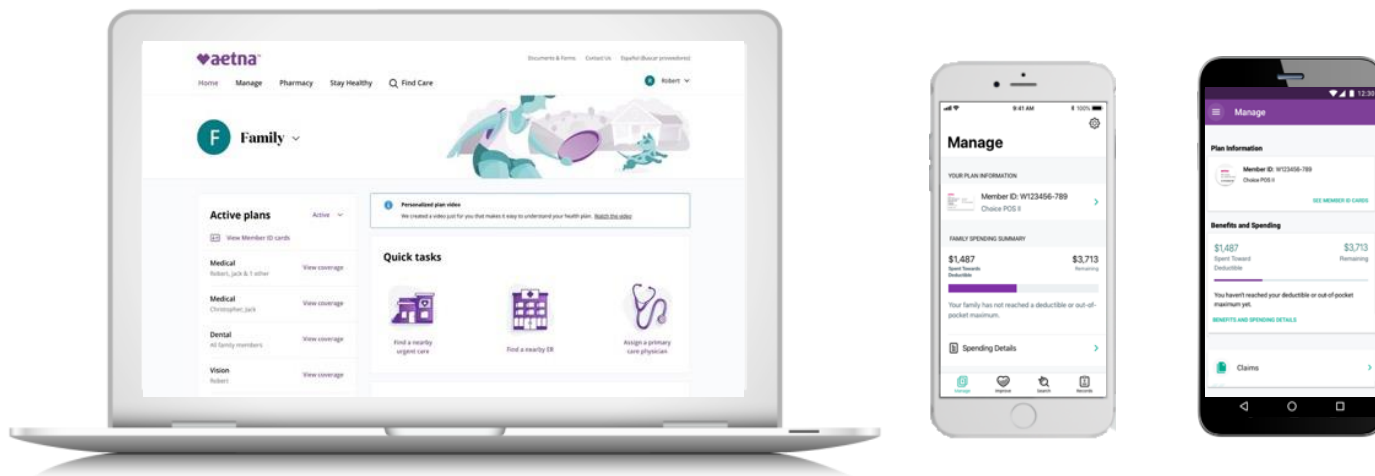
Aetna One Advocate ensures that members always have the answers they need and are able to get ahead of potential issues. This high-touch personalized support helps members throughout their journey in ways that are important to them:

- Understanding their benefits
- Simplifying their pharmacy needs
- Finding programs to manage stress or help with a condition
- Locating a nearby in-network location for urgent care or sick needs
- Selecting a high-quality physician
- Scheduling appointments if they're having trouble keeping up with their health care plans
- Connecting members with local resources
- Saving money

**...all while offering white-glove level customer service**

# It's how health care should be: An experience that's whole and connected

## A convenient digital front door to managing your health Aetna Health<sup>SM</sup> online platform



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Names and some details have been changed or omitted to protect member privacy.

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Information is believed to be accurate as of the production date; however, it is subject to change.

For more information about Aetna plans, refer to Aetna.com.

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