



Important notice to Aetna HMO, Aetna Choice[®] POS (CPOS) and Quality Point of Service[®] (QPOS[®]) health plan members

Aetna is making a few changes that will affect members who are currently enrolled in an Aetna HMO, CPOS or QPOS health plan. Your current plan isn't changing but you will see some administrative changes including the following:

- **Product names:**
 - Aetna Open Access[®] HMO plan name changes to Aetna Health Network OnlySM.
 - Aetna Choice POS plan name changes to Aetna Health Network OptionSM.
 - Although HMO and QPOS plan names will not change, they will also include the changes below.
- **ID cards:**
 - Member ID cards will now have a member number beginning with a 'W'.
 - The Member Services phone number and claims mailing address can be found on the new ID cards.
 - The health plan name and group number will be on the front of the new ID cards.
- Explanation of Benefits (EOB) will have a new look.
- Your policy number will change.

Questions? Contact us.

If you have questions about your health plan or any of these changes, please use the phone number on your ID card or log into your secure member website at www.aetna.com and click on the 'Contact Us' link.

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