

Medicare Member Advocate

Overview

Allina Health | Aetna has Medicare Member Advocates available to assist you one-on-one. The Advocates can help guide you with:

- Most coverage and service questions
- Finding an in-network provider
- Scheduling an annual checkup/wellness visit
- Learning about our rewards program
- Navigating your secure member website

To schedule an appointment:

1. Log in to your secure member website.
2. Under “Meet with a local Member Advocate,” select “Schedule an appointment.”
3. Select the type of appointment you would prefer.
4. Complete the information requested and select an available day and time that’s convenient for you.

Once the appointment scheduling is completed, you’ll receive a confirmation email and a reminder email for your appointment.

If you need assistance scheduling an appointment, please send an email to **AHAMedicare@AllinaHealthAetna.us.com** and include the following:

- Your first and last name
- The reason you want to meet
- A phone number where you can be reached to schedule the appointment
- Your preferred appointment day and time

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See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Participating health care providers are independent contractors and are neither agents nor

employees of Allina Health | Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. Medicare rules don't allow earned rewards to be used for Medicare-covered goods or services, including medical or prescription drug out-of-pocket costs. Earned rewards may not be used to pay for medical copays, prescription costs, or any other Medicare-covered good or services. Earned rewards may also not be used on alcohol, tobacco or firearms or be converted to cash.

Rewards earned may be considered taxable income. Please consult your tax adviser if you have any questions regarding the taxability of rewards.

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