

RURAL CARRIER BENEFIT PLAN



Making the most out of your
2023 Rural Carrier Benefit Plan





HEALTH COVERAGE THAT DELIVERS LIKE YOU DO.

Thank you for being a member of the Rural Carrier Benefit Plan (RCBP).

This brochure is designed to help you understand the wide range of benefits, tools and resources available to you and how to access them. Want more information about coverage? Go to RCBPhealth.com and select “Member Resources” then “Official Plan Documents” to view the Official Plan Brochure. Dedicated RCBP representatives are available to answer your questions when you call **1-800-638-8432 (TTY: 711)** Monday–Thursday, 8 AM–5:30 PM ET; and Friday, 8:30 AM–5:30 PM ET.

*To Your Health,
Rural Carrier Benefit Plan*

Table of Contents

RCBPhealth.com	1
Your Aetna® Member Website*	1
Explore the Maternity Support Center*	2
Healthwise® Knowledgebase*†	3
Cost estimator*	3
Understanding your health just got easier*	4
Member engagement platform*	5
Cancer Support Center*	7
Personalized health management support	8
24-Hour information for your health questions through Informed Health® Line**	9
Manage life’s changes with AbleTo	10
A faster and easier way to see a doctor at no-cost	11
Behavioral Health Support	11
Health and wellness	12
Your benefits now include digital programs for back and joint pain	13
Take charge of your benefits	14
Easy, convenient, accessible	14
Know where to go	15
RCBP Is proud to partner with	16

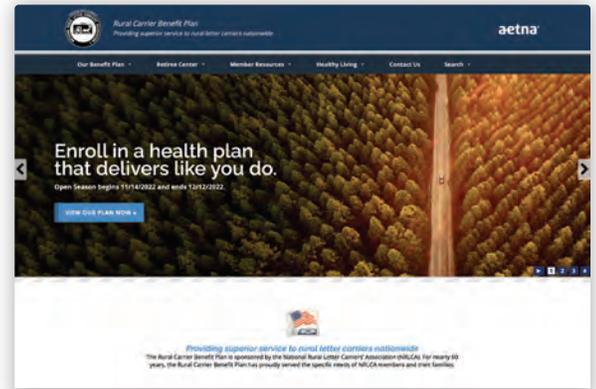
* Features on your Aetna Member Website

† Healthwise® Knowledgebase – This online database is the cornerstone of our information resources. Developed by Healthwise, Inc., it was created specifically for the program’s care counseling approach. The database contains health information on over 6,000 topics and 500 support/self-help groups. Nurses can print information from the database and mail it to members as follow up to phone calls. Healthwise Knowledgebase is also available online to members.

** While only your doctor can diagnose, prescribe or give medical advice, the Informed Health® Line can provide information on a variety of health topics.

RCBPhealth.com

You have a variety of information on [RCBPhealth.com](https://rcbphealth.com), including forms, documents, health and wellness resources, and a link to register for your Aetna® Member Website. Next time you're searching for information regarding the Rural Carrier Benefit Plan, look no further than [RCBPhealth.com](https://rcbphealth.com)



Your Aetna Member Website

Registering for your Aetna Member Website is the first step to maximizing your benefits. With online tools available 24/7, your health care information is available when it's convenient for you.

It also allows you to:

- Search for facilities and procedures
- Find in-network providers
- Estimate and compare costs
- View and sort claims
- View your Explanation of Benefits
- Access your RCBP ID card whenever you need it
- View coverage and benefits
- Track spending and progress toward deductibles and out-of-pocket maximum
- Take a health survey to get recommended health actions
- View health programs
- Complete your Health Risk Assessment
- **And much more!**

How to register for your Aetna Member Website:

Grab your RCBP ID card. Go to [RCBPhealth.com](https://rcbphealth.com) and select **"Aetna Secure Member Website"** and then select **"Register."**

Step 1 — Personal information

- Enter your member ID number exactly as it appears on your RCBP ID card
- Complete the remaining fields
- Select **"Continue"**

Step 2 — Create credentials

- Create a username and password
- Complete the remaining fields
- Select **"Continue"**

Step 3 — Terms and conditions

- Read the terms and conditions
- Select **"I Agree"** and **"Continue"**

Profile validation

Verify that all the registration information is correct. You can personalize your account by choosing the preferences that are just right for you.

That's it!

Welcome to your Aetna Member Website.



Explore the Maternity Support Center

Give your baby a healthy start

If you're thinking about starting a family, or are already pregnant or a new parent, the Maternity Support Center is a great resource for you, your spouse or your partner. And while it can be a very exciting time in your life, the amount of information about pregnancy and parenting can be overwhelming. So, take comfort in knowing you have a trusted, reliable resource for maternity health and benefits information.

Support for all stages

You'll find helpful information for each stage of your journey. Here are just some of the highlights:

Before pregnancy

- Tips for a healthy pregnancy
- Questions to ask when starting a family
- Choosing a doctor and care team
- Understanding your benefits

During pregnancy/delivery

- What to expect in each trimester
- The importance of prenatal visits
- Signs of preterm labor
- Information on labor and delivery, breastfeeding and breast pumps

Caring for your baby at home

- First-year checklist
- Recommended immunization schedule
- Car seat safety
- Helpful sleep tips

Taking care of yourself

- What to expect at your post-pregnancy checkup
- How to quickly find answers about family health
- Understanding "baby blues" and postpartum depression
- Contraception and baby spacing

Get information when it matters most

We're here to give you the information you need during this special time. Whether you want advice on how to safely put your baby to sleep or quick tips to get through those 3 AM feedings, count on us to help. Visit us before, during and after your pregnancy

- Go to [RCBPh.com](https://www.rcbph.com)
- Select "Aetna Member Website" under "Member Resources" and log in
- Choose "Family Planning" under "Health and Wellness"
- Select "Access Support" under the "Maternity Support Center"

Healthwise® knowledgebase

As an RCBP member, you have access to Healthwise Knowledgebase, one the most advanced online knowledge databases available. You can:

- Search for medical terms
- Find drug descriptions
- Use the symptom checker to receive insight/direction on any symptom you or a family member may be experiencing
- Access video files or listen to audio on a variety of health topics

To access the Healthwise Knowledgebase:

- Go to RCBPhealth.com
- Select “Aetna Secure Member Website” and log in
- Select “Earn & Track Wellbeing Rewards” under “Health and Wellness”
- You will be redirected to Active Health
- Select “Healthwise” under “Resources”

Cost estimator

Your tool to help estimate medical costs

You’re probably keeping an eye on health care costs these days. Like most people, you want to keep your out-of-pocket costs as low as possible.

Our online cost estimator can help you! Use the cost estimator to get an idea of what you’ll pay before you go to the doctor or hospital.

Our cost estimator tool can help you save and makes it easy to compare costs for many common medical services* at different doctors’ offices and hospitals. And it calculates what RCBP will pay for a service or procedure — and what you’ll pay out of pocket.** How? The tool factors in your plan’s benefits details — like your deductible, coinsurance and copays, as well as our negotiated rates with providers in our network.

You can easily use the cost estimator:

Go to RCBPhealth.com

- Select “Aetna Member Website” and log in
- Select “Go Find Medical Pricing” under “Find Care & Pricing”

*Estimated costs are not available in all markets or for all services. We provide an estimate for the amount you would owe for a particular service based on your plan at that very point in time. It is not a guarantee. Actual costs may differ from an estimate for various reasons.

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Understanding your health just got easier

Health Decision Support

Get clear and reliable health information

Were you recently diagnosed with a medical condition, or are you facing possible surgery? Are you unsure about the best treatment for you? When it comes to your health, there's a lot to think about. Now you can get easy-to-understand medical information from Health Decision Support, a library of online learning programs.

You can:

- Get a better understanding of health conditions, treatments, procedures and surgery options
- Gain a better understanding of complex medical information
- Make more informed choices about your health care

How it works

Health Decision Support offers a wide variety of health topics. Just access the programs, which are a mix of text and animated graphics, from your member website. You can jot down notes and print them out, which can be helpful in discussing your care options with your doctor. Programs average 20 minutes, so they are easy to complete.

Some of the most used programs include:

- Breast cancer
- Chronic low back pain
- Chronic obstructive pulmonary disease
- Coronary artery disease
- High cholesterol or triglycerides
- Hypertension
- Total knee replacement
- Total hip replacement
- Type 2 diabetes
- Weight loss surgery

You can easily access this helpful tool:

- Go to [RCBPhealth.com](https://www.rcbphealth.com)
- Select "Aetna Secure Member Website" and log in
- Select "Health & Wellness" then select "Visit Emmi" under "Health Decision Support Videos from Emmi"
- You will be redirected to the Health Decision Support website

All for you, at no extra cost, Health Decision Support is part of your RCBP benefits.

Member engagement platform

Managing your health can be challenging. But the tools that help you don't have to be. That's why we've made it easy to track your activity, get wellness advice, find healthy recipes — whatever gets you closer to achieving your health goals. Access to this site is available to you at no extra cost.

Tools you can use

Health assessment

Once you register, you'll want to complete your health assessment. It only takes about 10 minutes, and you'll get a detailed report of your results. You can download it, share it with your doctor and update it at any time. It'll also help you decide which health goals to focus on first.

Records

Looking for a single place to keep your health information? Check the Records section. We'll fill in everything we know, from health assessment and lab results to claims details. Then you can enter additional information. The more you add, the easier we can spot possible drug interactions or additional risk factors — and generate personalized health actions.

Coaching

Your health goals: What's your health goal? Our digital coaching tools can help you achieve it. You can work on things like being more active, losing weight, eating better and more. Daily activities will help keep you moving forward.

Your health education

In this section, you'll find hundreds of articles, flip cards, videos and quizzes on topics like diabetes, migraines, depression and general well-being.

Social communities

Sometimes it helps to talk to people who truly "get it." Our Social Communities section lets you connect with other people who have the same health challenges you do. It's a safe, secure, private place to discuss topics like depression, cancer, diabetes and more.

We make it easy—go to [RCBPhhealth.com](https://www.rcbph.com)

- Select **"Aetna Secure Member Website"** and log in
- Select **"Health and Wellness"**, then select **"Start Now"** under **"Earn & Track Well-Being Rewards"**
- You will be redirected to the member engagement portal



**WE ARE HERE
FOR YOU.**



Cancer Support Center

Complete online resources for your treatment journey

Support, guidance and simpler answers for a complex time

If you've been diagnosed with cancer, you're probably facing more questions than answers. As you try to make sense of it all and navigate the process, we want you to know that you're not alone. We're here for you every step of the way with the Aetna® Cancer Support Center. The Aetna Cancer Support Center places support by your side and brings resources to your fingertips, serving as your trusted source for information, support and guidance on what to expect while managing cancer treatment and care. It's a free, convenient digital hub designed around your needs, with answers to your questions and details about diagnostic tests, treatments and benefits specific to your coverage.

We're transforming the experience

Through the Aetna Cancer Support Center, we aim to help make a difficult time a little easier. It's about bringing you some clarity, knowledge and support when you need it most. We're here to help you:

- Manage your treatment and care
- Better understand your benefits and anticipated costs
- Know what to expect based on where you are in your journey
- Access easy-to-understand resources from cancer nonprofits
- Find information on living as a survivor and hear survivor stories

Wherever you are on your journey, we're by your side

Whether you're newly diagnosed with cancer, in the midst of treatment or caring for a loved one, you can count on Aetna to provide education, tips and tools to help you navigate your experience. We're always adding new information and resources to support you, so make sure to check back regularly.

Complete support for your cancer journey

We know you have a lot on your mind, so we bring together all the resources you need in one place:

	Checklists		Home care options
	Information on what to expect at each step		Lists of available resources in your state
	Finding in-network cancer care		Help in setting up logistics or care programs
	Behavioral health resources		Tips for caregivers on being a good listener and what to say

For more information:

- Go to [RCBPhhealth.com](https://www.rcbphhealth.com) and select "Aetna Member Website" under "Member Resources"
- Log in or register for your Aetna Member Website
- Select "Cancer Support Center" at the bottom of the homepage under "Member Resources"

Personalized health management support

For your health needs and concerns, RCBP offers several resources through our Care Management Program to assist you with your care coordination for acute and/or chronic condition(s). This program provides education, clinical support, and access to support and well-being tools to help you better manage your health.

Our Care Management Program offers:

- 1:1 support with a clinical nurse who can help you:
 - Develop a plan to address your specific health needs and achieve your goals
 - Understand your benefit offerings
 - Answer your health-related questions
- Digital support
- Customized health action plans based on your needs and preferences
- Personalized communications to assist you with making informed health decisions

Our Care Management Program includes the following programs:

Back & Joint Care

Provides digital support for members dealing with musculoskeletal issues, acute and chronic pain, and either taking opioids or trying to avoid opioids.

Behavioral Health Support

RCBP provides resources and support to help you address mental health or behavioral health conditions like anxiety, depression, substance use disorders, domestic violence and more.

Cancer Support

Provides dedicated proactive support to individuals along their cancer journey.

Compassionate Care

Offers you service and support when you or a family member have a serious illness or face imminent end-of-life decisions.

Healing Better

Provides support and educational resources for total knee or hip replacement surgery.

Social Work

Designed to assist you in improving your quality of life by taking steps to help you locate the right resources.

Transform Diabetes Care

Helps members keep their diabetes and hypertension in check. The program uses medical claims, pharmacy claims, biometric screening data, and lab results to identify opportunities to help members improve their health. Members are provided personal guidance in five areas of focus: medication adherence, taking the right medication, self-monitoring of blood glucose and blood pressure, lifestyle and comorbidity management and recommended screenings, which all are based on the member's specific needs. You do not need to enroll in this program. If RCBP identifies there is an opportunity to help you improve your care, we will contact you by phone, letter, email, or even in person by a CVS pharmacist or MinuteClinic® provider.

For questions about any of these programs, call **1-800-638-8432 (TTY: 711)**. We also offer additional programs for certain rare and complex conditions. Qualifying members are automatically enrolled in the Disease Management program through AccordantCare®. Participation is voluntary. If you are enrolled and do not want to participate, or if you want more information, call **1-866-380-6295 (TTY: 711)**.

Care managers cannot diagnose, prescribe or give medical advice. Specific questions should be discussed with your doctor.

CVS Caremark® mobile app — download it today!

Your health is important, so we're making it convenient and easy to manage your prescription benefits. Simply download the CVS Caremark mobile app and get the access you need, anywhere and anytime.



Easy refills

- Refill online or use our mobile app to scan the barcode on your prescription label
- Order new prescriptions and renewals online. We take care of contacting your doctor

Timesaving tools

- Manage delivery by mail, automatic refill, find a pharmacy and more
- Choose from retail and mail options for 90-day prescriptions

Convenient savings

- See how much you've spent and where you might have savings opportunities. Even break down your costs by family member



24-hour information for your health questions through Informed Health® Line

Talk to a registered nurse anytime

With the Informed Health Line, you can speak to a registered nurse about health issues — anytime, day or night, at **no cost to you!**

Plus:

- It's toll-free
- You can call as many times as you need to at no extra cost
- Your covered family members can use it too

You could save time, money and a trip to the ER

The Informed Health Line can provide helpful information and possibly prevent an unneeded trip to the emergency room (ER). That can be a money saver. Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.*

To speak to a registered nurse, call **1-800-556-1555 (TTY: 711)**

*While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line can provide information on a variety of health topics.

Manage life's changes with **AbleTo**

Some life events can be overwhelming. Like having a baby. Or finding out you have diabetes or heart disease.

You may also feel emotions like:

- Worry
- Depression
- Stress
- Anger

All of these feelings are normal. But they can make it harder for you to take control and make healthy changes.

And it's important to feel that you can control the health condition or life change, instead of it controlling you.

Real help that fits your schedule

The AbleTo program can help you:

- Work through these normal emotions
- Understand and stick with your treatment plan
- Know the types of changes you need to make
- Feel like you are in control of your health and your life

AbleTo is part of your RCBP membership. But it's not like traditional programs. It makes it easy to get the help you need.

Support when and where you need it

We've teamed up with AbleTo, a leading behavioral health care provider, to offer this convenient program. The goal is to make it easy for you to complete the program. And to help you see that you are in control and can make healthy changes.

Real help that works

Meet face to face with a therapist and behavior coach using online video. Or you can simply talk on the phone, if you prefer. This removes the time and hassle of driving to appointments. Plus, you choose the times that work best for you. During the day, in the evening or on weekends.

You'll work with two AbleTo specialists for eight weeks

With a therapist, once a week, to address emotional challenges like depression, stress and anxiety that can come with a medical diagnosis.

With a behavior coach, once a week, to identify health goals and develop an action plan.

That's two sessions a week, including a final meeting with your therapist. And it's all part of your RCBP membership.

Consider AbleTo support if you have experienced one of these health conditions or life changes:

- Infertility*
- Breast or prostate cancer recovery
- Heart issues
- Diabetes
- Digestive health issues
- Pain management
- Breathing problems
- Alcohol or substance abuse
- Depression, anxiety or panic
- Postpartum depression
- Caregiving stress (child, elder or autism)
- Grief and loss
- Military transitions

If you would like to enroll in this voluntary program, call AbleTo at **1-866-287-1802 (TTY: 711)**.

*The infertility support program is designed for women and men who are managing infertility and the emotions that can come with it. If you feel you would benefit from this program, would like more information, or would like to enroll, please call **1-866-287-1802** or visit AbleTo's website at **AbleTo.com/enroll**

A faster and easier way to see a doctor at no-cost

RCBP members have access to unlimited telehealth services through DialCare® and Teladoc Health®, allowing members to skip the doctor's office and have virtual consultations anytime, day or night.

The service provides you flexibility to consult with a medical provider from anywhere via convenient mobile or internet conferencing using your smartphone, tablet or computer.

Telehealth Consultations are available 24/7 for the following specialties:

- Doctors of medicine (MD)
- Dermatologists (Teladoc Health only)
- Nutritionists (Teladoc Health only)
- Licensed Clinical Social Workers (LCSW)
- Behavioral health providers

Behavioral Health Support

RCBP provides resources and support to help you address mental health or behavioral health conditions like anxiety, depression, substance use disorders, domestic violence and more.

Our team will work with you, help you understand your benefits and guide you through the wellness programs we offer. We are here to support you, get you connected with a clinical social worker, psychologist or other behavior health professional to obtain the right treatment, the best services and resources to manage the daily obstacles that may be keeping you from achieving a healthier happy life.

Benefits of using telehealth through DialCare or Teladoc Health:

- Covered to you at no cost
- U.S. board-certified providers
- Prescriptions sent to pharmacy of choice, if necessary
- Appointments are not necessary
- Private and secure
- Skip waiting rooms

For DialCare call **1-833-795-7783** or visit **DialCare.com/Verify**. For Teladoc Health call **1-855-835-2362** or visit **Teladoc.com/Aetna**

Set up your account today so you'll be ready when you need it!





Health and Wellness

Health and Wellness Incentives* — Members age 18 and older who participate in the plan’s Healthy Rewards program can earn up to \$400 in rewards:

- Complete the Health Risk Assessment (HRA) and \$100 will be deposited to a PayFlex Card®
- Complete a biometric screening through Quest Diagnostics and \$100 will be deposited to a PayFlex Card®

In addition, members who are pregnant or who have high blood pressure or diabetes and tobacco users who eliminate tobacco/e-cigarettes, are eligible to earn up to \$50 for each incentive, which will be deposited to a PayFlex Card®. See Section 5(h), Special Features, Wellness Incentives in your official plan brochure for complete details.

Members who complete any of the following Healthy Actions earn additional incentives:

• Get your breast cancer screening and earn \$50	• Get your flu shot and earn \$25
• Get your cervical cancer screening (pap smear) and earn \$50	• Participate in our Telephonic Health Coaching Program and complete 6 coaching sessions (see elsewhere in this section) and earn \$75
• Get your colorectal cancer screening and earn \$50	• Select a primary care physician (PCP) and earn \$25

After you complete each activity, the plan will deposit the amount earned onto your PayFlex Card®. Your account can reimburse you for your cost-sharing amounts (such as deductibles, coinsurance and copays) and certain “Eligible Medical Expenses” approved by the IRS. The incentive is paid after the claim for the service is received.

Any future wellness incentives will be loaded on the same card. Please allow at least 4 weeks after completing a wellness activity for incentives earned to be deposited. To monitor the funds on your PayFlex Card®, call the number on the back of your PayFlex Card®, or visit [Payflex.com](https://www.payflex.com)

*Talk to your doctor first about whether this is right for you.

Telephonic Health Coaching Through TrestleTree

This service provides you and your covered dependents the opportunity to work one-on-one with a health coach to improve your health. A health coach is a health care professional who partners with you to transform your health goals into action. Your health coach will provide guidance, support and resources to help you overcome obstacles that may be keeping you from obtaining optimal health.

You can talk to a health coach about the following health-related matters:

- Weight management
- Stress
- Exercise
- Comprehensive Pain Management Program
- Hypertension Management Program
- Tobacco cessation
- Nutrition management

Appointments can range from 15 to 30 minutes, one or twice a month. How long and how often you meet with your health coach depends on your individual needs.

To enroll in health coaching or to get more information on the Comprehensive Pain Management Program, contact a health coach at **1-855-553-5109** or visit **Enroll.TrestleTree.com** and use the password **“RCBP”**.

Your benefits now include digital programs for back and joint pain.

Meet Hinge Health.

We will provide all the tools you need at no additional cost to you!

As a member of the RCBP, you and your eligible family members* get access to Hinge Health, a digital exercise therapy program for back, knee, hip, shoulder and neck pain.

Hinge Health gives you the tools you need to conquer back and joint pain, recover from injuries, prepare for surgery, and stay healthy and pain free. Plus, you can complete your customized care plan anywhere, any time.

When you sign up for Hinge Health, you'll get:

A personal physical therapist and health coach

Your personal care team will tailor the program to you, and be there every step of the way.

Wearable sensors to guide stretches

The Hinge Health app and sensors give you live feedback on your position during stretches and exercises.

Personalized exercise therapy

You'll be guided through quick, 15-minute sessions, and the level of difficulty will increase when you're ready.

If you have any questions, contact Hinge Health at **1-855-902-2777** or visit **HingeHealth.com/RCBP/Start**

*Members and dependents 18+ enrolled in RCBP are eligible.



Take charge of your benefits

It's easier with the Aetna HealthSM app

Staying healthy is important. So is taking control of your health care and benefits. But with everything else you have going on, managing it all can be a challenge. That's where the Aetna Health app can help you.

With the Aetna Health app you can:

- View your health plan summary and get detailed information about what's covered
- View claims details and pay claims for your whole family
- Search for providers, procedures and medications
- Get cost estimates before you get care
- Track spending and progress toward meeting your deductibles

See for yourself how the Aetna Health app can make it easier to manage your health care and RCBP benefits.

Look for the icon below in the app store, or Text "AETNA" to 90156 to receive a link to download the Aetna HealthSM app.

(Message and data rates may apply.)



♥ aetna[®]



♥ CVS caremark[®]



Easy, convenient, accessible

Caremark.com and the CVS Caremark mobile app

Your health is important, so we're making it convenient and easy to manage your prescription benefits. Simply visit **Caremark.com** or download the **CVS Caremark mobile app** and get the access you need, anywhere and anytime.

Easy refills

- Refill online or use our mobile app to scan the barcode on your prescription label
- Order new prescriptions and renewals online. We take care of contacting your doctor

Timesaving tools

- Manage delivery by mail, autorefill, find a pharmacy and more
- Choose from retail and mail options for 90-day prescriptions

Convenient savings

- See how much you've spent and where you might have savings opportunities. Even break down your costs by family member
- See savings options by prescription and print a report so your doctor can help you choose

Register today at **Caremark.com** or download the **CVS Caremark mobile app**.

Know where to go

Save time. Save money.

If you ever experience an emergency, dial 911 immediately. But if you need medical care and it's not life threatening, it pays to know your options. **Choosing the right care setting can save you time and money!**

Know where to go:	You pay*:	If you are experiencing:
 24/7 MinuteClinic® visits	\$0	Minor illnesses and injuries, such as ear infections, congestion, minor cuts, urinary tract infections and bronchitis
 DialCare® 1-833-795-7783 or visit DialCare.com/Verify Teladoc Health® 1-855-835-2362 or visit Teladoc.com/Aetna	\$0	Minor illnesses, such as colds, flu, sinus problems, fevers, rashes, ear infections, migraines, depression, anxiety and stress to supplement your primary care physician's office, especially after hours
 Convenient Care Clinic	\$10 copayment	Minor illnesses and injuries, such as ear infections, congestion, minor cuts, urinary tract infections and bronchitis
 24-Hour Nurse Line¹ 1-800-556-1555 (TTY: 711)	\$0	A health concern or need advice on what to do or where to go
 Primary Care Provider	\$20 copayment	Ongoing medical issues and chronic conditions
 Urgent Care Center	\$35 copayment	Minor illnesses and injuries, such as ear infections, congestion, minor cuts, urinary tract infections, bronchitis, migraines, sprains and cuts that may require stitches
 Emergency Room**	\$200 copayment	Severe chest pain, deep wounds, broken bones, head or eye injuries

*Represents in-network benefits. For out-of-network benefits, see Official Plan Brochure located on RCBPhhealth.com

**In an emergency, call 911 or go to the nearest emergency room.

Claims and Correspondence:

P.O. Box 14079
Lexington, KY 40512-4079

For more information or questions, please contact us:

Telephone: 1-800-638-8432 (TTY: 711)
Website: RCBPhhealth.com

RCBP is proud to partner with...

The Rural Carrier Benefit Plan is sponsored by the National Rural Letter Carriers' Association (NRLCA). For over 50 years, the Rural Carrier Benefit Plan has proudly served the specific needs of NRLCA members and their families. With the help of our partners, we strive to offer superior service that delivers like you do.

The Rural Carrier Benefit Plan and partners work together to bring you great coverage and nationwide dependability.

The Rural Carrier Benefit Plan is proud to partner with:



AbleTo is a personalized, web-based video conferencing eight-week treatment support program designed to address the unique emotional and behavioral health needs of individuals learning to live with conditions like heart disease, Type 2 diabetes, chronic pain or with life events such as losing a loved one or having a baby.

Contact: 1-866-287-1802 or AbleTo.com/Aetna



AccordantCare® provides care coordination and disease management for 20 rare diseases, including multiple sclerosis (MS) and amyotrophic lateral sclerosis (ALS).

Contact: 1-866-380-6295 (TTY: 711) or Accordant.com



Aetna® administers the RCBP. Our partnership has lasted 55+ years. Some of the services Aetna provides are:

- Customer service
- Care coordination
- Digital tools and services
- Access to a network of doctors and hospitals through Aetna Choice® POS II (Open Access)

Contact: 1-800-638-8432 (TTY: 711) or Aetna.com



CVS Caremark® provides the pharmacy benefits for the RCBP, including:

- Access to over 65,000 pharmacies nationwide
- Digital pharmacy tools
- Prescription coordination tools

Contact: 1-800-292-4182 (TTY: 711) or Caremark.com



Hinge Health offers innovative digital programs for back, knee, hip, neck and shoulder pain in easy-to-do 15-minute exercise therapy sessions.

Register at: HingeHealth.com/RCBP

Contact: 1-855-902-2777 / Email: hello@hingehealth.com



LabCorp participates with the Lab Savings Program that pays 100% (you pay nothing!) for covered lab work when using a LabCorp facility.

Contact: 1-888-522-2677



PinnacleCare is a health advisory company that provides RCBP members peace of mind and guidance when a significant diagnosis is received.

Contact: 1-888-442-7380



Quest Diagnostics provides the Lab Card Program that allows RCBP members to get a 100% benefit (pay nothing!) for lab work when using a Quest facility. Quest Diagnostics also provides biometric screenings.

Contact the Lab Savings Program at: 1-866-697-8378

Contact biometric screening at: 1-855-623-9355



Sleepio is an online sleep improvement program that is scientifically proven to work. Sleepio teaches you how to fall asleep faster, stay asleep during the night and feel better during the day, even if you have had trouble sleeping for months or years.

Start by discovering your Sleep Score in two minutes at: Sleepio.com/RCBP



TrestleTree provides telephonic health coaching including a Hypertension Management Program for RCBP members. Also, RCBP members can complete their Health Risk Assessment with a Health Coach over the phone.

Contact: 1-855-553-5109

**For more information or questions,
please contact us:**

Customer Service

1-800-638-8432 (TTY: 711)

Monday Thursday, 8:00 AM–5:30 PM ET

Friday, 8:30 AM–5:30 PM ET

Claims & Correspondence

P.O. Box 14079

Lexington, KY 40512-4079



SCAN ME

RCBPhealth.com

**BENEFITS
WHEREVER
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Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Incentive-based activity awards will only be given for completing select wellness programs as determined by the plan sponsor.

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