

- ◆ **Did You Earn Health Incentive Credit in 2012?**
- ◆ **2012 Aetna Customer Satisfaction Results**
- ◆ **Happy New Year**
- ◆ **Holiday Mishaps**

Did You Earn Health Incentive Credit in 2012?

If you have already earned Health Incentive Credit (HIC) this year and were unable to use it during 2012, credits will roll over into the next plan year (for up to 3 years).

Individuals may earn up to \$100 in Health Incentive Credits; the family maximum is \$300. Credits will be automatically applied to your deductible or coinsurance. So, if you still need to earn credit towards your deductible or coinsurance, please take action now!

For employees and dependents over age 18:

- You can earn a credit of \$50 when you complete or update the Simple Steps To A Healthier Life® online health assessment, available on Aetna Navigator (www.aetna.com).
- Your covered dependents, age 18 and above, also may earn the credit by completing or updating the health assessment.
- You'll earn an additional \$50 when you receive your annual routine physical exam (well-adult or well-woman exam).

For dependents under age 18:

- Your dependents under the age of 18 can earn \$100 by having a well-child exam.

2012 Aetna Customer Satisfaction Results

Every year an independent survey firm conducts a satisfaction survey for the NAF HBP. The survey company sends out 8,000 randomly generated surveys to NAF HBP participants with claims processed by Aetna in the past twelve months. This year the participant response rate was 22.9%. Overall participants' satisfaction with Aetna remains consistently high at 97% versus 96% in 2011. Members were satisfied with the timeliness of claims processing, were aware of the \$100 credit towards the plan's deductible in return for getting an annual physical or completing an online health risk assessment, and were aware of the Aetna Navigator on-line resource.

Happy New Year

Start your new year off right by living a healthier lifestyle. Here are a few suggestions:

- Make an appointment for your routine physical.
- Schedule your routine dental exam.
- Set up your important health screenings.
- Take an online health assessment.
- Set a healthy weight goal.
- Eat healthy foods regularly.
- Make physical activity a regular part of your life.

For more ideas and information visit www.aetna.com; click on Health & Wellness under About Us.

Holiday Mishaps

You can avoid unnecessary trips to the emergency room (ER) during the holidays by becoming familiar with walk-in clinics and urgent care centers in your area before you need them. Walk-in clinics and urgent care centers can help you get the care you need quickly, and save you money when your regular doctor is not available.

You can go to www.aetna.com and click on "Find a Doctor." Under "Search for," select "Urgent Care Facilities" or "Walk In Clinics" from the drop-down menu.

However, if you're experiencing symptoms like chest pain, trouble breathing, or uncontrolled bleeding—something that could be life threatening—call 911 immediately or go straight to the nearest ER!

If you have a health question or concern, you can talk to a trained nurse who can answer your health-related question and provide information you can trust. Call the toll-free 24/7 Nurse Line anytime at 1-800-556-1555, 24 hours a day, 7 days a week.

