



HEALTH IS THE **REAL WIN**™

attainSM
by aetna[®]

FREQUENTLY ASKED QUESTIONS (FAQS)

Q: What is the Attain by AetnaSM app?

A: The Attain by Aetna app is a first-of-its kind health experience designed in collaboration with Apple[®]. It combines your health history with your Apple Watch[®] activity to offer personalized goals,* achievable actions and big rewards.

Q: Who is eligible for Attain?

A: Any employee enrolled in an Aetna Funding AdvantageSM medical plan, plus their enrolled spouse and age 18+ dependents.

Q: I waived medical coverage but elected dental or vision only. Am I eligible?

A: Attain is only for members with an Aetna Funding Advantage medical plan.

Q: My broker handled my enrollment into my Aetna Funding Advantage medical plan. Am I still eligible for Attain?

A: Of course. You can download Attain by Aetna right from the App Store[®].

Q: How does Attain work?

A: Use an Apple Watch

Order the base model Apple Watch Series 3 (38 mm) through the Attain app. You'll be able to earn it with points over 24 months. Or you can upgrade to other Apple Watch features and series for an additional up-front cost. Already have an Apple Watch? You can use your own (Series 1 or later).

Crush your goals

Hit your daily activity goals and complete healthy actions to earn points. Activity goals are based on your weight and sex. Healthy action goals are based on your personal health history. Activity from your Apple Watch — along with your health history — will power your experience.

Earn rewards

Monthly activity goals offset the cost of the Apple Watch Series 3 (38 mm) over 24 months. You can also upgrade for an additional fee, which is paid up front. Or use your points to get gift cards from popular retailers.

Q: How do I enroll in Attain?

A: Just go to the App Store and download the Attain by Aetna app. Once downloaded, you'll need to log in with your Aetna[®] member user name and password.

Q: Can I withdraw from Attain once I am enrolled?

A: Yes, you can withdraw from Attain at any time. Just keep in mind that if you purchased your Apple Watch through the app, you'll be responsible for paying off the remaining balance. Your credit card will be charged on a monthly basis or you can pay it off in full before withdrawing.

FAQS CONTINUED

Q: When can I download and start participating in the Attain app?

A: The app will be available for download in Spring 2019 for all eligible members with an effective date of March 1, 2019 & beyond.

Q: What devices do I need to participate in Attain?

A: Attain is designed for the iOS platform and requires an iPhone® 5S or newer and an Apple Watch Series 1 or later.

Q: Are Aetna members required to participate in Attain?

A: Attain is a voluntary program and members aren't required to participate.

Q: I have a Small Group Affordable Care Act (ACA)-compliant plan. Am I eligible?

A: No, Attain is only for Aetna Funding Advantage Small Group customers.

Q: Can my spouse, who is also an employee and Aetna Funding Advantage plan member, participate in Attain?

A: Yes, your spouse is eligible to participate in Attain as long as they have Aetna medical coverage.

Q: Can my dependent child, who is an Aetna Funding Advantage plan member, participate in Attain?

A: Yes, your child is eligible to participate in Attain as long as they're 18 and enrolled in Aetna medical coverage.

Q: How is my data secured?

A: Data security is top priority for Aetna. All Attain health data is encrypted on the device, in transit and on Aetna's and Apple's servers. It's then stored in a highly secure environment using industry-leading practices fully in compliance with HIPAA.



Have questions about Attain?

Call us at **1-833-288-2461**.

*Goals and suggested health actions should not replace your doctor's advice. If you have a medical condition that prevents you from meeting your goals, or if your doctor advises you not to take part in physical activity, there may be an opportunity for you to earn the same reward in a different way.

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Apple Watch Series 4 (GPS + Cellular) requires an iPhone 6 or later with iOS 12 or later. Apple Watch Series 4 (GPS) requires an iPhone 5 or later with iOS 12 or later. Apple Watch Series 3 (GPS + Cellular) requires an iPhone 6 or later with iOS 11 or later. Apple Watch Series 3 (GPS) requires an iPhone 5s or later with iOS 11 or later.

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