

**aetna**

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



## New electronic delivery streamlines Small Group policy documents

As you know, we've been working hard to move many of our paper processes and documents to an electronic platform. Now we've got more good news to share on this initiative!

**Effective 12/12/16**, Small Group business (2-100 eligible employees) will send fully insured medical plan documents to your clients electronically. This will allow for easier receipt and filing of this important information. Plan sponsors enrolled in Small Group Traditional and Health Network plans, with a valid email address on file, will receive an email from "Your Benefit Documents" with all policy documents attached. Attachments will be in print-ready PDF format. Please note, Aetna and Innovation Health plans will be delivered in separate emails.

### Exceptions to the rule

The policy documents will continue to be printed and mailed, as they are today, if:

- We do not have a plan sponsor's email address on file.
- It is an old-style HMO plan (legacy HMO).

Plan sponsors may call to request paper copies of their plan documents if needed. Members will continue to receive a postcard directing them to Aetna Navigator®, their secure member website, for plan information and documents.