

# How BenefitsCheckUp® can help your members

## What is It?

**BenefitsCheckUp®** is a free, confidential online service tool offered by the National Council on Aging (NCOA). The comprehensive tool searches more than 2,500 federal, state and private benefit programs that the member may be eligible for, such as:

Medications	Food
Utilities	Legal assistance
Health care	Housing
Property taxes	Transportation
Employment training	

## How does it work?

Members can go online to [www.BenefitsCheckUp.org/aetna](http://www.BenefitsCheckUp.org/aetna) to search for benefit programs, apply for Extra Help (Low Income Subsidy or LIS) and find patient assistance programs. See details below:

### How do members find benefits programs?

This online questionnaire helps identify programs a member may qualify for. There are two types of questionnaires available, including a 15 to 20 minute “Express screening” questionnaire and a more “Comprehensive screening” which can take up to a half hour to complete.

<i>Express screening</i>	<i>Comprehensive screening</i>
15 to 20-minute questionnaire	20 to 30-minute questionnaire
Quick way to find help from some common benefit programs	Screens all 2,500 benefit programs
	Provides a thorough and personalized report
	Displays the benefit programs in which the member qualifies
	Explains how to apply for programs, what materials will be needed for application and a direct link (when available)

### How do members apply for LIS?

Members complete a brief “Medicare Rx Extra Help” application form that determines if they are eligible for LIS on their Part D benefit. Members who qualify may get help paying for their monthly Part D premiums, annual deductible, and the cost of medications covered by their Aetna Medicare plan.

### Where can members find application forms?

Members can find over 600 applications from various agencies and programs, including state pharmacy programs, patient assistance programs, and State Medicaid and Medicare Savings Programs. Each program has its own set of guidelines and eligibility determinations. Most of the forms can be viewed and completed or printed out, completed and mailed.

## Need help?

For more information members can:

Go to [www.BenefitsCheckUp.org/aetna](http://www.BenefitsCheckUp.org/aetna) or call (844) 915-5082

### Hours of operation:

From October 1 to March 31: 8 AM to 8 PM, seven days a week

From April 1 to September 30: 8 AM to 8 PM, Monday – Friday

They can also call the Aetna Medicare Customer Service number printed on their Aetna Medicare ID cards.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance and its affiliates (Aetna).

SilverScript is a Prescription Drug Plan with a Medicare contract offered by SilverScript Insurance Company. Aetna and SilverScript Insurance Company are part of the CVS Health family of companies.

Prior to engaging in the sale of Aetna Medicare products, producers must be ready to sell, which means certified, contracted, licensed in the applicable states, and appointed by Aetna in accordance with state law. As permitted in certain states, Aetna will order appointments after the first sale. This communication is intended for use by brokers only and is not intended for distribution to Medicare beneficiaries. Any publication or distribution of this communication to unauthorized recipients without Aetna's approval is prohibited.

We are located at 151 Farmington Ave, Hartford, Connecticut 06156.

©2022 Aetna Inc.

---