



HEALTH IS THE REAL WIN™

FREQUENTLY ASKED QUESTIONS (FAQS)

Q: What is the Attain by Aetna® app?

A: The Attain by Aetna app is a first-of-its kind health experience. 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 Aetna® medical plan member, plus their enrolled spouse and age 18+ dependents. You must have an iPhone®. Dependents must also have their own Aetna member username and password, which they can create at [Aetna.com](https://www.aetna.com).

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

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

Q: How do I enroll in Attain?

A: Just go to the App Store® and download the Attain by Aetna app. Or text "ATTAINAPP" to 37046 for a link to download. (Message and data rates may apply.***) Once downloaded, you'll need to log in with your Aetna member username and password.

Q: How does Attain work?

A: Use an Apple Watch

Don't own an Apple Watch or want to upgrade to a new one? Order the Apple Watch Series 3 (GPS, 38mm)

in Attain and earn it with points over 24 months. All you'll pay initially is a one-time activation fee of \$7 plus sales tax. Or upgrade to a different model for an additional up-front cost. Use extra points to earn more than \$75 in gift cards.***

Already own an Apple Watch? Start using it today with Attain and earn more than \$275 in gift cards from popular retailers.

Crush your goals

You must have an Apple Watch to participate so we can track progress toward your activity goals, which are based on your sex and weight. To make sure you're receiving points for the goals you complete, visit the app regularly to sync your health activity.

Using your Aetna health history, we'll also deliver healthy actions personalized just for you. Complete healthy actions like getting a flu shot, visiting your doctor (or primary care physician) or refilling your prescription to earn even more points.

Earn rewards

Meet your weekly activity goals to earn enough points to cover all or part of your monthly Apple Watch payment. Or use your activity and healthy action points to earn gift cards from popular retailers.

FAQS CONTINUED

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.

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

A: The app is available for download from the App Store.

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

A: Participation in Attain requires an iPhone 6S or later (with iOS 13 or later), 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: What if I lose my Aetna medical coverage before the 24 months?

A: If your Aetna coverage ends before your 24-month commitment, you'll no longer be able to use the Attain app or earn points to cover your Apple Watch

payments or redeem for gift cards. Be sure to redeem your points before your current Aetna plan ends.

If you are earning your Apple Watch through the app, you have two choices:

1. Continue your monthly payments. Your credit card will be charged each month until your Apple Watch is paid off. This will occur automatically, based on your existing financing agreement.
2. Pay your balance in full. Just call us at **1-833-288-2461 (TTY: 711)**.

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

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

Q: Can my dependent child, who is an Aetna medical 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: Are rewards points considered taxable income?

A: Rewards earned may be considered taxable income. Please consult your tax adviser if you have any questions regarding the taxability of rewards.



HAVE QUESTIONS ABOUT ATTAIN?

Find out more at AttainByAetna.com

*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. Call **1-833-288-2461 (TTY: 711)** to find out your options.

**Terms and Conditions: aet.na/2IyZvfc Privacy Policy: aet.na/2GqxsuN

***Alternative rewards are available depending on user enrollment date.

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

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