

Aetna Is Dow's New Provider for U.S. Behavioral Health Programs for MAP Plus, Old Plan and New Plan



As of July 1, 2009, Aetna is Dow's new provider for its Behavioral Health benefit programs for retirees in MAP Plus, New Plan and Old Plan.

Aetna provides enhanced support for mental health and substance abuse programs to help you take charge of your health and wellness needs. If you had been receiving care from an APS provider before July 1, 2009, you will need to check to see if your provider is part of the Aetna network. If your provider is not part of the Aetna network, you may need to complete a transition coverage form: <http://www.dow.com/familyhealth/pdfs/>

dow_behavioral_health_transition_of_coverage_form.pdf

For routine outpatient care, no pre-certification will be required for Aetna behavioral health and substance abuse programs as of July 1, 2009. When seeing your behavioral health provider, please remember to let them know that they need to bill Aetna for the services provided using the claim address on the back of your Aetna medical ID card.

In addition, Aetna offers a confidential online survey to help you identify, understand and track behavioral health issues you might be experiencing.

The Behavioral Health Assessment guides you through a series of questions that can help you take action on your health and well being. It then provides personalized information and resources to help you seek care. To access the tool, go to www.aetnabhra.com and register. Once you have

registered, log in, using your Member ID and password.

If you have questions or would like to learn more about specific health-related services, programs and benefits please contact the Retiree Service Center at (800) 344-0661.

Annual Benefits Open Enrollment November 9 through November 30

Benefits enrollment time is almost here! The annual benefits open enrollment period will take place from **November 9 through November 30, 2009.**

We have listened to your comments and suggestions and as a result, there are some slight changes to the enrollment communications this year. In keeping with providing you with the information you need, you will now receive the following:

- In early November, you will receive a newsletter, along with the Current Benefits Coverage letter showing the benefit plans in which you are currently enrolled with your current and 2010 premiums listed.
- The newsletter will include a summary of the benefit changes for 2010.
- Complete plan information, including charts, benefit summaries, Summary Plan Descriptions (SPDs), forms, etc. will continue to be available on the *DowFriends* website at www.dowfriends.com

If you have questions or cannot access the *DowFriends* website, please contact the Retiree Service Center at (800) 344-0661 or (989) 636-0977.