



# HEALTH IS THE **REAL WIN**™

attain<sup>SM</sup>  
by aetna<sup>®</sup>

## FREQUENTLY ASKED QUESTIONS (FAQS)

**For California based employers enrolled in an ACA compliant medical plan are eligible to enroll on April 1st, 2020.**

**Q: What is the Attain by Aetna<sup>SM</sup> app?**

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

**Q: Who is eligible for Attain<sup>SM</sup>?**

**A:** Any employee enrolled in an Aetna<sup>®</sup> medical plan, plus their enrolled spouse and age 18+ dependents. Dependents must 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:** No, Attain is only for CA ACA compliant medical plan members, 18+.

**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, 38mm, GPS 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. You will also be able to earn up to \$80 in gift cards.\*\*

Already own an Apple Watch? Start using it today with Attain and earn up to \$280 in gift cards over 24 months.

**Crush your goals**

You must have an Apple Watch to participate so we can track progress toward your activity goals. These goals are based on your sex and weight. 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.

**Q: How do I enroll in Attain?**

**A:** Just go to the App Store<sup>®</sup> 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 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 is available for download from the App Store.

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

**A:** Attain is designed for the iOS platform and 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: 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 have 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: 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. Call **1-866-820-3731 (TTY: 711)** to find out your options.

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

\*\*\*Terms and Conditions: [aet.na/2lyZvfc](https://aetna.com/2lyZvfc) Privacy Policy: [aet.na/2GqxsuN](https://aetna.com/2GqxsuN)

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Apple Watch Series 5 and Apple Watch Series 3 require an iPhone 6s or later with iOS 13 or later.

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Explore more at  
**ATTAINBYAETNA.COM**