

DID YOU KNOW – LGBTQ+ EDITION

+ Resources for Employees: Aetna & TELUS Health



Aetna is here to support you every step of the way on your journey to express your gender identity. Aetna has added a variety of [transgender services and resources](#) to help you choose the care that is right for you. Available services and resources are listed below and can be utilized by calling Member Services at 833-948-3539. Ask for a case manager that specializes in gender reassignment.

Hormone Replacement Therapy:

Member Services can guide you in finding a Primary Care Physician in your area. You will want to discuss your options with your Primary Care Physician before starting Hormone Replacement Therapy. Aetna can guide you through the process of finding a Primary Care Physician for you within your network. There is a possibility that patients may need to see an endocrinologist for prescription, please consult with your Primary Care Physician.

Fertility:

Refer to Aetna's [Fertility Coverage Guide](#) to know what is covered under your plan. Hysterectomy can be covered for trans people if the guidelines within CPB 0615 are met, along with many others. There is a list of allowable procedures towards the end of the bulletin.

https://www.aetna.com/cpb/medical/data/600_699/0615.html

Gender Affirmation Surgery:

Member Services can help you find an appropriate surgeon and Aetna will work with your surgeon to get all of the precertification you need. You can find out which surgeries are covered and which are limited by calling Member Services.

[Aetna standard gender affirmation clinical policy](#)

[Breast reduction and augmentation surgery providers \(PDF\)](#)

Go to www.myendeavorbenefits.com for costs incurred for Aetna insured employees + dependents, surgery is subject to deductible and co-insurance.

Behavioral Health Service:

Call Aetna Member Services at 1-833-948-3539 to ask for a list of behavioral health providers in your area. Cost for an in network mental healthcare provider is based on the medical plan you are enrolled in. For additional information you can find details by logging into your account at www.aetna.com or refer to the SPD located in Workday

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Aetna Pharmacy Drug Guide:

The [Pharmacy Drug Guide](#) can be presented to your physician to assist with prescribing covered medications. Cost and coverage for specific medications should be verified with Aetna. See below for prescription copayments for all Aetna medical plans. If you are on the High Deductible Health Plan you will need to pay your full deductible before the below copays apply.

30-day supply at Retail Pharmacy:

- \$20 copay (Generic)
- \$30 copay (Preferred Brand)
- \$40 copay (Non-Preferred Brand)

90-day supply at Retail/Mail Order:

- \$60/\$40 copay (Generic)
- \$90/\$60 copay (Preferred Brand)
- \$120/\$80 copay (Non-Preferred Brand).

() Please refer to all Aetna Plan Documents for complete description of benefits for all exclusions, limitations and conditions of coverage which can be found on the Workday site or you may reach out to US_Benefits@endeavorco.com*

Now Available!

Aetna has released a microsite/transgender support center. It is a digital resource that will provide access to Transgender advocates, care team resources and education information throughout all phases of a member's experience. Employees can access this Transgender Support Center through their secure Aetna member website www.aetna.com under "**Health and Wellness**" from the menu bar and then Transgender support center



Our EAP (Employee Assistance Program) partner TELUS Health offers employees and their loved ones access to free, confidential short-term counseling as well as a host of resources and support. Below are a few resources linked to the TELUS Health [platform](#) and [App](#). Log-in with username: **endeavorUSA** password: **endeavor** or call the confidential hotline: (844) 886-8509

- [Being a Straight Ally \(Podcast\)](#)
- [Being an LGBTQ+ Ally](#)
- [Coming Out Article Series](#)
- [Gender Identity: Understanding Basic Terms](#)
- [Transgender Etiquette](#)
- [Creating an LGBTQ+ Inclusive Workplace](#)
- [Supporting an Employee Who Is Transgender or Transitioning \(audio\)](#)
- [When a Co-worker Is Transgender or Transitioning](#)