

# Easy access to the specialized care you need

## Helping solve the health and wellness needs of the LGBTQIA+ community

As an Aetna® member, you now have access to our new, in-network provider group, **FOLX Health**. So it's easier to get the inclusive care and services you need to stay healthy.



### How FOLX Health can help you

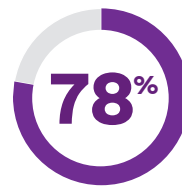
FOLX Health is a nationwide health care provider dedicated to serving the unique needs of the LGBTQIA+ community.

They offer a complete range of services, including

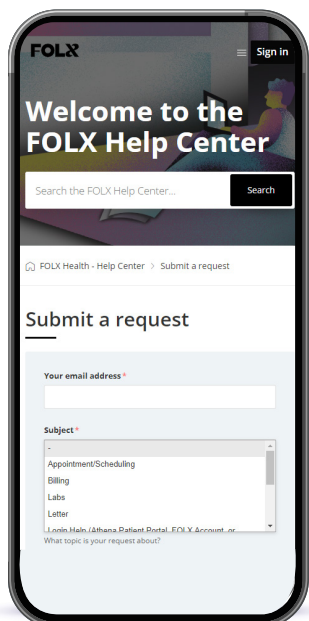
- Gender-affirming care
- Mental health support
- Virtual primary care
- Fertility consultations
- Sexual and reproductive health services
- Ally support, and more

### Feel confident with a trusted provider team

The team consists of medical doctors, nurse practitioners, physician assistants and certified nurse midwives. With this diverse network of LGBTQIA+ expert clinicians, they ensure inclusive, compassionate care for all members of the community.



**78%** of FOLX members surveyed couldn't find inclusive care before starting with FOLX



### It's easy to access care

As part of your Aetna health plan, you can access these specific FOLX health services:

- ✓ Book appointments
- ✓ Access primary care services
- ✓ Ask clinical and/or non-clinical questions
- ✓ Get help checking eligibility and benefits coverage

## SIMPLE STEPS TO ACCESS CARE WITH AETNA® PLAN COVERAGE

1

### Sign up and book an appointment

- Sign up and book an appointment by:
  1. Visiting the [Help Center](#)
  2. Choose [Submit a request](#)
- You can expect a response in 1-3 days

2

### Have your visit

The FOLX provider team is made up of providers who specialize in LGBTQIA+ care. Your clinician will work with you to design a care plan that fits your goals.

3

### Get your medication (if needed)

Get your meds shipped right to your door or have them delivered to your pharmacy. See the [FAQ](#) to better understand your medication delivery and service options.

4

### Follow up

We'll ensure you get refills on time and check in with you often. You can always book another visit, as needed. Visit the help center for [FAQs](#) and/or to connect with the [Care Team](#) through a private portal.

### Learn more about this dedicated support

Find out how our new in-network provider can meet your needs.

- Visit [Aetna.com](#) or call the number on your Aetna member ID card.
- Go to [FOLXHealth.com](#)

### FOLX offers other benefits, too

Through a special FOLX membership\*, you can get access to additional benefits and perks.

The membership is designed to be affordable and easy to use, and you can start with a 10-day free trial.



To learn more, visit [FOLXHealth.com](#)

### With the membership, you'll get access to:

- A community platform, including unlimited peer groups and events
- Medical letters of support for surgery or name and gender marker changes
- Support groups and mental health resources
- Messaging with the care team
- Help with navigation and referrals to clinical and non-clinical providers
- Automated refills (where allowed for those medications where applicable)

\*FOR FOLX MEMBERSHIP NOTE: The FOLX membership isn't included in your Aetna benefits plan.

**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).**

[Aetna.com](#)

©2024 Aetna Inc.  
3444004-01-01 (6/24)

