



attain
by aetna

HEALTH IS THE REAL WIN™

FREQUENTLY ASKED QUESTIONS (FAQS)

Q: What is the Attain by Aetna® app?

A: The Attain by Aetna app helps you follow your own path to better health. It takes your unique health history, combines it with your wearable device activity and offers you personalized goals,* achievable actions and motivating rewards.**

Q: Who is eligible for the Attain® app?

A: Any eligible Aetna® commercial medical plan member, plus their enrolled spouse and age 18+ dependents. You must have a compatible mobile and wearable device. Dependents must also have their own Aetna member user name and password, which they can create at [Aetna.com](https://www.aetna.com).

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

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

Q: How do I enroll in Attain?

A: Go to the App Store® or Google Play™ 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 the Attain app work?

1. Stay active: Hit personalized daily and weekly 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.

2. Take healthy actions: Like getting a flu shot, visiting your primary care physician or refilling your prescriptions. Plus, get tips and challenges around activity, sleep, mindfulness and nutrition.

3. Score points and earn rewards: Earn points by completing these actions. Then redeem them for an Apple Watch® (iOS users only) or gift cards from popular retailers up to a value of \$300.

Eligibility for particular incentives varies, including by health plan type and location. In order to earn an Apple Watch, you must use the iOS app on an iPhone®. Not all members are eligible to earn an Apple Watch. Log in to the Attain app to see which rewards are available to you.

*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.

**Eligibility for particular incentives, including availability of Apple Watch as a reward, varies, including by health plan type and location. Download the Attain by Aetna app and sign in to see which incentives are available to you. Rewards earned may be considered taxable income. Consult your tax advisor if you have questions regarding the taxability of rewards.

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

FAQS CONTINUED

Q: Can I purchase a Fitbit® device through Attain like I can an Apple Watch?

A: No, you cannot earn a Fitbit device in the Attain app.

Q: Can I bring my own wearable device?

A: If you have a compatible iPhone, you are welcome to use your current Apple Watch Series 1 or newer or purchase one at any retailer that carries Apple Watch. To use the Attain app on the Android™ platform, you must have an Android phone running AndroidOS 9 or higher and a Fitbit smartwatch or activity tracker that syncs with the Fitbit app.

Q: Can I use a wearable device other than a Fitbit device or Apple Watch?

A: At this time, the Attain app only supports pairing an Apple Watch with an iPhone, or a Fitbit smartwatch or activity tracker with an Android phone.

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: What devices do I need to participate in Attain?

A: Participation in the Attain app requires an iPhone running iOS 14 or higher and an Apple Watch Series 1 or later, or an Android phone running AndroidOS 9 or higher and a Fitbit smartwatch or activity tracker that syncs with the Fitbit app.

Q: Are Aetna® members required to participate in Attain?

A: Attain is a voluntary program. Members aren't required to participate.

Q: What if I lose my Aetna medical coverage?

A: If your Aetna coverage ends, you'll no longer be able to use the Attain app or earn points to redeem for gift cards or cover your Apple Watch payments. 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. 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 advisor if you have any questions regarding the taxability of rewards.

HAVE QUESTIONS ABOUT ATTAIN?

Find out more at AttainByAetna.com

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).

Other eligibility and participation requirements, including mobile and wearable device compatibility requirements and certain state restrictions and exclusions, may apply. Participation in Attain requires an iPhone® running iOS 14 or higher and an Apple Watch® Series 1 or later, or an Android™ phone running AndroidOS 9 or higher and a Fitbit® smartwatch or activity tracker that syncs with the Fitbit app. Please note that some models of Apple Watch may have different iPhone compatibility requirements. Please refer to Apple's website for further details to ensure Apple Watch compatibility with your iPhone.

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