

Have a complaint or need help?

If you have a problem with a claim or your premium, call your insurance company first. If you can't work out the issue, the Texas Department of Insurance may be able to help.

Even if you file a complaint with the Texas Department of Insurance, you should also file a complaint or appeal through your insurance company. If you don't, you may lose your right to appeal.

Aetna Life Insurance Company (Aetna)

To get information or file a complaint with Aetna:

Call toll-free at 1-888-772-9682

Email: log onto myaetnasupplemental.com and click on Contact Us

Mail: Mail: Consumer Protection, MC: CO-CP, Texas Department of Insurance, PO Box 12030, Austin, TX 78711-2030

The Texas Department of Insurance

To get help with an insurance question or file a complaint with the state:

Call with a question: 1-800-252-3439

File a complaint: www.tdi.texas.gov

Email: ConsumerProtection@tdi.texas.gov

Mail: MC 111-1A, P.O. Box 149091, Austin, TX 78714-9091

¿Tiene una queja o necesita ayuda?

Si tiene un problema con una reclamación o con su prima de seguro, llame primero a su compañía de seguros. Si no puede resolver el problema, es posible que el Departamento de Seguros de Texas (Texas Department of Insurance, por su nombre en inglés) pueda ayudar.

Aun si usted presenta una queja ante el Departamento de Seguros de Texas, también debe presentar una queja a través del proceso de quejas o de apelaciones de su compañía de seguros. Si no lo hace, podría perder su derecho para apelar.

Aetna Life Insurance Company (Aetna)

Para obtener información o para presentar una queja ante su compañía de seguros:

Teléfono gratuito: 1-888-772-9682

Correo electrónico: Ingrese en myaetnasupplemental.com y haga clic en "Contact Us" (Contáctenos).

Dirección postal: Aetna Voluntary, P.O. Box 14463, Lexington, KY 40512-4463

El Departamento de Seguros de Texas

Para obtener ayuda con una pregunta relacionada con los seguros o para presentar una queja ante el estado:

Llame con sus preguntas al: 1-800-252-3439

Presente una queja en: www.tdi.texas.gov

Correo electrónico: ConsumerProtection@tdi.texas.gov

Dirección postal: Mail: Consumer Protection, MC: CO-CP, Texas Department of Insurance, PO Box 12030, Austin, TX 78711-2030

Aetna Life Insurance Company
151 Farmington Avenue, Hartford, Connecticut 06156

Health screening rider

Policyholder: Sysco Corporation
Policy number: 802785
Rider issue date: July 17, 2024
Rider effective date: January 1, 2026

This rider is made a part of the certificate to which it is attached. Therefore, this rider is subject to all the definitions, exclusions, and other provisions of the certificate. If the terms of this rider and the certificate conflict, then this rider's terms will control.

Some words appear in **bold** type. We define them in the *Glossary* section of the certificate.

Rider schedule of benefits

<u>Benefit</u>	<u>Benefit amount</u>
Health screening	\$50
Maximum per plan year	1

Benefits under your rider

Health screening

We will pay the *Health screening* benefit amount shown on the *Rider schedule of benefits* when you receive any of the following health screenings, and all of these requirements are met:

- The date of service is on or after your **effective date of coverage** and while your coverage under the certificate is in force.
- The screening must be given or received, in the United States or its territories.
- You incur a charge due to the screening.

Bone marrow screening	Flexible sigmoidoscopy
Bone mass density measurement (DEXA, DXA)	Hearing test
Biopsies for cancer	Hemoccult stool analysis
Blood chemistry panel	Hemoglobin A1C
Breast sonogram	Human papillomavirus vaccination (HPV)
Breast MRI	Immunizations, vaccines
Breast ultrasound	Lipoprotein profile (serum plus HDL, LDL, total cholesterol, and triglycerides), biometric screening
Cancer antigen 125 blood test for ovarian cancer (CA 125)	Lymphocyte genome sensitivity test (LGS)
Carotid doppler ultrasound	Mammography
Chest X-ray (CXR)	Mental health screening, including autism
Cytologic Screening	Oral cancer screening
Cancer antigen 15-3 blood test for breast cancer (CA 15-3)	Pap smear
Carcinoembryonic antigen blood test for colon cancer (CEA)	Prostate specific antigen (PSA) test
Clinical testicular exam	Routine health check-up exam
Colonoscopy	Skin cancer biopsy
Complete blood count (CBC)	Skin cancer screening
Dental exam	Skin exam
Digital rectal exam (DRE)	Serum protein electrophoresis (blood test for myeloma)
DNA stool analysis	Sports physical
Doppler screening for cancer	Stress test on bicycle or treadmill
Doppler screenings for peripheral vascular disease (also known as arteriosclerosis)	Successful completion of smoking cessation or weight reduction program
Electroencephalogram (EEG)	Test for sexually transmitted infections (STIs)

Electrocardiogram (EKG, ECG)	Thermography
Echocardiogram (ECHO)	ThinPrep pap test
Endoscopy	Two-hour post-load plasma glucose test
Eye exam	Ultrasound for cancer detection
Fasting blood glucose test	Ultrasound screening for abdominal aortic aneurysms
Fasting plasma glucose test	Virtual colonoscopy
Genetic screening test for cancer	
Infectious disease and antibody testing	



Katerina Guerraz
Executive Vice President, Chief Operating Officer
Aetna Life Insurance Company
(A Stock Company)