



Open Enrollment  
benefit enhancement

## Introducing Aetna Extended Network in Utah

This Open Enrollment, we are pleased to announce meaningful enhancements to the Aetna medical plan for Adobe Utah employees. We heard your feedback that the provider network was not meeting the needs of every participant, and as a result, we took action with our partners. Starting January 1, 2024, you will be migrating to a new, larger provider network that includes all Utah health systems.

♥ **aetna**™ The **Aetna Extended Network**, which replaces the current Utah Connected Network will include most Intermountain Health providers\*, as well as HCA/MountainStar, Centura providers, and University of Utah providers. With the addition of the University of Utah health system, you will have in-network access to the renowned Huntsman Cancer Institute.



You will also have access to **Aetna Service Advocates**. Launched in July 2023 as part of our commitment to supporting employees, Service Advocates can connect you to specialized resources, help you find in-network providers, and explain benefits, programs, and tools.



On Monday, November 13 at 1pm MST, Aetna will be hosting a special **webinar for Utah employees** to learn more and ask questions. A calendar invitation will follow this email. In the meantime, please review the [Extended](#)

[Network flyer](#). We will also be sending a home mailer the first week of November for you to share with your covered dependents.



Starting now through December 2023, you can [search for Aetna Extended Network providers](#) on a special site for Adobe employees. And beginning in January, when you log in to your Aetna member website or Aetna app, search results will deliver doctors and facilities in the Aetna Extended Network.

No action is required to elect the new network. If you are enrolled in the Aetna HealthSave or Aetna HealthSave Basic medical plans in 2024, your provider network will become the Aetna Extended Network. You will receive new medical ID cards in late December — one card for single-level coverage and two cards for family-level coverage.

## Questions?

If you have any questions about the Extended Network or if you need help finding a provider, contact **Aetna Service Advocates** at 800-884-9565. If you have other questions, send a secure message to the [Adobe Benefits Support Team](#) or call 855-898-4218. You can also learn more about [Open Enrollment](#) on [benefits.adobe.com](https://benefits.adobe.com).

*\*Note that providers who practice under the Intermountain Health Value-Based Care (VBC) model are not in the Aetna Extended Network. If you saw one of these providers in the past year, you will receive a transition of coverage letter from Aetna in the first week of November, as well as a phone call to offer support with finding a new provider.*

