



Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



## Lending a helping hand

### Aetna Case Management Program

Dealing with a major health event or ongoing health needs can be difficult and stressful. Navigating the confusing world of health benefits can be overwhelming. That's why Aetna case managers are here to help, providing personalized confidential support.

Case managers work with you to help identify goals, needs and resources, so you can return to better health.

#### Personalized support for you

Case managers are experienced registered nurses who also have advanced training in medical case management. Case managers don't manage people — they help people manage complex health situations. They will help to keep you, or your loved ones, at the center of services.

Case managers understand how to plan and coordinate health care. They will find resources and services that meet your health care needs.

Make sure your employer has your correct phone number on file. This is the number we will use to call you.

#### A real health advocate

Our case managers reach out to people facing many kinds of health situations every day. Case managers are here to help people whose health care requires multiple providers and services. Or those who may benefit from health information and resources.

Case managers can help you:

- Understand medical conditions
- Follow your treatment plan or medications prescribed by your doctor
- Identify specialists who treat your conditions
- Find the tools and resources for health care decision making

You will always decide what care is right for you with the help of your family and doctor. With more information, you'll be better able to manage your health.

#### All information is confidential

Be assured your privacy matters. Anything you tell the nurse is kept confidential, and it will not affect your medical plan.

Managing a major health event or ongoing health needs can be difficult, so we're here to help.

**Health insurance plans are offered, underwritten or administered by Aetna Life Insurance Company and its affiliates (Aetna).**

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to [www.aetna.com](http://www.aetna.com).