

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

aetnaSM

A welcome call from Aetna

Support, information and guidance — just for you

www.aetna.com



Sometimes, a phone call makes all the difference in the world

Personalized help makes it easier for you to be healthy and well

That's why your Aetna program offers phone support from a caring registered nurse. When you need that support the most. Or when you just need a little advice. And you don't have to pay a thing. It's all part of your Aetna health plan.

For special situations

We know the health care system can be complicated. Just think of the many times when speaking with someone who really knows health care issues would put your mind at ease. Times when you are:

- Planning for or coming home from a hospital stay
- Managing a medical condition, like asthma or diabetes
- Coordinating complex medical treatment among different doctors, hospitals, labs and other health care providers

Or everyday well-being

Of course, sometimes you don't have an urgent need for support. But you could benefit from guidance that helps you stay well. So you may also get a call from us to:

- Discuss questions to ask your doctor
- Find out about Aetna health and wellness programs that might be right for you
- Learn about services available through your employer or in your community
- Talk about ways you can work toward good health

Your conversation is private

It's in your best interest to talk openly with your program nurse. Rest assured that everything you discuss is confidential. We never share your information with anyone, including your employer.

So be sure to answer the phone when we call. It's a phone call that can make a big difference.

Check to see that your employer has your correct phone number on file. This is the number we will use to call you.

Health benefits and health insurance plans are offered, underwritten and/or administered by: Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.

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Policy forms issued in Oklahoma include: HMO/OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29.

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