



Together

Get the support and help you need from a dedicated nurse care manager

Putting the focus where it belongs — on you

Your health is so important. We understand navigating the health care system can be difficult and can take the focus off your health — leaving you overwhelmed and confused.

But you don't have to be; we're here to help. If you're faced with a serious medical condition, you can get the help you need directly from your Aetna Nurse Care Manager. You receive one-on-one attention from your nurse care manager, who helps you work better with your doctor, get needed follow-up care and much more.*

Here's how it works

You get a single point of contact: You build a lasting and trusting relationship with one nurse. They know you and are the dedicated health care resource for your family. So they act on your health needs quickly — and with your best interests in mind.

Connecting with your nurse care manager may be as simple as picking up the phone. In some cases, they will reach out directly to begin working with you.

You can also give us a call at **1-855-610-0854** to learn more.

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Someone by your side to help with your health

Your nurse care manager can:

- **Help save you time and money** by sharing benefit information with you and helping treat your conditions today, which may help avoid costly procedures you don't need later on
- **Coordinate your care** by working with your doctors, hospitals and care team for a more coordinated, easier experience
- **Give you peace of mind** by letting you know what to expect before and after surgery or a hospital stay
- **Make it easier to access available programs** by helping you get in touch with other services and resources to maintain your health, such as a registered dietitian, social worker or a maternity or behavioral health care specialist
- **Think ahead about your health needs** by reaching out to help you prevent urgent medical issues before they happen

Here's an example of a nurse care manager in action: Care advocate team helps Joe better manage diabetes



Joe's background

- Joe** has a racing heart and is experiencing weakness and trouble sleeping.
- He checks himself into the hospital and learns he has diabetes.



Nurse care manager approach

- After Joe goes to the hospital, a dedicated nurse contacts him, works with him throughout his stay and prepares him for discharge.
- The nurse sets up a visit from a home health agency, along with follow-up visits to make sure he is comfortable testing his blood sugar.

Outcomes



The nurse follows up often to make sure Joe:

- Understands his care
- Knows how to manage his diabetes in the future
- Has the skills to manage any other health conditions
- Knows about other Aetna programs that can help him

Joe and his family have a dedicated nurse by their side, and a coordinated, easier experience.

A nurse care manager for total well-being

For your holistic health, you get assistance including but not limited to:

- Allergies
- Cardiovascular disease
- Chronic thyroid
- Depression
- Diabetes mellitus
- Hyperlipidemia
- Hypertension
- Metabolic syndrome
- Migraine
- Musculoskeletal
- Obesity
- Oncology
- Osteoarthritis
- Renal

An Aetna Nurse Care Manager is your single point of contact for your health needs. To learn more, ask your employer or call **1-855-610-0854**. Also be sure to answer your phone if your nurse care manager reaches out to you first.

*This service is administered by Aetna through the Mercer Health Advantage Program.

**For illustrative purposes only. Does not reflect events experienced by an actual participant.

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