Get the support you need from a dedicated nurse care manager



Putting the focus where it belongs — on you

It's important to take care of your health, but we know that working through the health care system can sometimes be confusing. So know that you can count on us to help make it easier.

If you're faced with a serious medical condition, you can get the help you need directly from your Aetna® nurse care manager. They'll give you one-on-one attention and help you work better with your doctor, get follow-up care and much more.*

Here's how it works

You get a single point of contact: You'll build a lasting and trusting relationship with one nurse. They'll get to know you and will be the dedicated resource for your family. And they're ready to act on your health needs quickly — and with your best interests in mind.

To connect with your nurse care manager, just call 1-855-610-0854 (TTY: 711). Or in some cases, they'll reach out to you first.

Your nurse care manager can:

- **Help you save time and money** by explaining benefits information and addressing any conditions early on, which may help you avoid unnecessary procedures and costs
- **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 resources** to help you stay healthy, like connecting with a dietitian, social worker, maternity or behavioral health specialist, and more
- **Think ahead about your health needs** and reach out to help you prevent urgent medical issues before they may happen

*While only your doctor can diagnose, prescribe or give medical advice, the care management nurses can provide information and support on a variety of health topics.

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3137061-02-01 (3/24)

Someone by your side to help with your health



You'll also get support for these and more:

- Allergies
- Cancer
- Diabetes
- Emotional well-being
- Heart disease
- High blood pressure
- Hyperlipidemia (high levels of fat in the blood)
- Kidney health
- Metabolic syndrome (conditions that raise the risk of heart disease, stroke and diabetes)
- Migraine
- Musculoskeletal conditions
- Obesity
- Osteoarthritis
- Thyroid conditions

More perks to help you feel your best

Local support
MinuteClinic® locations found inside select CVS Pharmacy® stores have a broad range of services to help keep you and your family healthy.

Tools, tips and support centers
Through your Aetna® member website, you'll be able to find a doctor, review your personal health record and watch informational health videos. And for specific health needs, you can explore member resources like the Cancer Support Center, the Maternity Support Center and the Back and Joint Care Support Center.

Access to information — whenever, wherever
Always on the go? No problem. Your member website is fully mobile. Remember, this is your one-stop shop for getting the help you need. And when you download the Aetna Health℠ app, you can access it all from the palm of your hand.

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 (TTY: 711).

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This is general health information and should not replace care you get from your doctor. It is not meant to replace advice you get from your doctor. Always ask your doctor or other health care provider for information about your own health care needs. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. Refer to Aetna.com for more information about Aetna® plans.

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3137061-02-01 (3/24)