A Healthy Home Visit that saved a life — Kimberly and Chester**

Kimberly — one of our nurse practitioners — conducted a Healthy Home Visit with one of our members named Chester. Kimberly noticed some possible medical conditions, noted her concerns on the health assessment and recommended that Chester follow up with his primary care physician. With Chester’s approval, Kimberly also shared her assessment directly with his physician.

In September, Chester called to personally thank Kimberly for being so considerate and thorough during his Healthy Home Visit. It turned out that the information Kimberly uncovered led Chester’s doctor to perform tests which determined that he had an aneurysm. Chester had successful surgery to treat the aneurysm. His doctor informed him that if the aneurysm had ruptured, it would likely have been fatal. Chester said Kimberly’s concerns are what caught his condition in time — and he is grateful to her for being there.

**Actual member story from August - September 2017. Name has been changed to protect privacy.

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Spanish (ESPañOL): Si habla español, puede obtener asistencia de idiomas. Visite nuestro sitio web en www.aetnaredicare.com o llame al número de teléfono que se indica en su tarjeta de identificación de afiliado.

Japanese (CHUKUGAN): あなたが健康を達成するのに役立ってお話を、完全に知識を持つことができます。アシスタントの言語スピーク無料サービスがあります。情報の詳細は、www.aetnaredicare.com をご覧になり、電話番号をご紹介します。
We work with you and your doctors to support your whole health. We’re committed to providing you with the resources, tools and comprehensive support that help you achieve your best health. All of our health advocacy and wellness programs are available to you with the Aetna Medicare Advantage plan — at no extra cost to you. We encourage you to try them out, but it’s up to you whether you participate and when. We just don’t want you to miss out on achieving your best health — however you define it! And... ensure the change in your health plan doesn’t mean a change in your care. We’re immediately here to support you as you transition into your Aetna Medicare Advantage plan. If you’re in the middle of a health care treatment or facing a planned surgery, our continuity of care support ensures your care continues uninterrupted with the Aetna Medicare Advantage plan. A single call to us will get your support process going.

We call to welcome you... Soon after you begin your Medicare Advantage plan coverage with Aetna, you’ll receive a call from one of our retiree advocates to tell you more about all of the additional benefits your new Aetna Medicare Advantage plan provides. You can ask any questions on your mind and even request a Healthy Home Visit, which we offer our members annually. And... continue with comprehensive support throughout your health journey.

Our whole health advocacy program for members includes:

- Preventive health notices to ensure you know the vaccinations and other preventive health options available.
- Wellness support to improve your overall health and help you settle at home after a hospital stay.
- Care support, in partnership with your doctor, to help when you’re facing health conditions that may be hard to manage.
- Compassionate Care program to support you and your loved ones throughout critical health situations.
- Resources For Living program to help you find the resources you need in your daily life.

Our Medicare-dedicated retiree advocates ensure that your first call delivers the help you need and informs you on all your plan has to offer. Our retiree advocates provide extensive training. They’ll guide you to health advocacy and wellness resources that will most effectively help you. In addition, our team consists of the right people who know the importance of quality, understanding, empathy, sensitivity, and trust. They'll make sure you have access to the care and services you need, when you need them.

Continuity of Care
Enabling a smooth transition to the new plan in the midst of critical care

Albert and Maria* were worried that joining the new Aetna Medicare plan would interfere with Albert's scheduled heart surgery. However, after meeting with an Aetna bilingual nurse care manager, they were reassured that their doctor is in network and the change in their plan would not impact Albert's care.

Annual Healthy Home Visit
Supporting you with a touch-base in the comfort of your home

Sylvia* received her annual in-home visit from one of our nurse practitioners who provided medication education. Sylvia also learned how to use her new remote monitoring devices to better manage her diabetes.

Resources For Living® program
Helping you find affordable resources

Arthur* is living with chronic conditions and struggles to find affordable help for everyday needs. His Care Advocacy nurse connected him with our Resources for Living referral service to help him find the most reliable and cost-effective services he needs.

Readmission Avoidance program
Preventing readmissions and supporting your recovery with follow-up care

George* was recently discharged from the hospital; his Care Advocacy Nurse called and visited him at home within two days. Together, they developed a customized care plan, checked on his medications and scheduled his primary care physician follow-up appointment.

Complex health condition support
Helping navigate your health journey when you face multiple health conditions

Susan* was seeing a number of doctors for her hypertension and rheumatoid arthritis. An Aetna nurse care manager coordinated treatment among Susan’s doctors and provided additional care support. This helped make sure that Susan received every possible health resource to manage her conditions effectively.

Compassionate Care
Helping you when facing end-of-life issues and their aftermath

Evelyn and Arthur* Arthur took care of Evelyn as she faded away from Alzheimer’s. His Compassionate Care team helped him coordinate necessary services and introduced him to a social worker for grief counseling following Evelyn’s passing.

*These are illustrative examples of how members can use our health advocacy and wellness programs based on actual member situations.