

Care management

We'll assign a care coordinator to you when you enroll in our plan. Your care coordinator will complete a health assessment with you to help find the right care and services. And they'll connect you to resources to help meet your needs.

They'll also work with you, your doctors and other members of your care team to build a care plan just for you to help you live a healthier life. Your care coordinator will contact you by phone or in person.

Some ways your care coordinator can help include:

- ✓ Coordinating access to your covered benefits and community resources
- ✓ Getting you connected with an outpatient provider after a hospital visit
- ✓ Providing education about your physical or mental health conditions, including chronic conditions like diabetes, high blood pressure, heart failure or depression
- ✓ Connecting you with support for activities of daily living
- ✓ Helping you access preventive screenings like flu shots, eye exams, mammograms and colonoscopies

You may be referred to care management for different reasons

At times, you may not need as much assistance from a care coordinator. However, conditions can change and become overwhelming. To offer you support, your doctor, hospital discharge planner or other provider may refer you to care management. If you call our Health Information Line, the nurse may also refer you.

But you don't need to wait for a referral to ask for help. Call us at **1-855-676-5772 (TTY: 711)** and ask for care management support.

This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is

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believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website.

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