



Quality health plans & benefits

Healthier living

Financial well-being

Intelligent solutions

A photograph of a man and a woman sitting at a table, looking at a laptop screen. The woman is in the foreground, wearing a pink sweater, and the man is behind her, also wearing a pink shirt. They appear to be in a home setting with a window in the background.

Guidance and support when you need it most

Aetna Compassionate CareSM Program

Where to turn

If you or a loved one has been diagnosed with a serious illness or disease, it's normal to turn inward at first. To withdraw and feel like you're all alone.

But know this: You're not alone.

Turn to the Aetna Compassionate Care program. Here, you'll find a nurse case manager and care support team ready to help.

The program is part of your health plan, so you pay nothing extra to take advantage of it.

People with years of experience who are there for you. On your side. To guide and support you ... through the health system, your benefits, your care options.

Easing your mind

The health system can be complex and overwhelming to navigate. Even more so, when you or a loved one is dealing with an advanced illness.

We know.

Understanding how your benefits work and what options are available can be just as confusing.

Our staff is here to help ease your mind. We're here to answer your questions, and connect you with the services and help you need during this time.

It starts with our case managers

They're your compassionate connection — to services, resources, caregivers and more.

As registered nurses, they're experienced health care professionals. But they also have training in advance care planning.

They will talk with you, answer your questions. And they will ask you questions to get to know you.

Our nurse case managers will:

- Help you understand your condition, treatments and choices
- Review and coordinate services for you
- Work with doctors, health care providers, home health care and hospice
- Connect you with social workers, behavioral health specialists, community and faith-based resources

They'll help you manage pain and symptoms.

And, if you're caring for a loved one, they'll even help you find the support you need.

Addressing care and other concerns

You and your case manager are backed by a team of specialists.

Social workers can coordinate care and help address issues like:

- Transportation to and from treatment
- Financial concerns
- Housekeeping, and more

And our medical directors are licensed doctors, who provide important medical oversight and direction.

Maybe you're considering hospice

Again, turn to your case manager who can help you think it through.

Your case manager can:

- Walk you through your Aetna plan's hospice benefits
- Give you the information you need to make decisions that are best for you

That's what Aetna Compassionate Care is all about ... focusing on your needs, your wishes. Giving you care and support to help ease your concerns and find your way.

To learn more or to get started ...

- Call the Member Services number on your Aetna ID card
- Ask to speak to an Aetna Compassionate Care case manager

In Idaho, health benefits and health insurance plans are offered and/or underwritten by Aetna Health of Utah Inc. and Aetna Life Insurance Company (Aetna). For all other states, health benefits and health insurance plans are offered, administered and/or underwritten 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. In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Utah and Wyoming, by Aetna Health of Utah Inc. and 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 Idaho include: GR-23, GR-29/GR-29N, GR-9/GR-9N, AL HCOC 02, AL HGrpPol 01, ID COC V001 2015 ACA, ID GrpAg01 2015, GR-96814 02, ID-GA-SG-AETNA Amendment 2016 01, AL ID HNO COC Amendment 2016 01.

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/GR-29N.

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