



# You've got this

## Be your best ... with a little help from a dedicated Nurse Care Manager

### Putting the focus where it belongs — on you

Your health is so important. But navigating the twists and turns of the health care maze can take the focus off your health — leaving you overwhelmed and confused.

But you don't have to be. And we're here to help. With an Aetna Nurse Care Manager, you have help in your corner. You'll get one-on-one attention from a Nurse Care Manager — who will help you work better with your doctor, get needed follow-up care and much more.

### Here's how it works

**We'll reach out to you:** So if you have an ongoing condition or a hospital stay, you don't have to figure out the next steps. We'll call you.

Of course, you can always call us at **1-877-486-7754**.

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

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[aetna.com](https://www.aetna.com)

## Now you have someone by your side to help with your health

### Your Nurse Care Manager can:

- **Save you time and money:** You'll get more out of your benefits because of the information your dedicated nurse shares with you. That helps you treat your conditions today. So you may avoid costly services and procedures you don't need later on.
- **Coordinate your care:** They'll work with your doctors, hospitals and care team for a more coordinated, easier experience.
- **Give you peace of mind:** You'll know what to expect before and after surgery or a hospital stay.
- **Make it easier to access available programs:** They'll help you get in touch with other programs and services to help you stay healthy. For example, you may need to see a registered dietitian or social worker. Or you may need help with maternity or behavioral health care.
- **Think ahead about your health needs:** They'll reach out to help you prevent urgent medical issues *before* they happen.

## A Nurse Care Manager in action

Let's look at an example. Joe\* has a racing heart. Plus, he's weak and having trouble sleeping. He checks himself into the hospital and learns he has diabetes. Here's how a dedicated nurse can help.

- **Contact and support while in the hospital:** After Joe goes to the hospital, a dedicated nurse contacts him, works with him throughout his stay and prepares him for discharge.
- **Support with discharge instructions:** 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.
- **Follow-up and ongoing contact:** 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.

**An Aetna Nurse Care Manager is your single point of contact for your health needs. To learn more, ask your employer. Or call 1-877-486-7754.**

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

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