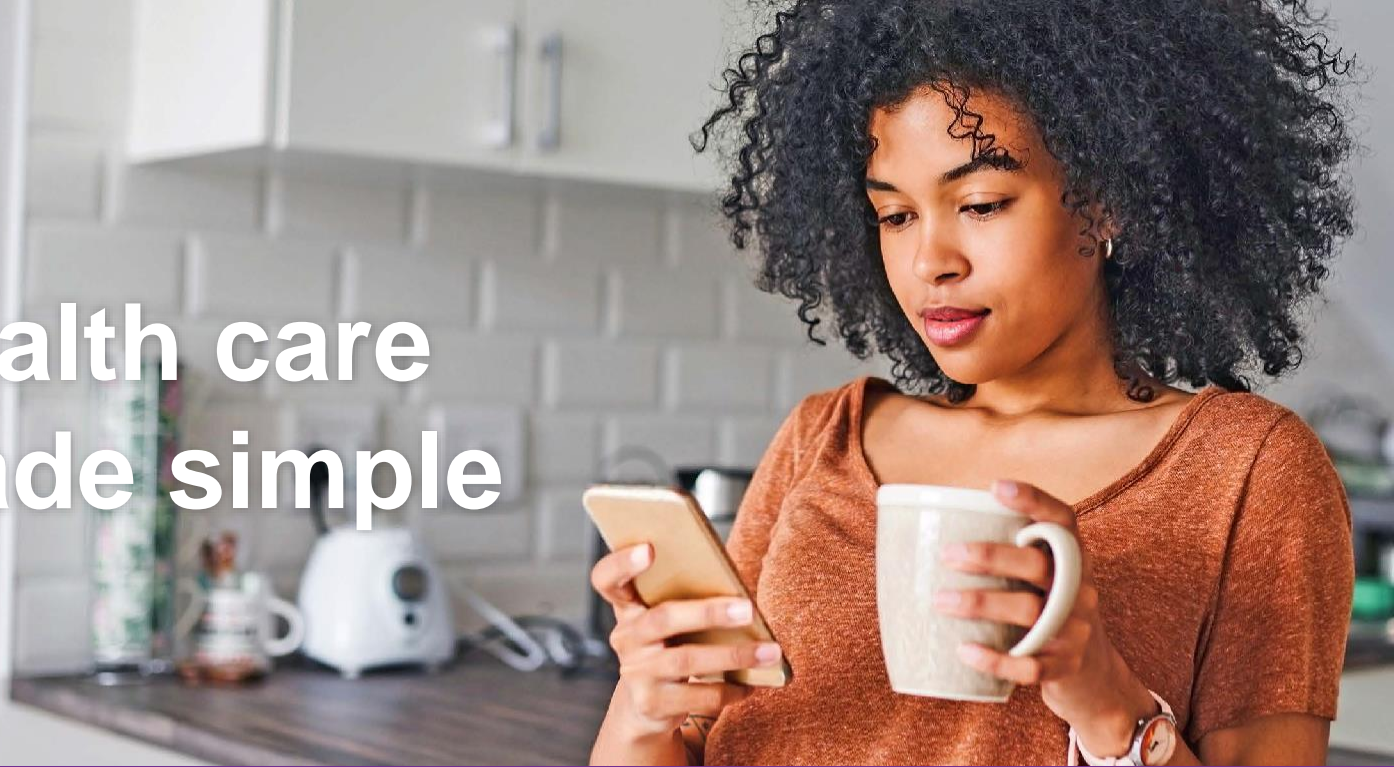




# Health care made simple



## Aetna Health Concierge

Exceptional, personalized member service and clinical support for you and your family

### Meet your Aetna Concierge



**Jennifer**  
Health Concierge

- > How can I access my benefits online?
- > My doctor recommended surgery. Can you help me get a second opinion?
- > Can you call my doctor's office and help solve a claim issue?

As an Aetna® member, you've got easy access to personalized health care and benefits information whenever you need it. Your Aetna Concierge can answer questions like the ones on the left and also help you:



#### **Find a high-performing network doctor**

Your concierge can direct you to the right professionals for primary and specialty care. They can also help you make that important first appointment.



#### **Navigate complex and ongoing health issues**

Have a health condition or event with a lot of bills, calls, visits and confusion? Your health concierge will partner with you and help you manage all of your needs until you feel better. They'll also support your covered family members, too!



#### **Access real-time claims processing**

If your concierge notices a claim wasn't processed correct, it can be reprocessed on the spot!

Contact your G6 Aetna Health Concierge when you have a question or need help:  
Monday through Friday, 8 AM to 8 PM ET, at **1-800-374-3985 (TTY: 711)**, or by logging in to  
your member website at **Aetna.com** to send a message or start a chat.



## Meet your Concierge Clinical Team

*What sorts of questions should I ask my doctor?*

*My doctor recommended surgery, and I need to know more. Can you help me?*

*Where can I get the best support in my neighborhood?*

*I have my diagnosis. What's the best treatment plan for me?*

*I'm dealing with depression and anxiety. Where can I turn?*

Along with personalized member service, your Aetna Health Concierge provides access to a Concierge Clinical Team. This team offers one-on-one personalized nurse support along with the services of a health coach, behavioral health nurse, social worker, registered dietitian, physician and pharmacist.

### Start here for a healthier you

You can use the contact information shown here to reach the clinical team members. But if you're not quite sure where to start, or if you have a benefits-related question, contact your Aetna Health Concierge (page 1).



**Ella**  
Medical nurse

**"Health care can be complicated. Whether it's a wellness screening or a complicated surgery, I can help you make sense of your options and work better with your doctor."**

Your clinical team's nurses know their way around the health care system — and how to make it work best for you. Contact them if you'd like to:

- Understand a diagnosis, test result, treatment or procedure
- Find educational videos and other digital resources related to your health needs
- Put together questions for your next doctor visit



**Libby**  
Health coach

**"When it comes to making healthy changes in your life, it's good to have a coach to help you get started and keep you motivated. Call me when you're ready to start building a better you."**

The clinical team's dedicated health coaches can work with you to create an action plan to:

- Reach and maintain a healthy weight
- Eat healthier and start exercising
- Better manage a chronic condition



**Penny**  
Behavioral health nurse

**"It can be hard to reach out for help with issues like relationship problems, depression and anxiety, addiction, or everyday stress. Call me and I'll listen, advise and connect you to the right resources."**

Your concierge behavioral health nurses can get you started on the road to a healthier, happier life. Let them help with:

- A personal consultation about your mental well-being needs and goals
- Referrals to the right behavioral health professionals
- Answers to questions about counseling services, treatments and medications

**Concierge Clinical Team, Monday through Friday, 8 AM to 8 PM ET,  
1-800-355-9263 (TTY: 711), option 2**

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