



**Focus on your health.
We're here to help.**

Custom Care Management Unit One-on-one support starts here

Putting the focus where it belongs — you

Your health is important. But navigating the twists and turns of the health care maze can take the focus off your health.

With the Custom Care Management Unit, you have help in your corner. You'll get one-on-one attention from your own health care advocate nurse — someone to help you work better with your doctor, help you get needed follow-up care and more.

Here's how it works

You get a single point of contact: You'll build a lasting relationship of trust with one nurse who is the health care advocate for your family and knows your case. So they can act on your health needs quickly — and with your interests in mind.

We'll reach out to you: If you have an ongoing condition or end up in the hospital, you don't have to figure out next steps. We'll call you.

You can also reach out to us at **1-877-486-7754**.

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

Now you have someone to help you with your health

Here's what else your health care advocate nurse can do for you:

- **Save you time and money:** You'll get much more out of your visits with your doctor and your hospital because of the information you get from your care advocate. That helps you treat your conditions today, so you may avoid more costly changes in the future
- **Coordinate your care:** Your care advocate will work with your doctors, hospitals and the rest of your care team for a more coordinated, seamless experience.
- **Give you peace of mind:** You'll learn what to expect before and after surgery or a hospital stay.
- **Make it easier to access available programs:** Your care advocate will help you get in touch with other programs and services to help you stay healthy, like:
 - personal health coaching
 - maternity management
 - behavioral health
- **Anticipate your health needs:** Your care advocate will reach out to help you prevent urgent medical issues before they happen.

The Custom Care Management Unit is your single point of contact for your health needs.

To learn more, ask your employer. Or call Member Services at **1-877-486-7754**.

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This is general health information and should not replace care you get from your doctor. It is not meant to replace advice you get from your doctor. Always ask your doctor or other health care provider for information about your own health care needs. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com.

Policy forms issued in OK 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.

The Aetna logo consists of the word "aetna" in a bold, lowercase, sans-serif font. The letter "a" is stylized with a small loop at the top. A registered trademark symbol (®) is located at the top right of the letter "a".