



Meet your Aetna® Concierge

Your personal
health care assistant



Have questions? Get answers.

Health care is full of so many questions.
Here are just a few:

- How can I find the right specialist?
- What do I do after my diagnosis?
- Is this service covered by my health plan?
- My doctor said I need surgery — where do I start?
- How much is this procedure going to cost me?



Here's a simpler way to get
answers to questions like
these and others —
ask your Aetna Concierge.









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Making sense of your health plan

Your Aetna® Concierge has answers

Your Aetna Concierge is here for you. They'll listen, understand your needs and find solutions that are right for you.

A concierge can help you:

-  Get answers about a diagnosis
-  Select a doctor
-  Learn about your coverage
-  Plan for upcoming treatment
-  Find health care solutions that fit your needs
-  Learn how to use our online tools to make the right decisions
-  Find network providers based on your medical needs
-  Assist you in scheduling appointments

Plan for health expenses

No more “surprises” — your concierge can show you:

- How to estimate costs before you make an appointment
- What doctors cost in-network versus out-of-network
- Differences between inpatient and outpatient care, including costs
- Your options and cost estimates in advance to help you make smarter decisions

Two ways to contact a concierge

Available Monday through Friday
from 8 AM to 6 PM ET local time



Log in at [Aetna.com](https://www.aetna.com) and chat online.



Just call the toll-free number on your Aetna member ID card.

THIS IS NOT INSURANCE. THIS IS AN ADDITIONAL SERVICE AVAILABLE WITH THE MEDICAL PLAN.

This material is for information only and is not an offer or invitation to contract. Health benefits and health insurance plans contain exclusions and limitations.

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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, GR-29N.

Policy forms issued in Missouri include: AL HGrpPol 01R5, HI HGrpAg 05, HO HGrpPol 04.

Policy forms issued in Idaho include: GR-9/GR-9N, GR-23, GR-29/GR-29N, AL HGrpPol 04, AL SG HGrpPol 04, HI HGrpAg 04, HI SG HGrpAg 04.