



# Got your back

## Aetna Concierge program: Your personal health care assistant



Questions about  
your plan?



Your Aetna Concierge  
can help.

**Ever need help understanding your health plan — but don't know where to turn? Now you can get answers to questions like these:**

- How can I find the right specialist?
- I have my diagnosis but what do I do now?
- Is this covered by my health plan?
- My doctor said I need surgery. I'm so worried. I have so many questions. I don't know where to start.
- How much is this going to cost me?

**In Idaho, health benefits and health insurance plans are offered and/or underwritten by Aetna Health of Utah Inc. and Aetna Life Insurance Company. For all other states, health benefits and health insurance plans are offered and/or underwritten by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna HealthAssurance Pennsylvania Inc., Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). 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.**



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

# Your Aetna Concierge has answers

## Helping you make sense of your health plan

Your employer wants to help you understand your benefits so you can make informed decisions. That's why your Aetna Concierge is here for you. Simply call the number on your Aetna ID card or log in to your member website at [aetna.com](https://www.aetna.com).

A concierge can help you with:

- Getting answers about a diagnosis
- Selecting a doctor
- Learning about your coverage
- Planning for upcoming treatment

As your personal assistant for health care, your concierge will:

- Find health care solutions that fit your needs
- Show you how to use our online tools to make the decisions that are right for you
- Find network providers based on your medical needs
- Assist you in scheduling appointments

## Helping you plan ahead

Need help planning for health care expenses? No problem.

Your concierge can show you how to estimate your costs before you make an appointment. Find out what a network doctor costs versus an out-of-network doctor. You can learn the difference between inpatient and outpatient care. And see the difference in cost.

Knowing your options and cost estimates in advance can help you make decisions and better manage your health care expenses.

## Helping make health care simpler

Your concierge will listen, understand your needs and find solutions that are right for you.

You can chat with your concierge online or by phone:

- Just log in at [aetna.com](https://www.aetna.com) and chat online.
- Call the toll-free number on your Aetna member ID card.



To speak with a concierge, call **1-866-603-9964**.

Your concierge is available Monday through Friday from 8 a.m. to 6 p.m.

### **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.



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