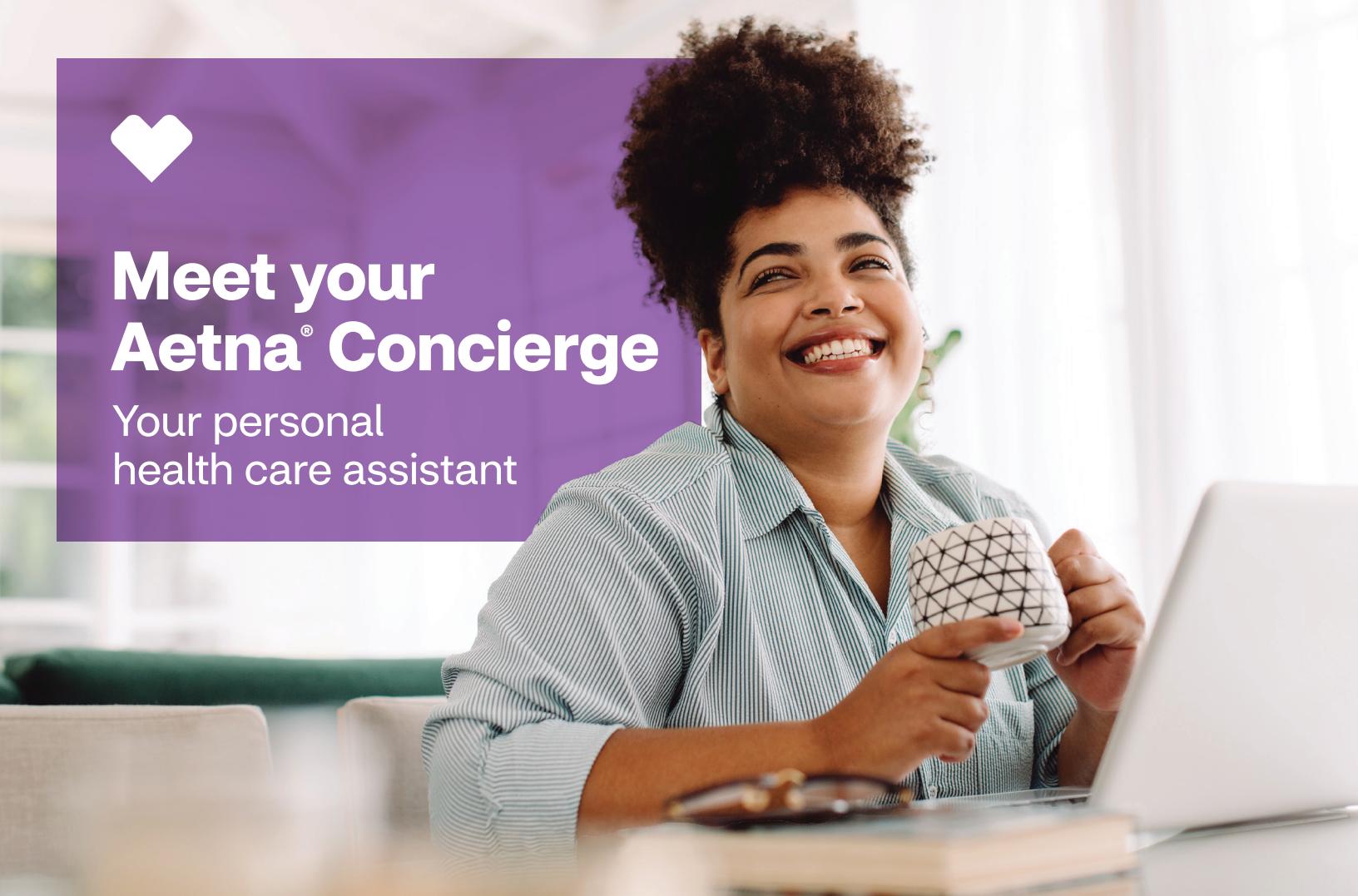




# Meet your Aetna® Concierge

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.**

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.

# 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.

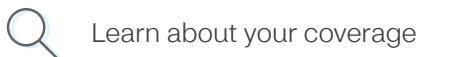
### A concierge can help you:



Get answers about a diagnosis



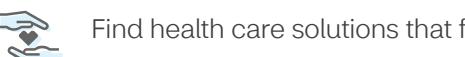
Select a doctor



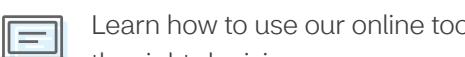
Learn about your coverage



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** 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.

Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. Refer to **Aetna.com** for more information about your Aetna® plan.

**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.