

Caring support for those you care for most

Aetna Compassionate CareSM Program

When facing the advanced stages of an illness, it's comforting to know you can turn to people who care.

Along with loving support from family and friends, you can also rely on Aetna to provide thoughtful guidance and easier access to helpful services. This way, you'll be better prepared for the physical and emotional challenges ahead.

The Aetna Compassionate Care program offers service and support to members of Aetna health benefits and health insurance plans.[‡] When you're facing difficult decisions about a serious illness, our resources help you make choices that are best for your family.

Nurse case management

Our nurse case managers understand the physical, emotional, spiritual and cultural needs of patients with advanced illnesses. They work with doctors to:

- Arrange for care and manage benefits.
- Find the right resources for members and families.
- Help them and other caregivers manage a patient's pain and symptoms. This way, your family members can live as comfortably as possible.

Helpful resources when families face advanced illness



[‡]Health benefits and health insurance plans are offered, underwritten or administered by: Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc., Aetna Health of Illinois Inc., Aetna Health Insurance Company of New York, Corporate Health Insurance Company and/or Aetna Life Insurance Company.

We want you to know[®]





Take the right steps — what to do when a serious illness affects you or your family:

- Call the Member Services toll-free phone number on your Aetna ID card. When you call, you can talk with our nurse case managers. Plus, you can sign up for the Aetna Compassionate Care program.
- Learn more about advanced planning and the special needs of people with serious illnesses.
- Talk with doctors and other medical experts.
- Contact community and faith-based organizations.

Easy-to-find information

You have a lot on your mind now. And you don't want to worry about finding help. Our program website, www.aetnacompassionatecare.com, is your one-stop source for important information, such as:

Advanced planning

Making your wishes known gives you peace of mind, and of spirit. You can protect yourself (and your family) by making a record of instructions for care. These instructions should clearly describe the types of treatment you want to receive. Our website offers information about making advance directives, such as living wills and durable power of attorney for health care.

Making decisions

It's not easy to discuss sensitive issues, such as your wishes for treatment and pain management. But our website suggests how you can begin talking about these concerns. By doing this, you can make more-informed decisions.

About hospice care

Hospice is a way of providing care for people with advanced illnesses. Hospice allows them to be comfortable (physically, emotionally and spiritually) at home, or at an inpatient facility. We can help you understand the value of hospice care. And we can help find the care that is right for you.

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 subject to change. For more information about Aetna plans, refer to www.aetna.com.

Policy forms issued in Oklahoma include: HMO/OK COC-4 09/02, HMO/OK GA-3 11/01, CHI/OK GP-3 02/02, CHI/OK INSCT-4 01/02, GR-23 and/or GR-29.

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www.aetna.com