



Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



## A 24-hour line for employee health questions

### **Informed Health® Line**

#### **A health line that can save everyone money**

Your employees and their covered family members can turn to the Informed Health Line when they need health information. And this may help them avoid an unnecessary trip to the emergency room (ER).

They'll get the confidence of knowing they can get information from a registered nurse, anytime, any day of the year.

Plus —

- It's toll-free.
- It's no extra cost to you or your employees.
- It's built right in to any Aetna medical benefits or insurance plan you choose.

While only a doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can answer questions. And they can help members find information and videos on over 5,000 health topics. Your employees should contact their doctor first with any questions or concerns regarding their health care needs.

If you have an Aetna plan, you already have Informed Health Line.

#### **Employees get health information fast**

With the Informed Health Line, your employees can:

- Talk with a registered nurse by phone to:
  - Learn about health conditions
  - Find out more about a medical test or procedure
  - Get help preparing for a doctor visit
  - Get emails with videos that are relevant to the question or topic, and more
- Send an email through their secure member website for links to health information that addresses their questions. Nurses respond within 24 hours.\*

\*For security reasons, the Informed Health Line will not open any attachments sent by email.

## Smarter, less costly use of care

There's another big plus when your employees use the Informed Health Line. It helps them use health care services more appropriately. They can:

- Avoid unnecessary doctor visits
- Avoid unnecessary ER visits

That can save your employees time and money. And since they're making informed health decisions, it can help your medical costs go down, too.

## Satisfied members

We asked our members what they like about Informed Health Line.<sup>1</sup> Here's what they said:

- About 93 percent said it helped them better manage their health.
- 96 percent said the program is an important part of their health plan benefits.
- 90 percent agreed that the program nurses gave callers information they would not have known.
- 93 percent felt the nurse was able to answer their questions or refer them to an appropriate source for an answer.

## Support informed health decisions at work

Encourage your employees to use the Informed Health Line whenever they have a health question. We'll give you the materials you'll need to promote it.

Or for a fee, we'll promote it directly to your employees with:

- An announcement letter sent to new members
- Quarterly reports and postcard reminders
- Quarterly e-cards (a more eco-friendly option)

**Save costs and give your employees health confidence.**  
Promote the Informed Health Line today.

<sup>1</sup>Informed Health Line member satisfaction survey. Prepared by Aetna Market Insights, October 2015.

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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 and/or GR-29/GR-29N.

**Policy forms issued in Idaho include:** GR-23, GR-29/GR-29N, GR-9/GR-9N, AL HCOC 02, AL HGrpPol 01, ID COC V001 2015 ACA and ID GrpAg01 2015.

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