



# We're listening

## Informed Health® Line

A 24-hour information line for your health questions

### Talk to a registered nurse anytime

With the Informed Health Line, you can speak to a registered nurse — whenever you need to.\*

Plus —

- It's toll-free.
- You can call as many times as you need, at no extra cost.
- Your covered family members can use it, too.

### You could save time, money and a trip to the ER

The Informed Health Line can possibly prevent an unneeded trip to the emergency room (ER). That can be a money-saver.

Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.

\*While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

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

## More reasons to use the Informed Health Line

You can:

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos that relate to your question or topic

## Your online source for health information

Prefer to go online for health information? Check out the Informed Health Line page on your member website.

Here's what you can do:

- Send us an email
- Use our symptom checker
- Learn about treatment options and health risks
- Research a medicine, and more

It explains things in terms that are easy to understand. And it's easy to get to — once you're a member, just log in at [aetna.com](https://www.aetna.com).

## Members like you get the information they need

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

- 93 percent felt it helped them better manage their health.
- 92 percent said it was an important part of their health plan benefits.

## Two ways to get health information fast

1. Call a registered nurse anytime toll-free.
2. Visit your member website at [aetna.com](https://www.aetna.com).

**Get health information — when and where you need it.**  
Put the Informed Health Line to work for you.

## **THIS IS NOT INSURANCE. THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.**

<sup>1</sup>Informed Health Line Member Satisfaction Survey. October 2017.

This material is for information only. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health benefits and health insurance plans contain exclusions and limitations. 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. For more information about Aetna® plans, refer to [aetna.com](https://www.aetna.com).

**Policy forms issued in Oklahoma include:** HMO OK COG-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29N.

**Policy forms issued in Idaho by Aetna Health of Utah Inc. include:** HI HGrpAg 04, HI SG HGrpAg 03.

**Policy forms issued in Idaho by Aetna Life Insurance Company (Aetna) include:** GR-23, GR-29/GR-29N, GR-9/GR-9N, AL HGrpPol 04, AL SG HGrpPol 03.

**Policy forms issued in Missouri include:** AL HGrpPol 01R5, HI HGrpAg 05, HO HGrpPol 04, AL SG GrpPolAmend 2019 01, HI SG GrpAgAmend 2019 01.

