

Connecting you with the support you need

Aetna Health ConnectionsSM
Disease Management Program

Live your life well,
even with a chronic
health condition.

We want you to know[®]



It's not just about managing disease,
it's about helping you live your best life.

Support like never

We want to make
living with a chronic
disease easier.

How do we do it?
By focusing on you.

Instead of trying to fit you into a standard program that manages one specific disease, we created this new program to fit your personal health needs.

We can help you:

- Get the most appropriate treatment and preventive care for your individual needs
- Understand how to follow your doctor's treatment plan
- Take charge of your own health and manage your chronic conditions well
- Make the changes necessary to reach your personal health goals
- Identify and manage your risks for other conditions

Because this is part of your Aetna* health benefits or health insurance plan, there's nothing extra to pay. And participating is up to you.

Better health is the goal

Not everyone can be perfectly healthy. But, even with a chronic condition, you can reach your own best health.

The Aetna Health Connections disease management program can help you get there. We offer support for 30 common medical conditions—yours is likely to be one of them. If it is, we will provide:

- Educational materials and online resources
- Nurse case management for members who have more complex needs
- State-of-the-art technology to help enhance quality of care and patient safety

* Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include 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.

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 IN SCT-4 01/02; GR-23 and/or GR-29.



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SUPPORT FOR 30 CONDITIONS

Vascular

- Congestive heart failure
- Diabetes (adult and pediatric)
- Coronary artery disease
- Peripheral artery disease
- Hypertension
- Cerebrovascular disease/stroke

Pulmonary

- Asthma (adult and pediatric)
- COPD (chronic obstructive pulmonary disease)

Orthopedic

- Osteoporosis
- Rheumatoid arthritis

Oncology

- Breast cancer
- Lung cancer
- Lymphoma/leukemia
- Prostate cancer
- Colorectal cancer

Gastrointestinal

- GERD (gastroesophageal reflux disease)
- Peptic ulcer disease
- IBD (Crohn's disease and ulcerative colitis)
- Chronic hepatitis

Neurologic

- Geriatrics
- Migraines
- Seizure disorders
- Parkinsonism

Other

- Hypercoagulable state
- Chronic kidney disease
- Sickle cell disease (adult and pediatric)
- Cystic fibrosis
- End-stage renal disease
- HIV (human immunodeficiency virus)
- Low back pain

A wider scope for greater impact

Many chronic conditions often cause or appear with other conditions.

Our nurses and clinicians can provide support if you suffer from more than one condition, without sending you to separate programs for each one. This makes it easier for you to manage these conditions.

For example, if you have diabetes, you may be at risk for high blood pressure, heart disease or kidney problems. Or, you may have two unrelated conditions, such as migraines and rheumatoid arthritis.

Everyone is different. That's why we include 30 conditions — for better support for a healthier you.

Getting started is easy

We may identify you for program participation through:

- Your physician or self-referral
- Your request submitted through the Aetna Navigator™ member website at www.aetna.com
- Our patient management staff or systems
- Medical and pharmacy claims data

If you are an Aetna member and are already managing a chronic condition, or if you think you are at risk for one, please don't feel you have to wait for us to contact you. Call us at 1-866-269-4500.

When your health is at stake, why wait? The more quickly you act, the more in control you can be.



Added protection for your health

Aetna Health Connections offers more than just disease management.

We use state-of-the-art technology to help make sure you're getting the right care and to let you and your doctor know if there's a chance for better or safer care.

Our ActiveHealth Management CareEngine® system continuously scans available member health data and compares it with over 1,000 evidence-based guidelines of care.

It can identify potentially dangerous drug-drug interactions, drug-disease interactions and the need for preventive screenings or other care.

The system works by:

- Examining medical, laboratory and pharmacy claims and other clinical data
- Comparing your health data with current guidelines of care
- Identifying gaps, errors, omissions and duplications in care
- Notifying your treating doctor about opportunities to improve care

Plus, your disease management nurse can add information you provide into the CareEngine for a more complete health view.

Outreach that helps improve your care and safety

If the CareEngine notices a situation that might harm you or that a more effective treatment may be available, the system issues a Care Consideration.

Care Considerations notify your doctor to consider:

- Stopping a treatment
- Adding a treatment
- Trying a procedure or test not yet given
- Preventive care or wellness options

An Aetna nurse may also contact you, depending on the situation.

Connecting you with efficient, effective solutions

The more well rounded a disease management program is, the more likely it can help your health and lower your health care costs.

With the Aetna Health Connections disease management program, you will have:

- Your doctors, your pharmacists and our data systems, nurses and other clinical professionals looking out for you
- A program of support that addresses your individual needs

Aetna Health Connections in action

How disease management can work

As an example, let's say you have diabetes.

- Our systems identify you as eligible for disease management.
- We send you a program letter.
- A nurse calls to see if we can help you manage your health issues better.

The nurse can:

- Offer to send you information on diabetes.
- Give you online resources to look into at any time.
- Review the treatment plan and medications your doctor gave you.
- Explain potential side effects and answer your questions.
- Give you our 24-hour, toll-free disease management phone number.
- Schedule follow-up calls, with your permission.

After the call, the nurse sends a follow-up letter that reminds you of points you discussed and steps you decided to take between doctor visits.

You can learn how diabetes can be controlled and what you can do to help protect yourself from future complications.

Our nurses give you the support you need and our CareEngine watches for any potential problem areas or concerns, so that you have the chance to be as healthy as possible.

You can make the connection between disease management and better health. Enroll in Aetna Health Connections today, and start living your best life.

If you're not yet an Aetna plan member, talk to your benefits administrator or go to www.aetna.com for more information.

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