

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

aetnaSM

Aetna Concierge

Personal assistance – by phone or online

www.aetna.com



Have questions about your benefits or health care services? Your Aetna Concierge has the answers.

There's a great big world of health care out there. Sometimes you need help to make sense of it all, whether you have a question about a diagnosis, are looking for a doctor, or would like to know more about your wellness benefits. Your employer doesn't just want to offer you great health care benefits. They want to make sure you get more out of each one of them.

That's where Aetna Concierge comes in. Think of the concierge as your personal assistant for health care ... one who will help you make the most of your Aetna insurance benefits and get the best health and wellness services available.

It's all about you

We've all been there: hunting down health records, trying to find a specialist, or struggling to locate a diagnostic study. Your concierge is a real live person who believes that you deserve a simpler, hassle-free health care experience.

The concierge is also an expert on Aetna's many online tools, including Aetna Navigator, your secure member website, and our Member Payment Estimator, which helps you estimate your out-of-pocket costs before you schedule a doctor's visit. Let your concierge help you use these resources to find what you need and make better-informed health care decisions.

How can we help you?

With Aetna Concierge, you have an advocate who will listen to you, understand your needs and find the solutions that are right for you. You can also chat with your concierge online on your Aetna Navigator secure member website at

www.aetnavigators.com.

Your Aetna concierge is ready to speak to you at our toll-free number from 8 a.m. to 6 p.m., Monday through Friday. Simply call the number on your Aetna member ID card.

Your Aetna concierge can help you:

- Better understand all the health and wellness benefits provided to you
- Use Aetna's online tools, like the Aetna Navigator® secure member website, to find a doctor, check your coverage or look up a claim
- Make good health care decisions and get preventive screenings
- Better understand how to get the most out of your benefits and use the various member tools and resources available to you.

Simply call the number on your Aetna member ID card.

Your Aetna Concierge is available Monday through Friday, 8 a.m. to 6 p.m.

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. An application must be completed to obtain coverage. Not all health services are covered. Plans may be subject to medical underwriting or other restrictions. Rates and benefits vary by location. Plan features and availability may vary by location and are subject to change. Plans not available in all states. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage.

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. 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 **www.aetna.com**.

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-29/GR-29N, Comprehensive PPO-GR-11741 (5/04); Limited-GR- 11741-LME (5/04) and Dental-11826 Ed 9/04.

www.aetna.com

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The Aetna logo consists of the word "aetna" in a lowercase, bold, teal-colored sans-serif font. A small "SM" trademark symbol is located at the top right of the letter "a".