

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

aetnaSM



A 24-hour nurse line for your health questions

Informed Health[®] Line

Talk to a registered nurse anytime

Sometimes your health question can't wait until your doctor's visit. Or even the next morning!

With the Informed Health Line, you can speak to a registered nurse about any health issue on your mind — 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

You can turn to the Informed Health Line for helpful health information — instead of an unneeded trip to the ER. That can help you budget your money for when you really need to use it.

Plus, you'll be able to make smarter health decisions because you have good information — always only a phone call 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.

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 doctor's visit

Browse a health topic in our audio library

When you call the Informed Health Line, you can listen to an audio recording of a health topic that matters to you. Thousands of topics are available,* in English and Spanish.

Your online source for health information

If you like to go online for health information, check out the Informed Health Line page on your secure member website.

Here's what you can do:

- Send us an e-mail
- 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 — just log in to www.aetna.com.

Callers are getting the information they need

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

- 93% are satisfied that Informed Health Line has helped them better manage their health
- About 90% agree that it:
 - Gives them access to information for making smart decisions about their health care
 - Encourages them to take part in wellness activities
 - Motivates them to get more involved in their health care

3 ways to get health information fast

1. Call a registered nurse toll-free.
2. Visit your secure member website at www.aetna.com.
3. Listen to the Audio Health Library.

**Get health information —
when and where you need it.**
Use the Informed Health Line.

*Not all topics discussed are covered services under your plan.

¹Informed Health Line Member Satisfaction Survey, October 2011.

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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 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 www.aetna.com.

Policy forms issued in Oklahoma include: HMO/OK COC-5 09/07, HMO/OK GA-3 11/1, HMO OK POS RIDER 8/07, GR-23 AND/OR GR-29/GR-29N.

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