



# Supporting you

Talk one-on-one with a nurse

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**aetna<sup>®</sup>**

[aetna.com](https://www.aetna.com)

We want to help you get the most out of your health plan. That's why your plan includes phone support as a standard benefit. And it's also why you may receive a call from an Aetna nurse. Be sure the contact info you listed in Aetna Navigator® is up to date so you can take full advantage of this benefit.

### **Work with a nurse to meet your health goals**

Talking with a nurse can help you get answers to your health questions. And learn about preventive programs to consider. Your nurse can work with you to meet your health goals and put a plan together to make it happen.

Your conversations are completely confidential. We don't share this information with your employer, and we keep all information confidential as required by law.

### **Ongoing support when you need it**

If a time comes when you're dealing with more complex health challenges, you can be assigned a nurse to work with you over the phone on an ongoing basis. Or if you have an ongoing health concern, your nurse may call to check in from time to time. These services are included as part of your plan.

Don't forget, your caller ID may not say Aetna when we call. That depends on your phone carrier.

### **Care that works for you**

As always, your care should be decided by you, your family and your doctor. But with more information, you can make better-informed decisions about your health.

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Make sure the phone number you listed in Aetna Navigator is up to date. That's how we get in touch with you.

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Your conversations with an Aetna nurse provide general health information and are not a substitute for diagnosis, treatment or advice by a physician or other health care provider.

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