



One of today's most personal connections

Aetna In Touch CareSM program

Get personalized care and support when you need it most

Quality health care is more than just going to the doctor once or twice a year. Sometimes you require personal, ongoing support to manage a health event or chronic condition. It would be great to have someone you can count on for guidance and answers.

That's where Aetna In Touch Care comes in — and it's already part of your benefits plan, so you pay nothing extra.

Aetna In Touch Care offers you:

- Ongoing, one-on-one phone calls with a nurse who serves as a trusted resource for you and your family
- Digital support that provides a variety of resources to help you better manage your health
- Customized health action plans based on your needs and preferences

To start using the digital support of Aetna In Touch Care, log in to the secure member website address shown on the back of your member ID card. First-time users will need to register. Then go to your health dashboard.

You decide on the level of support you want

We're committed to giving you all the support you deserve. That's why we offer both digital and nurse support, and you can move easily between the two.

You'll benefit from many digital health- and wellness-related programs and resources

Personal health record — organize and store your health history and information, plus get health alerts and notifications.

Health assessment — get a custom, step-by-step plan based on questions about your health and habits.

Health Decision Support — learn about your health care and treatment options.

Online programs — find dynamic health coaching programs that give you personalized support.

Health dashboard — view your health information, and find entry points to health and wellness programs and resources.

Get the extra support you require

Whether your need for extra support is temporary or ongoing, Aetna In Touch Care is there for you. We reach out to members who may benefit from extra support, so please be sure to answer the phone when we call. You can communicate with your nurse over the phone or online. Either way, you'll get the level of support that helps you stay motivated and on the right track for better health.

Members just like you have given Aetna In Touch Care a 97 percent¹ satisfaction rate.

¹Survey of members who were enrolled in self-insured commercial plans with Aetna In Touch Care Premier during 2015.

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