



Quiet comfort

Aetna concierge

Your personal assistant for health care

Not sure where to turn?

We've all been there — needing help with our health plan but not quite sure where to go.

You might be wondering:

How can I find the right specialist?

I have my diagnosis. Now what?

Is this covered by my health plan?

And of course: How much is this going to cost me?

Your concierge has answers

There's a big and complex world of health care out there. Your concierge can help you make sense of it all.

You get support to:

- Choose the right doctor for you
- Learn about your coverage
- Understand a diagnosis
- Plan for upcoming treatment

To speak with a concierge, call

Your concierge is available Monday through Friday from

If you call after regular concierge hours, your call will be handled by non-concierge Member Services representatives, who will be able to assist with general claims and benefits questions.

aetna®

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

Making health care make sense

Now, your health plan fits you

Your health is unique — different from anyone else's. With concierge support, courtesy of your employer, your health plan can now be personalized to you.

Your concierge will:

- Find solutions that fit your needs
- Walk you through tools to help you make great decisions
- Find network providers based on your medical needs
- Help you schedule appointments to save you some stress

Helping you budget

Your health care and your budget go hand in hand. So your concierge can even help you plan your health care expenses.

What will that doctor visit cost? What's the price difference between in-network and out-of-network care? How about inpatient and outpatient surgery? Your concierge can help you figure out your costs *before* you go.

Now you can be the smartest, savviest health care consumer around.

Health care help is here

To speak with a concierge, call

Your concierge is available Monday through Friday from

If you call after regular concierge hours, your call will be handled by non-concierge Member Services representatives, who will be able to assist with general claims and benefits questions.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

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 aetna.com.

The Aetna logo consists of the word "aetna" in a bold, lowercase, sans-serif font. The letter "a" is stylized with a small loop at the top. A registered trademark symbol (®) is located to the upper right of the "a".