Activate multi-faceted support when it matters most

**Aetna In Touch Care**

**In Touch Care in action**
Serious health concerns call for serious support.
Aetna In Touch Care is here to answer that call.
When you’re facing a chronic or acute health challenge, we provide powerful resources. Our on-call and online support flexes to you. We adapt to your needs, your pace and your life.

**We have an action plan for your needs**
Aetna In Touch Care resources are versatile. They provide the support you need when you need it most.

**Your Aetna In Touch Care nurse in action**
In the most urgent circumstances, we connect you to one-on-one nurse support. We give you direct phone access to a highly experienced registered nurse.
You’ll work with one nurse for all of your critical needs. Your nurse is assigned to you and available to your whole family. Throughout time, your nurse becomes intimately familiar with your health history.

Your nurse becomes your advocate. You’ll work together. You’ll develop an action plan unique to you. You’ll have the individualized support you need to make progress in the face of big challenges.

**Your Aetna In Touch Care virtual care in action**
In less severe situations, we support you with dynamic virtual care.
Virtual care provides convenient, personalized online tools. These tools are designed to help you adopt new lifestyle behaviors. You can make small changes that have a big impact on your health.
Virtual care empowers you to work toward your individual health goals at your pace. You can also call an In Touch Care nurse as needed. You decide the topic and when and how often you interact.

**Active resources built right in**
Aetna In Touch Care is built right into your benefits. It is a powerful program that opens a whole new world of holistic support.
These resources are confidential. They cost nothing extra. And they can make a huge difference in how you feel.
Activate your Aetna In Touch Care action plan today
Visit www.aetna.com to access your virtual care resources.
When an Aetna representative reaches out, be sure to answer the call.

Activate your Aetna In Touch Care nurse

Your needs, your preferences
• Designed for the most severe health needs
• Provides one-on-one phone support

One nurse provides big-picture care
• Manage all of your conditions with one nurse
• Your nurse becomes familiar with your health history
• Your nurse is available to you and your whole family

Personalized care guidance
• Design custom-built action plans that fit your life
• Navigate the health care system and help coordinate your care
• Prepare for a hospital stay or plan for recovery

Connected to virtual care
• Find out how to access and benefit from virtual support programs
• Receive nurse-assigned homework and send messages through www.aetna.com

activate a powerful approach
Aetna In Touch Care combines clinical expertise with the power of technology. This deeply integrated platform gives you flexible support.

Activate the right support for you
In the most severe circumstances, we connect you to one-on-one nurse support. For less immediate needs, we support you with virtual care.

Activate your Aetna In Touch Care virtual care

Your needs, your preferences
• Designed for less urgent, less immediate health needs
• Best if you prefer a self-guided approach
• Call an In Touch Care nurse if you need extra help along the way

Track progress
• Take a Health Assessment
• Adopt new lifestyle behaviors
• Track vital health stats
• Record physical activity

Choose from 12 online coaching programs
• Get customized tools and guidance
• Overcome personal barriers to better health
• Make healthy changes permanent

Conveniently work at your pace
• Securely log in from any computer anywhere, 24/7
• Achieve your goals at your pace and at your convenience

www.aetna.com

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