



Let's do this

Aetna Member Care Advocate

Rolling through the twists and turns together

Moving forward day by day

After a behavioral health hospital stay, your employees may feel a bit overwhelmed about next steps.

We're working side by side with providers to help them through it — in the hospital and after, so they always know where to turn.

We'll also involve families and caregivers so employees get the right support. Confident in the process, never confused.

Fewer setbacks, **more and more healthy days.**

Dedicated providers, on the front line

During admission, they're the face employees see first, the answer to their questions, the bedside expert to reassure. They'll coordinate all care, keeping the care team connected through digital resources.

A care advocate, standing in their corner

We'll help providers close the gaps, and keep coordinating so treatment is successful. After discharge, we'll also help employees navigate the journey ahead, addressing their stumbling blocks — like referrals, transportation or personal, social and financial factors — and pushing them out of their way.



Designed for You.

A new way to connect care



Inpatient provider

The first person to coordinate all care during an admission with our support. *Trains employee on digital tools. Gets family consent.*

Aetna Member Care Advocate

The support system that helps employees navigate the health care system at admission and after discharge. *Gets approvals. Arranges outpatient care. Connects to community resources. Helps remove roadblocks. Involves loved ones in care plan.*

Certified peer support specialist

Positive outlook and perspective from someone who's tackled similar challenges.*

Online tools

Resources to get the whole care team on the same page, in the same room.

Helping employees thrive, not just get by.

To learn more, reach out to your
Aetna advocate at 1-833-982-7368.

*Where available.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Life Insurance Company, Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna Health Administrators, LLC, and Strategic Resource Company. Aetna Behavioral Health refers to an internal business unit of Aetna.

This information is provided for informational purposes only and is not intended to direct treatment decisions or offer medical advice. Aetna does not provide health care services and cannot guarantee any results or outcomes. All patient care and related decisions are the sole responsibility of the treating provider. All calls are confidential, except as required by law. Information is not a substitute for professional health care and is not meant to replace the advice of health care professionals. This material is for informational purposes only. 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**.



Designed for You.