

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

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Now there's help for
life's extra-hard knocks

Aetna Care Advocacy Program

www.aetna.com



Sometimes you don't see those rough times coming — sometimes you do

You need someone who can listen. Maybe give you advice. Or send you to the right resource.

We're here for you!

Our Master's-level social workers stand ready to help. They are trained to listen. And trained to point you in the direction you need. They are members of our Care Advocacy team.

There's no extra charge for Care Advocacy, by the way. It's a free benefit as part of your Aetna Life Insurance.

And, of course, it's confidential. Private. No one else's business but yours — and the social worker who calls you.

When life gets hard to handle

People turn to us for all kinds of reasons. Here are a few:

- End-of-life decisions. A few months to live. Applying for death benefits before death.
- Support and guidance to those who have lost a loved one. An accident with a paralyzing injury or total disability. Putting life back on track.
- Helping family members adjust to a breadwinner's disabling injury.

And, yes, people turn to us with Social Security, Medicare and Medicaid questions. We even help teach companies about disability issues.

What our social workers provide

It all depends on your needs, of course. But we can provide:

- **Emotional support.** You'll have someone who can listen to your worries. And hear your frustrations. And help you get started thinking in a positive way about the future.
- **Education.** You'll get help with advance directives such as living wills and powers of attorney. Or help speaking to those who are in charge of your hospital stay — or afterwards.
- **Connection to resources.** The list is long. If you need it, we can help you arrange for:
 - Food
 - Housing
 - Transportation
 - Support groups
 - Home-delivered meals
 - Medical equipment
 - Home-care services

We'll even help you apply for benefits, such as disability parking permits!

Life can change in a heartbeat

We've helped hundreds of customers since our program started in 2006. In fact, the response has been so great that now we're expanding.

Support for you when and where you need it most.

You can learn more by calling us today at **1-800-276-5120**. Or go to **www.AetnaLifeEssentials.com**.

*The Care Advocate program does not answer questions about an employee's specific benefits/plan design options. They would direct the employee to the plan sponsor or to Aetna's member services department.

Life insurance policies are offered and underwritten by Aetna Life Insurance Company (Aetna).

Not all health and/or life services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. The EAP is administered by Aetna Behavioral Health, LLC and Aetna Life Insurance Company (Aetna). EAP instructors, educators and network participating providers are independent contractors and are neither agents nor employees of Aetna. 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 **www.aetna.com**. Policy forms issued in Oklahoma include: GR-9 and/or GR-9N, GR-29 and/or GR-29N.

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