



# Here to help

## 24-Hour Nurse Line

Support for your employees when they need it most

### A health line that helps everyone save

Where can your employees and their covered family members turn for health information? The 24-Hour Nurse Line.

They'll get the information from a registered nurse, 24/7/365.\* And this could help prevent unneeded — and expensive — trips to the emergency room (ER).

Plus —

- It's toll-free.
- It's part of any Aetna plan you choose — at no extra cost to you or your employees.

\*While only doctors can diagnose, prescribe or give medical advice, 24-Hour Nurse Line nurses can answer questions. They can help members find information and videos on over 5,000 health topics. Your employees should contact their doctor first with any clinical questions or concerns regarding their health care needs.

**In Idaho, health benefits and health insurance plans are offered and/or underwritten by Aetna Health of Utah Inc. and Aetna Life Insurance Company (Aetna). For all other states, health benefits and health insurance plans are offered, administered and/or underwritten by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company. In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Utah and Wyoming, by Aetna Health of Utah Inc. and Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.**

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



## Get health information fast

With the 24-Hour Nurse Line, your employees can:

- Talk with a registered nurse by phone to:
  - Learn about health conditions
  - Find out more about a medical test or procedure
  - Get help preparing for a doctor visit
  - Receive emails with videos that relate to the question or topic
- Send an email through their member website for links to health information that addresses their questions. Nurses respond within 24 hours.\*

## Smarter, less costly use of care

Another plus? When your employees use the 24-Hour Nurse Line, it helps them use services more appropriately. They can:

- Avoid unnecessary doctor visits
- Avoid unnecessary ER visits

Making informed health choices can help your employees save time and money. That can help your medical costs go down, too.

## See what satisfied members say

We asked our members what they like about the 24-Hour Nurse Line.<sup>1</sup> Here's what they said:

- About 93 percent said it helped them better manage their health.
- 96 percent said the program is an important part of their health plan benefits.
- 90 percent agreed that the program nurses gave callers information they wouldn't have known.
- 93 percent felt the nurse answered their questions or referred them to an appropriate source for an answer.

## Support informed health decisions at work

Encourage your employees to use the 24-Hour Nurse Line for most health questions. We'll give you the materials you'll need to promote it.

Or for a fee, we'll promote it directly to your employees with:

- An announcement letter sent to new members
- Quarterly reports and postcard reminders
- Quarterly e-cards (a more eco-friendly option)

## Access to health information — when and where your employees need it

Your employees just call **1-800-556-1555 (TTY: 711)** or go to **Aetna.com** to log in.

**Save costs and give your employees health confidence.** Spread the word about the 24-Hour Nurse Line.

### **THIS IS NOT INSURANCE. THIS IS A PROGRAM INCLUDED WITH THE HEALTH PLAN.**

\*For security reasons, the 24-Hour Nurse Line will not open any attachments sent by email.

<sup>1</sup>24-Hour Nurse Line member satisfaction survey. Prepared by Aetna Market Insights, October 2015.

This material is for information only. Not all health 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 benefits and health insurance plans contain exclusions and limitations. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. 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**.

**Policy forms issued in Oklahoma include:** HC COC00010, AL COC00010.

**Policy form numbers issued in Missouri include:** AL HGrpPol 01R5, AL SG GrpPolAmend 2019 01, HI HGrpAg 05, HI SG GrpAgAmend 2019 01, HO HGrpPol 04, HGrpAg SG 01R.

**Policy forms issued in Idaho for Aetna Health of Utah include:** HI ID GrpAg 05, HI SG HGrpAg 04.

**Policy forms issued in Idaho for Aetna Life Insurance Company include:** GR-29/GR-29N, AL HGrpPol 05, AL SG HGrpPol 04.

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