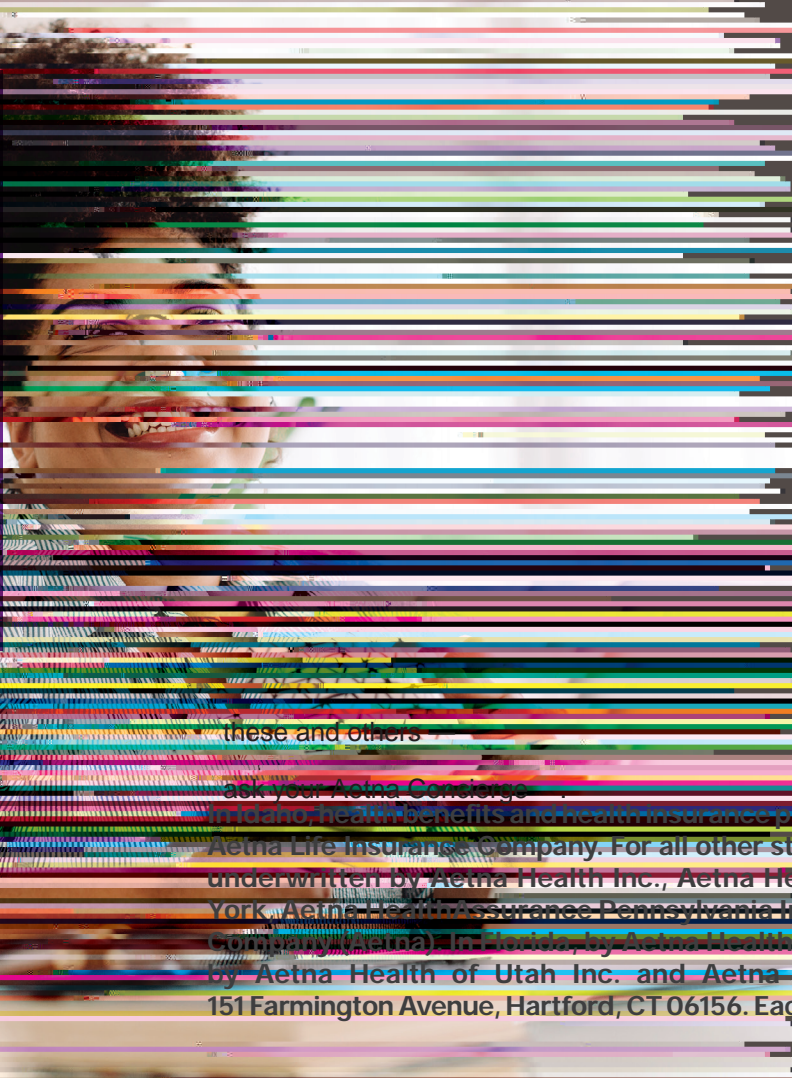




# Meet your Aetna® Concierge

Your personal  
health care assistant



these and others

ask your Aetna Concierge

Idaho, Health Benefits and Health Insurance of  
Aetna Life Insurance Company. For all other states  
underwritten by Aetna Health Inc., Aetna Health  
York, Aetna Health Insurance Pennsylvania  
Company (Aetna) in New Jersey, Aetna Health  
by Aetna Health of Utah Inc. and Aetna  
151 Farmington Avenue, Hartford, CT 06156. Each

## Have questions? Get answers.

Health care is full of so many questions.  
Here are just a few:

- How can I find the right specialist?
- What do I do after my diagnosis?
- Is this service covered by my health plan?
- My doctor said I need surgery — where do I start?
- How much is this procedure going to cost me?



# Making sense of your health plan

## Your Aetna® Concierge has answers

Your Aetna Concierge is here for you. They'll listen, understand your needs and find solutions that are right for you.

### A concierge can help you:

Get answers about a diagnosis

Select a doctor

Learn about your coverage

Plan for upcoming treatment

Find health care solutions that fit your needs

Learn how to use our online tools to make the right decisions

Find network providers based on your medical needs

Assist you in scheduling appointments

## Plan for health expenses

No more "surprises" — your concierge can show you:

- How to estimate costs before you make an appointment
- What doctors cost in-network versus out-of-network
- Differences between inpatient and outpatient care, including costs
- Your options and cost estimates in advance to help you make smarter decisions

## Two ways to contact a concierge

Available Monday through Friday  
from 8 AM to 6 PM ET local time

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