

Informed Health® Line Overview

Aetna Health ConnectionsSM
Wellness Resources

<p>Overall Description</p>	<p>Aetna's Informed Health® Line gives members 24/7 telephone access to registered nurses experienced in providing information on a variety of health topics. The nurses encourage informed health care decision-making and improved patient/provider relationships through information and support. Access to the Informed Health Line is limited to the domestic market (1-800 access only) and does not include international access.</p>
<p>Informed Health Line Nurse Line Only Service</p>	<p>The Informed Health Line Nurse Line Only service is included in the base medical rate of <i>all Aetna medical plans</i> (for new Aetna customers only, effective 1-1-2006). It offers toll-free telephone access to registered nurses 24 hours a day, 7 days a week.</p>
<p>Informed Health Line Service Plus</p>	<p>Informed Health Line Service Plus can be purchased as an additional service with the following Aetna medical plans:</p> <ul style="list-style-type: none"> ▪ Indemnity ▪ PPO ▪ POS/EPO ▪ Choice POSII ▪ Aetna Select ▪ Aetna HealthFund ▪ Fully insured "retrospectively-rated" Indemnity, PPO and POS <p>Informed Health Line Service Plus includes the Nurse Line Only service (described above) plus:</p> <ul style="list-style-type: none"> ▪ Monthly announcement letters ▪ Quarterly reminder postcards mailed directly to the subscriber's (employee/retiree) home ▪ Semi-annual activity reports <p>Optional Service Features The following Optional Service Features are also available when Informed Health Line Service Plus is purchased with the above Aetna medical plans:</p> <ul style="list-style-type: none"> ▪ Annual member survey and annual comprehensive results report ▪ Informed Health Line Handbook
<p>Additional Health Information Resources</p>	<p>In addition to calling the 24/7 nurse line, members can also listen to the Informed Health Line Audio Health Library, a recorded collection of more than 2,000 health topics in English and Spanish. Or, they can register online for our secure member website, Aetna Navigator™ (www.aetna.com) to access health information through the Healthwise® Knowledgebase.</p>

Health insurance plans are offered, underwritten or administered by Aetna Life Insurance Company and its affiliates. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information subject to change. For more information about Aetna plans, refer to www.aetna.com.

