



Here to help

Informed Health® Line

A 24-hour line for employee health questions

A health line that helps everyone save

Where can your employees and their covered family members turn for health information? The Informed Health 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, Informed Health 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.

**For security reasons, the Informed Health Line will not open any attachments sent by email.

Get health information fast

With the Informed Health 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 secure member website for links to health information that addresses their questions. Nurses respond within 24 hours.**

aetna®

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

Smarter, less costly use of care

Another plus? When your employees use the Informed Health 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 Informed Health Line.¹ 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 Informed Health 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)

Get health information — when and where you need it.

Call **1-800-556-1555**. For speech or hearing impaired, dial **711**.^{*} Or log in to **aetna.com**.

Save costs and give your employees health confidence. Spread the word about the Informed Health Line.

¹Informed Health Line member satisfaction survey. Prepared by Aetna Market Insights, October 2015.

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Policy forms issued in Oklahoma include: HMO OK COG-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29/GR-29N.

Policy forms issued in Idaho include: GR-23, GR-29/GR-29N, GR-9/GR-9N, AL HCOC 02, AL HGrpPol 01, ID COC V001 2015 ACA and ID GrpAg01 2015.

