



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



## A 24-hour information line for your health questions

# Informed Health<sup>®</sup> Line

### Talk to a registered nurse anytime

With the Informed Health Line, you can speak to a registered nurse about health issues that are on your mind — whenever you need to.\*

Plus —

- It's toll-free.
- You can call as many times as you need — at no extra cost.
- Your covered family members can use it, too.

### You could save time, money and a trip to the ER

You can turn to the Informed Health Line for helpful health information — instead of an unneeded trip to the emergency room (ER). That can be a money-saver.

Plus, you'll be able to make smarter health decisions because you have good information — and it's only a phone call or click away.

\*While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

## More reasons to use the Informed Health Line

You can:

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive e-mails with links to videos that relate to your question or topic

## Your online source for health information

If you like to go online for health information, check out the Informed Health Line page on your secure member website.

Here's what you can do:

- Send us an e-mail
- Use our symptom checker
- Learn about treatment options and health risks
- Research a medicine and more

It explains things in terms that are easy to understand. And it's easy to get to — once you're a member, just log in at [www.aetna.com](http://www.aetna.com).

## Callers get the information they need

We asked our members what they liked about Informed Health Line.<sup>1</sup> Here's what they said:

- 97 percent felt the Informed Health Line helped them better manage their health
- 90 percent said this program was an important part of their health plan benefit

## Two ways to get health information fast

1. Call a registered nurse anytime toll-free.
2. Visit your secure member website at [www.aetna.com](http://www.aetna.com).

**Get health information —  
when and where you need it.  
Use the Informed Health Line.**

<sup>1</sup>Informed Health Line Member Satisfaction Survey. October 2012.

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

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