



# Health is a journey. Don't make it alone.

## Aetna One<sup>®</sup> Advocate

Connecting health with heart

**1-800-778-1162**

### Your journey to better health starts here

Managing your health and your benefits can be challenging. Your Aetna One Advocate team is here to make it easier. We'll help you get the most from your health care.

Your care team of member advocates, clinical advocates (nurses), well-being advocates, pharmacists, dietitians and more is built around you. And we're all here to help you achieve your best health.

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## A different kind of care

The care and attention you receive from your Aetna One Advocate team is not what you'd expect from a health care company. And that's a good thing. You deserve a more personalized, proactive approach to care — and that's what Aetna One Advocate delivers every day.

We want to ensure you always have the answers you need and get out ahead of potential issues.

Call your Aetna One Advocate team to:

- Understand your benefits
- Help you save money
- Make sure you're sticking to your care plan
- Simplify your pharmacy regimen
- Find programs to manage stress or help with a condition
- Make health care easier, whatever way you need help

We'll even help you:

- Find a nearby in-network location for urgent care or sick needs
- Locate a nearby in-network lab site
- Select a high-quality physician
- Schedule appointments if you're having trouble keeping up with your or your loved one's care plans

## Keeping it all connected

Care calls bring together your Aetna One Advocate team and your doctors to create a holistic care plan to address your specific needs. Care calls are recommended when you have a complex case that may benefit from streamlined coordination of resources. Following a care call, an updated care plan is created for you, and your care team stays with you throughout your course of treatment.

## Let's get started

Just log in to the secure member website. Make sure your information is correct — just select your profile link at the top of the home page.

Or create your profile to activate your Aetna One Advocate team.



You can call us **24/7** at **1-800-778-1162**. Your dedicated care team is available:

**8 a.m. to 8 p.m. Monday - Friday EST**  
**8 a.m. to 4:30 p.m. Saturday EST**  
**24/7 nurse support**

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