



# A 24-hour nurse line for your health questions

## Informed Health<sup>®</sup> Line

### Talk to a registered nurse anytime

Sometimes your health question can't wait until your doctor's visit. Or even the next morning!

With the Informed Health Line, you can speak to a registered nurse about any health issue 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 ER. That can help you budget your money for when you really need to use it.

Plus, you'll be able to make smarter health decisions because you have good information — always only a phone call away.

### 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 doctor's visit

### 3 ways to get health information fast

1. Call a registered nurse toll-free. 800-556-1555
2. Visit your secure member website at [www.aetna.com](http://www.aetna.com).
3. Listen to the Audio Health Library.

\*While only your doctor can diagnose, prescribe or give medical advice, the Informed Health 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.



## Browse a health topic in our audio library

When you call the Informed Health Line, you can listen to an audio recording of a health topic that matters to you. Thousands of topics are available,\*\* in English and Spanish. And you can transfer to a nurse anytime.

## Your online source for health information

Just visit your secure Aetna member website to:

- Use our symptom checker
- Learn about treatment options and health risks
- Find out about benefits and costs
- Research a medicine and more

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

## Callers are getting the information they need

A recent study<sup>1</sup> showed that the Informed Health Line helped callers:

- Get their questions answered
- Learn information they didn't know before
- Be referred to appropriate resources
- Get more out of their health benefits and insurance plan

**Get health information — when and where you need it.**

**Use the Informed Health Line.**

\*\*Not all topics discussed are covered services under your plan.

<sup>1</sup>Informed Health Line Member Satisfaction Survey, October 2009.

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Policy forms issued in Oklahoma include: HMO/OK COC-5 09/07, HMO/OK GA-3 11/1, HMO OK POS RIDER 8/07, GR-23 AND/OR GR-29/GR-29N.

