

Take the struggle out of fighting your disease

Healthy Outlook Program® Overview

You play a powerful role in your own health — especially if you have a chronic health condition.

Our Healthy Outlook Program can help you understand your disease and learn new habits that can help protect your health for years to come. It's an important part of your Aetna[‡] health benefits or health insurance plan.

Our disease-specific programs include:

- *Caring for Asthma*
- *Caring for Chronic Heart Failure*
- *Caring for Coronary Artery Disease*
- *Caring for Diabetes*

Each program is designed to help you manage your condition and help coordinate:

- Education
- Counseling
- Self-care skills
- Physician support

By identifying and managing your condition early, you can reduce complications and improve your life.



Disease-specific programs to help control and reduce your symptoms

If you are eligible and choose to participate in the program, you will be asked to complete an initial screening to determine the severity of your symptoms. You'll also have access to our:

- 24-hour disease management phone line
- Online educational resources

Learn how to prevent complications, control your symptoms and live well with:

- **Asthma**
- **Chronic heart failure**
- **Coronary artery disease**
- **Diabetes**

If your condition is considered serious or high risk, you may also receive:

- Educational materials on your specific condition and managing depression — a common side effect of chronic illness
- Disease-specific counseling on the importance of:
 - > Monitoring vital signs and communicating with your doctor
 - > Proper nutrition and exercise
 - > Weight measurement and control
 - > Medication compliance
- Follow-up calls from disease management professionals to make sure your wellness program stays on track

How to start participating

We may identify you for program participation through:

- Your physician or self-referral
- Your request submitted through the Aetna Navigator™ member website
- Our patient management staff or systems
- Medical and pharmacy claims data

[‡]Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc., Aetna Health of Illinois Inc., Aetna Health Insurance Company of New York, Corporate Health Insurance Company and/or Aetna Life Insurance Company.

You, your doctor and Aetna... a powerful team

Any piece of information you share with your doctor could hold the key to your health. So, if you think you notice an important change or symptom, don't hold back.

By communicating well with your doctor, you can better identify potential complications and set a plan for dealing with your chronic disease that works.

As added protection, if our data systems notice signs your condition is getting worse, we may alert your doctor who can then work with you to help prevent further complications and get you back on track.

Information at your convenience

In your busy life, simple is better. Why search all over the net for answers to your health questions? Save time by using our resources, and take charge of your health today.

For more information, talk to your benefits administrator or visit www.aetna.com.

Policy forms issued in Oklahoma: HMO/OK COC-4 09/02, HMO/OK GA-3 11/01, CHI/OK GP-3 02/02, CHI/OK INSCT-4 01/02, GR-23 and/or GR-29.

If you need this material translated into another language, please call Member Services at 1-888-98-AETNA (1-888-982-3862).

Si usted necesita este documento en otro idioma, por favor llame a Servicios al Miembro al 1-888-98-AETNA (1-888-982-3862).

This managed care plan may not cover all of your health care expenses. Read your contract carefully to determine which health care services are covered. To contact the plan if you are a member, call the number on your ID card; all others, call 1-888-98-AETNA (1-888-982-3862). This material is for informational purposes only and is neither an offer of coverage nor medical advice. It contains only a partial, general description of plan benefits or programs and does not constitute a contract. The availability of a plan or program may vary by geographic service area and by plan design. Health benefits and health insurance plans contain exclusions and some benefits are subject to limitations or visit maximums. The information contained in this document does not constitute medical advice as each individual circumstance is different. Aetna arranges for the provision of health care services. However, Aetna itself is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. Aetna does not recommend the self-management of health problems, nor do we promote any particular form of medical treatment. You should consult your health care professional for the advice and care appropriate for your specific medical needs. Information supplied by Aetna IntelliHealth or Healthwise Knowledgebase is for informational purposes only, is not medical advice and is not intended to be a substitute for proper medical care provided by a physician. Aetna uses LifeMasters Supported SelfCare, Inc., an experienced disease management company, to provide certain services to participants in this program. While this material is believed to be accurate as of the print date, it is subject to change.

Manage your health and keep track of your benefits

Use the Aetna Navigator self-service member website as a central source for personalized benefits information, links to our other services and websites, and tools to estimate the cost of care. Send secure e-mails to Member Services, in English or Spanish.

Find answers to important health questions

Browse up-to-date health news on our Aetna IntelliHealth® consumer health website. Take health quizzes, read current articles on heart health, asthma, diabetes, exercise and many more topics and conditions.

Research health conditions, treatments and more

Log on to the Healthwise® Knowledgebase and find detailed, easy-to-understand information on specific medical topics, diseases, medications, and support groups.

Let our Healthy
Outlook Program
help you control
your symptoms
and live your life.



We want you to know®



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