Caring support for those you care for most
Aetna Compassionate Care℠ Program

Helpful resources when families face advanced illness
When facing the advanced stages of an illness, it’s comforting to know you can turn to people who care.
Along with loving support from family and friends, you can also rely on Aetna to provide thoughtful guidance and easier access to helpful services. This way, you’ll be better prepared for the physical and emotional challenges ahead.
The Aetna Compassionate Care program offers service and support to members of Aetna health insurance plans. When you’re facing difficult decisions about a serious illness, our resources help you make choices that are best for your family.

Nurse case management
Our nurse case managers understand the physical, emotional, spiritual and cultural needs of patients with advanced illnesses. They work with doctors to:
• Arrange for care and manage benefits.
• Find the right resources for members and families.
• Help them and other caregivers manage a patient’s pain and symptoms. This way, your family members can live as comfortably as possible.
Take the right steps — what to do when a serious illness affects you or your family

• Call the Member Services toll-free phone number on your Aetna ID card. When you call, ask to speak with a nurse case manager about the Aetna Compassionate Care program. You can also refer to your plan documents for more information.
• Learn more about advanced planning and the special needs of people with serious illnesses.
• Talk with doctors and other medical experts.
• Contact community and faith-based organizations.

Easy-to-find information

You have a lot on your mind now. And you don’t want to worry about finding help. Our program website, www.aetnacompassionatecare.com, is your one-stop source for important information, such as:

Advanced planning
Making your wishes known gives you peace of mind, and of spirit. You can protect yourself (and your family) by making a record of instructions for care. These instructions should clearly describe the types of treatment you want to receive. Our website offers information about making advance directives, such as living wills and durable powers of attorney for health care.

Making decisions
It’s not easy to discuss sensitive issues, such as your wishes for treatment and pain management. But our website suggests how you can begin talking about these concerns. By doing this, you can make more informed decisions.

About hospice care
Hospice is a way of providing care for people with advanced illnesses. Hospice allows them to be comfortable (physically, emotionally and spiritually) at home, or at an inpatient facility. We can help you understand the value of hospice care. And we can help find the care that is right for you.