



We're here

Aetna Compassionate CareSM program

Your employees with advanced illnesses have serious medical needs. They also have complicated emotions to deal with. It's a difficult and stressful time for both them and their families.

The Aetna Compassionate Care program is designed to make things a little easier. **Our goal is simple: Provide support in a culturally sensitive manner that respects the member's decisions and choices.**

What we offer

Navigating the health care system can be challenging at the best of times. When you're in pain, under stress or beginning treatment, it can feel overwhelming. Our program offers practical and emotional support so that members can focus on what's most important to them.

Our case managers, nurses and social workers can help members:

- Understand their conditions
- Communicate with their doctors and family
- Manage pain and control symptoms
- Address special nutritional needs
- Get transportation to and from treatment
- Deal with financial concerns
- Keep up with housekeeping
- Find and use community resources
- Connect with disease-specific organizations
- Learn about advance care planning

Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company and its affiliates (Aetna).

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[aetna.com](https://www.aetna.com)

How the program works

Members are eligible for the program if they are diagnosed with a serious illness that has a prognosis of 12 months or less. We connect with members through either claims, pharmacy and lab data; referrals from other Aetna programs; or referrals from providers, plan sponsors or the member and their family.

Getting in touch

Once we identify a member, a case manager reaches out to introduce the program. Case managers work closely with a team of social workers, nurses and medical directors. They develop a case plan tailored to the member's unique needs and wishes. The team's shared goal is to improve the member's quality of life, maintain continuity of care and ensure the member receives services in the right setting.

Finding the right words

Communication is a key part of this program. But talking about end-of-life issues can be difficult. That's why we develop training materials in partnership with the National Hospice and Palliative Care Organization and other nationally known groups.

We also focus on being sensitive to unique religious and/or cultural practices when caring for members with advanced illness. Our case managers have access to translation services, so members can speak in their primary language.

For more details, visit aetnacompassionatecareprogram.com.

You'll also find helpful information on palliative and hospice care, what kinds of services are needed at end of life, and how to create advance directives, durable power of attorney and living wills.

The Aetna Compassionate Care program is not available to Aetna International plan members. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to aetna.com.

Enhanced hospice benefits

Hospice facilities and health workers are experts on advanced illness. They work with patients to manage symptoms and control pain. **Our members may take advantage of enhanced hospice benefits.** Our case managers work with members in accordance with their specific plan and state and regulatory mandates.

Enhanced hospice benefits remove traditional barriers to hospice care.

Advantages include:

- ✔ The option to receive active treatment while working with hospice
- ✔ No day or dollar limits on hospice care (members should refer to plan documents for specific costs)
- ✔ No precertification requirement for inpatient hospice
- ✔ Respite care for families and caregivers

Note: Members are not eligible for enhanced hospice benefits when Medicare is their primary coverage for hospice services. This is due to federal Medicare guidelines. This restriction does not apply to members who have Part-B-only coverage through Aetna.

Enhanced hospice benefits are not available to all clients in all segments. Check with your account director to confirm whether it is part of your plan. Even if it's not, our case managers are still available to members, their families and caregivers.

