



Extra help when you need it most.

Aetna One[®] Choice provides support when
you're dealing with a serious medical condition.

We'll contact you.
All you need to do
is answer.



What is Aetna One® Choice?

Aetna One Choice is a program offered by Truist and Aetna® that helps you get the care and services you need, make the most of your medical benefits, and live a healthier life.

Your Aetna medical plan includes one-on-one phone sessions with a nurse advocate dedicated to your health. Your covered family members can use the program, too.

Our nurses offer help managing your specific health needs,* including:

- Chronic conditions
- Cancer
- Readiness for surgery
- Medication management
- Depression
- Premature newborn



There's no need to opt in or sign up. Our nurse advocates will contact you if, based on your medical records, we think you could benefit from the program.



*Only your doctor can diagnose, prescribe or give medical advice, but our clinical nurse advocates can provide information on a variety of health topics.

Policies and plans are insured and/or administered by Aetna Life Insurance Company or its affiliates (Aetna).

How Aetna One® Choice can help

Aetna® nurse advocates are registered nurses who serve as your main point of contact. Your nurse advocate can help you:

- Answer medical questions
- Manage health conditions
- Achieve health goals
- Connect to resources
- Manage medications
- Prepare for doctors' appointments and understand the information provided
- Find in-network providers, and more

We get high marks from program participants:
a **94%** satisfaction rate!*



Nurse advocates can work with you via phone, email and even text.

*2024 member satisfaction survey results of members who were completely, very or somewhat satisfied with their care management experience.

Specialized support at no extra cost

Your nurse advocate team includes specialists who can offer comprehensive care to you and your covered family members.



Aetna pharmacists

- Answer questions about drug side effects or interactions
- Identify needed health screenings
- Find generic drugs that may cost less

Autism care specialists

- Manage care, such as autism education
- Provide caregiver resources
- Help you find in-network providers

Behavioral health care managers

- Create care plans, such as depression or anxiety management
- Find local in-network professionals
- Provide family resources

Registered dietitians

- Create weight loss plans
- Help with meal planning
- Provide grocery-shopping tips

Social workers

- Help with transportation
- Locate support groups
- Identify financial help for bills or groceries
- Refer to legal experts
- Offer caregiver support

Transgender advocates

- Answer questions
- Help you find providers
- Explain your benefits
- Coordinate your care

Don't miss the call that could change your care

One of our team members may be calling you soon, based on your medical records and medications. Here's how to know an Aetna® nurse advocate is contacting you:

Shortly before we call, we may text you to let you know a call is coming. When we call, we'll identify ourselves as Aetna and explain the reason for our call. Then, to confirm your identity, we'll ask for your:

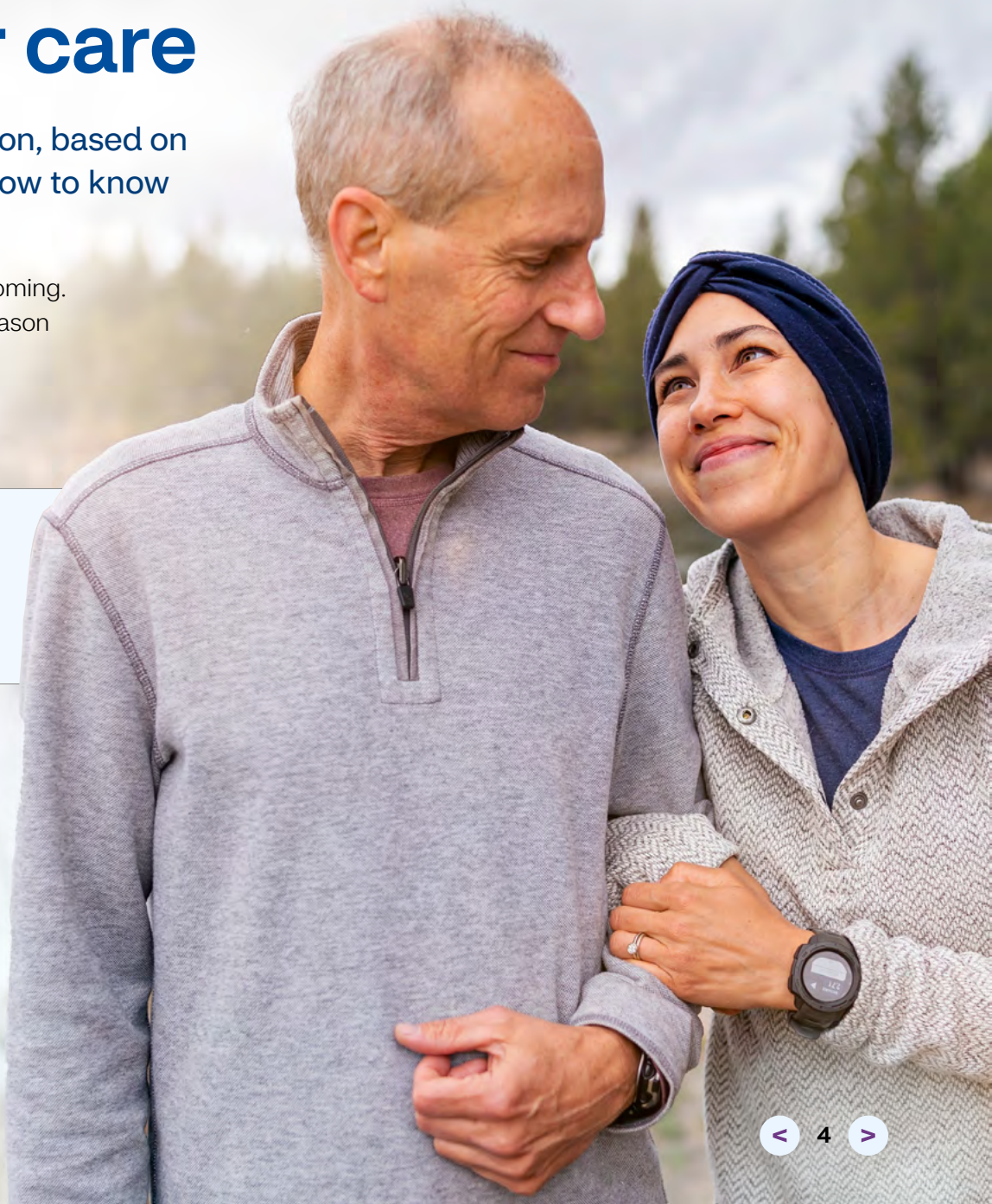
- Name
- Aetna ID number
- Date of birth



We'll never ask for your Social Security number or payment information. And we'll only ask for your phone number, address or email address if we need to confirm a call-back number or send you something.

Your peace of mind is important to us

If you prefer to call Aetna before sharing information, just dial the number on the back of your member ID card. The Aetna representative can connect you to an Aetna nurse advocate.



Care that fits **your** life



Jen | Single | Age: 24

I work full-time and go to school at night. And I get terrible migraines — so bad I've gone to the ER. I started working with an Aetna nurse advocate, who helped me find a doctor in the Aetna® network. Now I have the right medication and treatment. I can get through the day — and night — pain-free.



Sam | Newborn

Our son Sam was born prematurely at 33 weeks. He needed care from a lot of different doctors. Luckily, we got connected with an Aetna nurse advocate. She helped us understand Sam's complex needs and worked with the hospital to arrange care once he got home. Today, Sam is a healthy three-month-old.



Robert | Married | Age: 47 | Children: 3

Last year, I went to the hospital with chest pain three times. I knew it was time for some changes, and I got help from an Aetna nurse advocate. We talked about my smoking, high blood pressure and not taking my medication. Then we set up a plan with simple steps I could follow. Now it's been a year with no trips to the hospital.

Expert help to get and stay healthy



Remember to pick up if you see Aetna® is calling.
We're here for you.

For information about Aetna One® Choice,
call your Aetna Service Advocate:

1-888-402-1229 (TTY: 711)

Monday through Friday

8 AM to 6 PM local time



Policies and plans are insured and/or administered by Aetna Life Insurance Company or its affiliates (Aetna). Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.