

# Your care comes first

## Support for transplants and special medical needs

### Treatment and resources when you need them

You may never need an organ transplant or treatment for a rare disease. But you can rest a little easier if you do. That's because you can use our special programs. They help you get the care and resources you need — when you need them most.

### National Medical Excellence Program® transplant care

Our program puts your needs first. You and your family have one-on-one support that includes:

- A full-time medical director
- Nurse case managers with special care experience
- Help through all treatment stages, including follow-up
- Dedicated claims and Member Services staff

\*The National Medical Excellence Program must preapprove some program benefits.

**In Idaho, health benefits and health insurance plans are offered and/or underwritten by Aetna Health of Utah Inc. and Aetna Life Insurance Company (Aetna). For all other states, health benefits and health insurance plans are offered, administered and/or underwritten by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna HealthAssurance Pennsylvania Inc. and/or Aetna Life Insurance Company. In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Utah and Wyoming, by Aetna Health of Utah Inc. and Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.**

### Dedicated support right by your side

Facing a transplant can be overwhelming. There are medical tests to take, doctor's instructions to follow and treatment choices to make.

Our program pairs you with a clinical coordinator who works closely with you and your doctor. Every step of the way, you have someone on your side to help you get covered medical care.

Hospitals in our Institutes of Excellence™ network\* provide transplant care. This network includes transplant facilities with high medical standards and successful records of treatment.

The Aetna logo is displayed in a bold, lowercase, sans-serif font. The letters are a vibrant pink color, matching the top header of the document. A registered trademark symbol (®) is located at the top right of the letter 'a'.

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

## Special Case Precertification Unit\*

From pediatric heart surgery to emergencies outside the country ... we're here to help.

The Special Case Precertification Unit helps with:

- Precertification of rare conditions
- Hemophilia treatment
- Emergency admissions out of the country
- Heart surgery for children
- Gender reassignment surgery

Our dedicated staff helps you get care at network facilities — and helps you find your way through the health care system.

### Rare conditions

Do you have a rare disease that needs extra-special treatment? If so, we'll work with your provider and help you find the best place for care.

### Hemophilia treatment

If you have problems with blood clotting, you can visit a hemophilia treatment center. Our nurse case managers can help you keep your costs down. And help you find a facility that best meets your needs.

**Your needs for special care come first with an Aetna health plan.**  
Find out more from your company's benefits office. Or visit [aetna.com](https://www.aetna.com).

\*Coverage for services depends on your plan benefits.

## THIS IS NOT INSURANCE. THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.

### Help for those who speak another language and for the hearing impaired

If you require language assistance, please call the Member Services number on your member ID card, and a representative will connect you with an interpreter. You can also get interpretation assistance for utilization management issues or for registering a complaint or appeal. If you're deaf or hard of hearing, use your TTY and dial 711 for the Telecommunications Relay Service. Once connected, please enter or provide the telephone number you're calling.

### Ayuda para las personas que hablan otro idioma y para personas con impedimentos auditivos

Si usted necesita asistencia lingüística, llame al número de Servicios al Miembro que figura en su tarjeta de identificación de miembro, y un representante le conectará con un intérprete. También puede recibir asistencia de interpretación para asuntos de administración de la utilización o para registrar una queja o apelación. Si usted es sordo o tiene problemas de audición, usar su TTY y marcar 711 para el Servicio de Retransmisión de Telecomunicaciones (TRS). Una vez conectado, entrar o proporcionar el número de teléfono que está llamando.

This material is for information only. Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. 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](https://www.aetna.com).

**Policy forms issued in Idaho by Aetna Health of Utah Inc. include:** HI HGrpAg 04 and HI SG HGrpAg 03.

**Policy forms issued in Idaho by Aetna Life Insurance Company include:** GR-9/GR-9N, GR-23, GR-29/GR-29N, AL HGrpPol 04, AL SG HGrpPol 03.

**Policy forms issued in Oklahoma include:** HMO OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23, GR-29N.

**Policy forms issued in Missouri include:** AL HGrpPol 01R5, HI HGrpAg 01, HO HGrpPol 01.

## Emergencies out of the country

Of course, emergencies don't wait until it's convenient. Your health benefits and insurance plan doesn't either. If you're admitted to the hospital for a medical emergency while traveling outside the United States, there's no need to worry. We'll be there to help.

### Heart surgery for children

Having a sick child can be scary. If your child needs surgery for heart disease that they've had since birth, we're here to help you understand your options.

You can use the facilities in the Institutes of Excellence Pediatric Congenital Heart Surgery network. If you use one of these facilities and it's more than 100 miles from your home, you and your companion can get reimbursement toward travel and lodging.

Whether you need a transplant or special medical care, we'll be along to help you.

To find network providers and facilities:

- Go to [aetna.com](https://www.aetna.com) and sign in to your account
- Or just call us at the number on your Aetna® ID card

