

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

aetna<sup>SM</sup>



## Support for transplants and special medical care **National Medical Excellence Program<sup>®</sup>**

### **Treatment and resources**

You might 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 get access to our National Medical Excellence Program.\* It helps you get care and resources when you need them most.

### **One-on-one support**

Our program puts your needs first. You and your family have personal support that includes:

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

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

\*Some program benefits must be preapproved by Aetna's National Medical Excellence Program.

## Our program supports you for:

### Transplant care

Facing a transplant can be stressful. There are medical tests to take ... doctor instructions to follow ... treatment choices to make.

We'll pair you with a registered nurse case manager for guidance. Through every step of the transplant, there's someone on your side.

Your nurse works closely with you and your doctor. This team approach helps you get the covered medical care you need.

Your transplant care is provided through our Institutes of Excellence™ network.\* It includes transplant facilities with high medical standards and a successful record of treatment.

### Rare conditions

Do you have a rare disease that needs extra-special treatment? If so, we pair you with a case manager from the program.

Your case manager helps you:

- Get care at network facilities
- Find your way through the health care system

### Hemophilia treatment

If you have problems with blood clotting, you can visit a hemophilia treatment center. Network facilities help you get the care you need to stay healthy.

### Emergencies out of the country

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 outside the United States, you still get our help.

### Heart surgery for children

You may find that your child needs surgery for heart disease that has been present since birth. Having a sick child can be scary. We're here to help you understand your options.

You also get access to facilities in the Institutes of Excellence Pediatric Congenital Heart Surgery\* network that have:

- High medical standards
- A successful treatment record

### Institutes of Excellence facilities

They're easy to find:

- Use our DocFind® directory. Go to [www.aetna.com](http://www.aetna.com). Look for "Institutes of Excellence/Institutes of Quality."
- Call Aetna Member Services at the number on your ID card. Ask for a paper directory. Or ask for help finding one.

**Your needs for special care come first, with an Aetna health plan.**  
Find out more from your company's benefits office.

\*You and a companion can receive money toward travel or lodging if a participating facility is more than 100 miles from your home. Ask your nurse case manager for details.

**If you require language assistance from an Aetna representative, please call the Member Services number located on your ID card, and you will be connected with the language line if needed; or you may dial direct at 1-888-982-3862. (140 languages are available. You must ask for an interpreter.) TDD 1-800-628-3323 (hearing impaired only).**

**Si requiere la asistencia de un representante de Aetna que hable su idioma, por favor llame al número de Servicios al Miembro que aparece en su tarjeta de identificación y se le comunicará con la línea de idiomas si es necesario; de lo contrario, puede llamar directamente al 1-888-982-3862. (140 idiomas disponibles. Debe pedir un intérprete.) TDD 1-800-628-3323 (sólo para las personas con impedimentos auditivos).**

**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 and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or 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.**

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**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 and/or GR-29/GR-29N.

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