Disease Management Programs
Healthy Outlook Program®

Our Healthy Outlook Program reaches out to Aetna members at risk for certain chronic conditions, including:
- Diabetes
- Asthma
- Chronic heart failure
- Coronary artery disease

The disease management programs offered by Aetna coordinate education, counseling, patient self-care, and physician support to help you manage your condition. By identifying and managing your condition early, you can help avoid complications and improve your quality of life.

Once identified and enrolled in one of our disease management programs, you’ll receive educational materials and, in some cases, individualized case management, with an emphasis on making positive lifestyle changes.

How we identify members
We may identify you for program participation through:
- Our patient management staff or systems.
- Your Aetna Navigator™ personalized self-service member website.
- Your physician or self-referral.
- Our Aetna Integrated Informatics® subsidiary, using medical and pharmacy claims data.

Once identified as eligible and if you choose to participate in the Healthy Outlook Program, you may receive:
- A personalized letter to introduce you to the program.
- A personal health review by a trained health care professional, to determine your health risk factors and educational needs.
- Ongoing telephone access to disease management health care professionals.

If your condition is considered serious or high risk, you may also receive:
- Condition-specific educational materials such as booklets, newsletters or videos, including information about identifying and managing depression as it relates to chronic illness.
- Educational counseling on topics relating to your condition (e.g., symptoms, medication use, diet, exercise).
- Follow-up calls to help you understand and follow your doctor’s plan of care.

*Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. In-network and out-of-network referred benefits are underwritten by: Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc. and/or Aetna Health of Illinois Inc.; and in Arizona and Texas by Aetna Health Inc. Self-referred benefits are underwritten by Aetna Health Insurance Company of New York and/or Corporate Health Insurance Company. For self-funded accounts, benefits coverage is offered by your employer, with administrative services only provided by Aetna Life Insurance Company.

Policy forms issued in Virginia include: GR-67603-5; GR-9; GR-29; GR-27; GR-7; GR-89296; GR-89297; GR-700-W; GR-70-W; GR-96124; GR-96125; HMO/VA NAMEAMEND-1 05/02; HMO/VA GA-1 01/02; HMO/VA Amendment to GA ELR-1 05/02; HMO/VA COC-1 07/99; HMO/VA AMENDURGENT-1 07/01; HMO/VA COC-AMEND-3 07/02; HMO/VA SB-1 10/02; and/or HMO/VA SUPSVSEND-4 01/02.

Policy forms issued in Oklahoma include: HMO/OK COC-4 09/02, HMO/OK GA-3 11/01, GR-23 and/or GR-9.

We want you to know™
We encourage you to work closely with your doctor and remain personally involved in your care.

Working closely with your doctor can help you better manage your condition and help your doctor design a treatment plan that meets your individual needs.

Following are some of the services and features of each program that may be available to you as a participant, based on your condition and needs.

**Caring for Asthma Program**
Education or information on some or all of the following:
- The benefits of performing an environmental assessment
- Identifying and avoiding your asthma triggers
- The importance of quitting smoking
- The importance of taking prescribed medications as directed

**Caring for Chronic Heart Failure Program**
Education or information on some or all of the following:
- The role of limiting salt and fluid in your diet
- The importance of quitting smoking
- The importance of monitoring your vital signs on a daily basis and communicating any changes with your doctor
- The importance of daily weight measurement and your response to any increases in weight
- The importance of taking prescribed medications as directed

Physician alerts inform your doctor about any irregularities in your vital signs.

**Caring for Diabetes Program**
Education or information on some or all of the following:
- The benefits of following a personalized meal and exercise plan recommended by your doctor
- Blood glucose level monitoring and sick-day management
- Finding out and managing your cardiac risk factors
- The importance of taking prescribed medications as directed

**Caring for Coronary Artery Disease Program**
Education or information on some or all of the following:
- Identifying and managing your cardiac risk factors
- The importance of managing your weight
- Identifying and managing other related health conditions you may have
- The importance of stopping smoking
- The benefits of reducing stress
- The importance of monitoring your cholesterol and lipid levels
- Keeping your blood pressure in a target range

Aetna uses LifeMasters Supported SelfCare, Inc., an experienced disease management company, to provide certain services to some participants in these programs.

If you need this material translated into another language, please call Member Services at 1-888-98-AETNA (1-888-982-3862).

Si usted necesita este documento en otro idioma, por favor llame a Servicios al Miembro al 1-888-98-AETNA (1-888-982-3862).

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