Aetna Integrated Health and Disability

Features and Capabilities of Truly Integrated Plans

- **Real-time data integration** to predict medical events and employee disabilities and facilitate coordinated care management within HIPAA guidelines.

- **Combined disability management and patient management expertise** to coordinate services for members, and manage costs and resources.

- **A holistic view of an individual’s situation** to create administrative efficiencies and opportunities for early intervention and physician involvement.

- **Coordinated consistent disability, medical and rehabilitation services** to provide assessments and address each individual’s medical condition and functional requirements at work.
Through real-time data integration, predictive modeling of medical and disability events, and prospective early intervention, Aetna gives members the advantage of the earliest possible clinical support and case management.

In today’s business environment, controlling benefits costs and maximizing employee health and productivity are crucial issues. Aetna can make a difference with our new model for linking medical, short term disability and long term disability plans.

Under our Integrated Health and Disability (IHD) approach, Aetna integrates medical and disability programs two ways:

1. With the employee’s consent, we integrate medical and disability case management to coordinate care. By looking at an employee’s medical needs and ability to work, we can identify opportunities to help an employee prevent a disability altogether, or return to the workplace sooner and avoid an extended disability claim.

2. We integrate medical and disability data through Aetna Integrated Informatics™, our data integration and analysis experts. By analyzing historical claims data, we have developed medical and disability predictive models that identify members at risk for adverse health and disability events. This allows us to implement early intervention programs designed to avoid or lessen disabilities and time away from work.

IHD is our way of doing business, and there is no additional cost for these value-added services.

Linking medical and disability claims information, claims processes and case management offers you several advantages:

- Providing a consistent medical case manager for the employee
- Supporting complete, efficient interactions between your employees and Aetna staff on complex clinical issues
- Assuring seamless coordination of health, disability and behavioral health services, thereby reducing multiple phone calls from Aetna to your employees and benefits staff
- Improving plan administration
- Increasing employee satisfaction
- Integrated data analysis and reports

All disabilities involve medical treatment as a key component of restoring functionality. Aetna is an expert in both health and disability, so we are able to apply a holistic approach to disabilities that focuses on employee health needs.

Aetna is a leading benefits company integrating health and disability data in real time: We have the ability to predict both medical and disability events, and take prospective action, giving us a distinct advantage in being more timely in our interventions.

This means we can offer improvements in productivity and absenteeism by:

- Identifying employees at risk for adverse medical and related disability events within HIPAA guidelines, and helping individuals and their doctors take steps to improve health.
- Coordinating Aetna resources that can offer early intervention services designed to assist employees in their efforts to successfully address these events.
- Assisting you in identifying issues that adversely impact the health and productivity of the work force, and offering solutions to foster increased wellness and productivity.
- Simplifying utilization and improving access to health and disability benefits.
- Helping decrease days out of work.

Ultimately, by integrating health and disability plans with Aetna, you can build a healthier, more productive work force.
A Look at How IHD Works

Employees who have coverage under an Aetna health plan and an Aetna disability plan, as well as a diagnosis that triggers case management, will benefit from this model. IHD coordinates the activities of Aetna’s Medical Case Management program, Aetna Disability, Aetna’s Behavioral Health program services, and Aetna Integrated Informatics (AetInfo), our data integration and analysis experts.

IHD is fully HIPAA-compliant. If Aetna determines that the employee may benefit from integrated case management, the employee will be asked if he or she wishes to have Aetna medical and Aetna disability staff share data and coordinate activities.

When the employee agrees, and signs and returns a Release of Information form (ROI) available online or by mail, the medical and disability staffs can share clinical information and jointly work with the employee to help him or her address medical and disability issues.

Located together, medical and behavioral health case managers act as the clinical consultants to disability claim analysts for the disability event as long as the case remains in case management. Disability analysts make disability claim decisions.

Contact your broker or local Aetna representative today!

Find out more about how we can work together to make a difference in the outcomes of employee illnesses and injuries.

A Case in Point: Mary’s Story

Mary is a 47-year-old in a sedentary office job. She underwent elective surgery for a gastrointestinal condition a few years ago, but continued to have problems.

During this time, she saw her regular doctor and some specialists, and required a number of prescriptions, home health care and special medical supplies. Her frequent short-term hospitalizations triggered our case management process and she was referred to a more formal health care management program.

Another surgical procedure would require Mary to be out of work and, when she inquired about her disability benefits, she learned about Aetna’s integrated approach to health and disability and gave permission to share information. Our disability and health care managers were then able to use data integrated in real-time in Aetna’s common system platform to develop a course of action.

Mary suffered more setbacks following her surgery and she was readmitted to the hospital without being able to contact her disability specialist to update her disability status. However, with combined disability management and patient management services, the disability staff was able to review the information gathered previously by the medical nurse case manager and extend Mary’s disability benefits appropriately. There was no lapse in Mary’s disability certification, and no need for her to re-start the benefits process after discharge from the hospital.

Taking a holistic view of Mary’s situation as she continued to recover, the nurse case manager and disability specialist worked together on a plan to monitor Mary’s progress.

The result: Because Mary’s health and disability benefits were coordinated in a consistent, seamless manner, a valuable connection was created between the two specialists working on her care. Mary did not suffer any interruption in her disability benefits, her physician and employer were not contacted multiple times for information, and she had a high degree of satisfaction with the process. By following her care management plan, Mary was able to avoid further short-term hospitalizations and absences from work.
## The Wellness-Disability Continuum

People experience health along a continuum of care.

<table>
<thead>
<tr>
<th>WELL BEING/INDEPENDENCE</th>
<th>CHRONIC CONDITION</th>
<th>ACUTE OR CATASTROPHIC (illness/injury)</th>
<th>DISABILITY</th>
<th>OUTCOMES</th>
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<tr>
<td><strong>GOALS</strong></td>
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<td>- Keep healthy</td>
<td>- Identify risks &amp; behaviors early</td>
<td>- Effective decision making</td>
<td>- Minimize duration</td>
<td>- Recovery</td>
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<td>- Avoid migration to unhealthy condition</td>
<td>- Target interventions</td>
<td>- Provider, case manager, patient interaction</td>
<td>- Support return to health</td>
<td>- Residual function</td>
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<td>- Manage condition</td>
<td>- Appropriate treatment</td>
<td>- Facilitate return to work</td>
<td>- Chronic condition</td>
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<td></td>
<td>- Avoid migration to acute condition or disability</td>
<td>- Avoid migration to disability</td>
<td>- Avoid migration to permanent disability</td>
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<td><strong>TOOLS &amp; STRATEGIES</strong></td>
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<td>- Aetna Long Term Disability</td>
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<td>- Case management</td>
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<td>- Coverage bulletins</td>
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### Data Integration, Reporting and Analysis

Disability stems from health deterioration/health needs. A consumer-oriented philosophy of medical care offers the opportunity to integrate care, including disability.

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