

Aetna One® Advocate

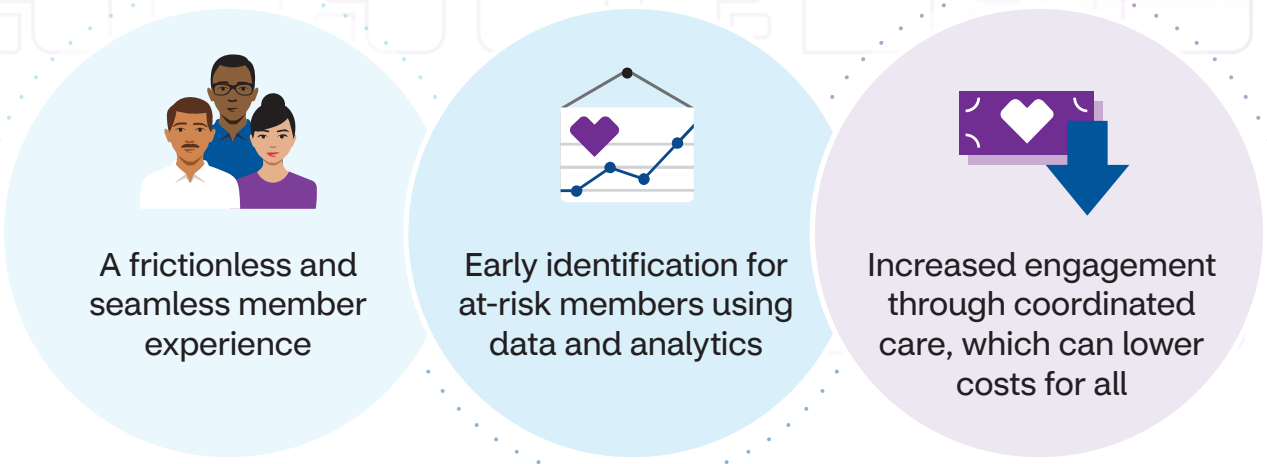
Resetting health expectations to drive better health for your employees and lower costs

Providing a more connected, convenient and personalized path to health

Whether your employees need extra support after an accident, or longer-term support for conditions like diabetes, **count on us to help — every step of the way.**

Our integrated clinical and member advocacy solutions deliver a care experience that is so personalized, simple and complete that it doesn't even feel like health coverage.

Our proactive outreach approach allows us to personally guide members to deliver:



HERE'S HOW IT WORKS

With our combined Aetna® and CVS Health® assets, we harness the power of our integrated data to unlock critical health information, and that can lead to an earlier diagnosis. Plus, we equip members with the support and resources they need to confidently handle any health event.

- Early identification**
Our algorithms identify members at risk for acute and chronic conditions, up to 100 days earlier than other programs.*
- Proactive outreach**
Real-time data with a dedicated analytics team predicts when members need clinical support, routine care and health interventions. And we can easily communicate with them through email, text or phone.
- Personalized care plan**
Our clinicians work with the integrated advocacy teams to develop a care plan that's right for each unique member.
- Member service advocates**
Dedicated advocates collaborate with the entire team, ensuring continuity of care and supporting members to resolution.
- Care whenever and wherever members need it 24-Hour Nurse Line***
Registered nurses will point you in the right direction to find providers and care. And you can call anytime — day or night — at no extra cost.

Simplify the health care member experience

Our fully integrated service and clinical teams include nurses, dietitians, social workers, pharmacists and behavioral health professionals. This reduces the need for transfers and keeps members engaged over the long term.

25%

decrease in unnecessary ER visits*

6/10

members were proactively reached out to in 2024*

57.9%

adherence to behavioral health medications*

Combat rising health care costs

Proactive outreach leads to increased member engagement, while controlling costs for you and your employees.

\$455

OR

\$44~

savings per year for a family of four (\$9.47 per member per month)*

per employee per month savings for clients*

98%

of high-cost claimants engaged*

2:1

ROI guaranteed*

TOP EMPLOYEE BENEFITS

Proactive health planning and preventive care reminders

Access to the right expert care at the right time

Clear explanation of benefits and help with claims

Single point of contact for a simple experience



Thank you doesn't really suffice. You truly care and worked so hard to help us."

- Aetna One® Advocate member with a child facing health challenges

Improve health care outcomes

Advanced algorithms and stratification identify impactable members for outreach. This goes beyond managing high-cost claimants to include members with rising risk profiles.

17x

faster identification of members with breast cancer*

15%

improvement in members with well-controlled diabetes (A1C level <7)*



Contact your Aetna® rep to learn more. They'll explain why this may be just the right solution for you and your employees.

*FOR ALL STATISTICS SOURCE: Aetna One Advocate Book of Business results.

*FOR 100 DAYS EARLIER SOURCE: Aetna One Advocate in-depth client studies; 1/1/20 through 12/31/2024.

*FOR 24-HOUR NURSE LINE NOTE: While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line and care management nurses can provide information on a variety of health topics.

*FOR \$455/\$44 SAVINGS NOTE: Aetna One Advocate in-depth client study includes clients who started with Aetna One Advocate from 2018 to 2022 and compared to similar self-insured customers. Estimated costs are not available in all markets or for all services. We provide an estimate for the amount you would owe for a particular service based on your plan at that very point in time. It is not a guarantee. Actual costs may differ from an estimate for various reasons including claims processing times for other services, providers joining or leaving our network or changes to your plan. Health maintenance organization (HMO) members can only get estimated costs for doctor and outpatient facility services.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). Aetna® is part of the CVS Health® family of companies.

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