

A step above

Aetna One[®] Flex care management



Better health, better cost management

Our care management model takes a holistic approach to physical and emotional well-being. There's 1:1 support for acute and comorbid chronic condition care through a single nurse. Our robust analytics identify at-risk employees, helping you better manage your population's health and costs.

Aetna Advice[™] personalized behavior change campaigns provide targeted messages to members. The result? An integrated experience with deep health insights and an expanded care team, for a total population solution.

Three core strengths of care



Heart

Personalized outreach — Connected data create insights for a more personal touch, giving employees more reasons to engage and take the right health actions. Features single-nurse care for the family for acute and comorbid chronic condition support.



Home

Local support — You can reach more employees in more ways, at more times, than ever before. Features MinuteClinic[®], CVS[®] HealthHUB[™] and CVS Pharmacy[®] staff member support.



Whole

Digital tools — A simpler, more connected approach delivers a better experience, focusing on whole health. Features the Aetna HealthSM app, text and emails.

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Simply put, our solution provides a higher clinical touch. Expect even greater engagement and behavior change. Plus, expanded staff means a higher level of service for your employees.

What's included

- ✓ Single nurse for the family — 1:1 support for acute care and comorbid chronic condition management
- ✓ Dietitian, pharmacist and transgender and gender-diverse advocate
- ✓ Aetna® Healing Better™ full program and care team support
- ✓ Readmission prevention visits at MinuteClinic® at select CVS Pharmacy® and Target® locations
- ✓ CVS Pharmacy staff member support
- ✓ Personalized nurse communication
- ✓ 24-Hour Nurse Line*
- ✓ Texting capabilities
- ✓ Expanded interdisciplinary care team that is trained in gender diversity, suicide prevention and cultural sensitivity



3.4

conversations
per engaged member¹



93%

of members reached
engaged in a clinical conversation¹

Need more info about Aetna One Flex care management?
Just ask your Aetna® representative.

*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line can provide information on a variety of health topics.

¹Average number of conversations and average length of call per engaged member in Aetna In Touch CareSM Solutions (most similar model to Aetna One® Flex) in 2018.

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