



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 one-on-one support for acute and chronic condition care through a single nurse. And our transgender advocates support all necessary procedures and services.

And our Aetna Advice™ program uses advanced artificial intelligence (AI), exclusive member data and progressive analytics. Working together, they create a predictive, custom engagement. Our clinical data comes from an analysis of social determinants of health to help close equity gaps in care. All of which leads to better health outcomes and lower medical costs.

Three core strengths



Caring 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 chronic condition support.



Connected Digital tools

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



Closer to 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.

Aetna One® Flex care management

Simply put, our solution provides a higher clinical touch with greater engagement, expanded staff and monetary reward incentives that encourage members to make better health decisions.*

What's included

- ✓ One-on-one support for clinical concerns both acute and chronic conditions
- ✓ Your employees will receive a behavioral health assessment and medication review
- ✓ Personalized care plan and information specific to your health needs
- ✓ Aetna® Healing Better™ full program and care team support
- ✓ Referral to other programs (internal and external)
- ✓ Readmission prevention visits at MinuteClinic® at select CVS Pharmacy® and Target® locations
- ✓ Pharmacist Panel,** which boosts member reach through in-store and telephonic communication
- ✓ Personalized nurse communication
- ✓ 24-Hour Nurse Line***
- ✓ Aetna Compassionate CareSM program
- ✓ Digital coaching and well-being tools
- ✓ Expanded interdisciplinary care team that is trained in gender diversity, suicide prevention and cultural sensitivity. Dietitian, pharmacist and transgender advocate support



93%

of members reached
engaged in a clinical conversation¹



2.5:1

return on investment²

Need more info about Aetna One Flex care management?

Just ask your Aetna® representative.

*Incentive reward program is an additional buy-up option.

**The Pharmacist Panel is available to self-insured customers who purchase the new Aetna One® Care Management portfolio with MedQuery® to ensure targeting inclusive of pharmacy claims. A similar product already exists for most fully insured plan sponsors. Existing plan sponsors on the Aetna One Care Management model will automatically receive this benefit as of January 1, 2022, if they also have MedQuery.

***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.

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

² Customer savings can vary based on a number of factors (e.g., number of members, demographics, pharmacy integration). Although not guaranteed, many customers achieve a 2.5:1 return on investment (ROI).

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