



Aetna Concierge

If you're an Aetna medical member, think of the Aetna concierge service as your personal health care assistant.

If you've ever needed help with your health plan but didn't know where to go, your Aetna concierge can assist in finding the answers you need to make informed decisions about your healthcare.

A concierge can help you:

- Answer questions about a diagnosis
- Select a doctor
- Learn about your coverage
- Plan for an upcoming treatment and much more

Check out the [Aetna Concierge flyer \(/media/2106/aetna_concierge_flyer.pdf\)](/media/2106/aetna_concierge_flyer.pdf).

Get help with your health care budget

Do you need help planning and budgeting for a health care expense? Your concierge can show you how to estimate your costs before you make an appointment.

Find out what it costs to see a network doctor versus an out-of-network doctor. Or learn the difference between inpatient and outpatient care. Knowing these differences can help you better manage health care expenses.

Learn about Aetna's online tools

It's simple to take advantage of our online tools. Never used these before? Not sure how they work? A concierge will walk you through tools to:

- Find doctors
- Estimate care and track health care expenses
- Learn more about medical conditions
- Make payments to your health care providers

Best of all — it's at no extra cost to you

Our concierges make it easy to learn about and use your plan. They are here for you every step of the way. They will even help you book health care appointments, making it a worry-free process.

So, if you need help, call the number on the back of your ID card, or log in to your [secure member website](https://member.aetna.com/appConfig/login/login.fcc?TYPE=33554433&REALMOID=06-36d8cb4d-4ac1-44c7-b12d-a80fba4b718e&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=-SM-jRs63Nsa3LIO0w8DBRJePrGDb%2fSrW4ICcEp3BCF2N5CYudNJWAZ6IAjtTBQZYxKV&TARGET=-SM-HTTPS%3a%2f%2fmember%2eaetna%2ecom%2fMbrLanding%2fRoutingServlet%3fcreateSession%3dtrue) (<https://member.aetna.com/appConfig/login/login.fcc?TYPE=33554433&REALMOID=06-36d8cb4d-4ac1-44c7-b12d-a80fba4b718e&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=-SM-jRs63Nsa3LIO0w8DBRJePrGDb%2fSrW4ICcEp3BCF2N5CYudNJWAZ6IAjtTBQZYxKV&TARGET=-SM-HTTPS%3a%2f%2fmember%2eaetna%2ecom%2fMbrLanding%2fRoutingServlet%3fcreateSession%3dtrue>)

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