

## Care Management

[0:07]

**Jayne:**

Hmm, I'm really stuck on this one. Fourteen letters.

[0:11]

**Lois:**

What's the clue?

[0:13]

**Jayne:**

"Problem-solving process that helps you live a healthier life." That could be anything!

[0:18]

**Lois:**

Oh, that's easy.

C-A-R-E-M-A-N-A-G-E-M-E-N-T. Care management.

[0:29]

**Jayne:**

That fits, but how did you know that?

[0:32]

**Lois:**

Because that's exactly what my Aetna Better Health plan gives me. A Care Management program with my very own care manager who coordinates all my health services for me.

[0:42]

**Jayne:**

I'm on Aetna Better Health, too, but I don't have a care manager.

[0:45]

**Lois:**

Yes you do. You just didn't know it. Everyone with Aetna Better Health of Ohio gets a care manager as part of their plan.

[0:51]

**Jayne:**

What does a care manager do? Does it cost extra?

[0:55]

**Lois:**

Not a penny, Jayne. Your care manager meets with you, either on the phone or in person...and works with you, and your doctors, and all your other providers to make sure you get the right care and services.

[1:06]

**Jayne:**

They'll sort it all out for me? I had no clue!

[1:10]

**Lois:**

Yep! The goal is to build a care plan just for you, using all of the resources at your disposal, to help you live a healthier life.

[1:17]

**Jayne:**

Wow. Is this just like a one-time thing, setting up your care plan, or do they help you on-going?

[1:23]

**Lois:**

Absolutely! A care manager can help guide you if...

...you're going to the emergency room a lot...

...or you're having trouble getting tests or supplies your doctor ordered for you...

...or your doctor wants you to see a specialist but you don't know what to do...

...or you need services to help you at home with longterm support.

And if your doctor just told you that you have a disease, like diabetes or congestive heart failure or something like that, your care manager will even help you get more information about it and the different kinds of treatment available.

[1:52]

**Jayne:**

My goodness, Lois. That's a lot of help. And I could certainly use it to figure out a few things going on with my prescriptions and whatnot. But I don't know who my Care Manager is.

[2:02]

**Lois:**

Easiest thing in the world to find out! Just call the 24-hour Care Management line and ask. Oh, and be sure to ask for a special Care Manager fridge magnet! You can write your Care Manager's name on it and stick it on your fridge or stove so you won't forget.

[2:14]

**Jayne:**

Well I'm going to call them right away. Just as soon as you help me finish this puzzle.

[2:19]

**Lois:**

Sounds good. We can help each other solve the crossword, and Aetna Better Health will help you solve your care plan.