

Caring for yourself in a virtual world

Medicare members are increasingly taking advantage of remote and digital tools to receive care. Here are some of the virtual offerings available to MA members and tips on how to take advantage of them.



Telehealth and virtual health options

The most common form of telehealth is meeting with your provider virtually, by phone or in a video chat. In 2021, Aetna's MA members will continue to be able to access their primary care physicians or urgent care using telehealth.



According to a recent poll by Morning Consult, **more than half** of the older adults surveyed said they're comfortable using telehealth.



Among these, **91%** said they had a favorable experience,



with **78%** planning to use telehealth again.¹

If you're thinking about using virtual care, here are a couple of tips to keep in mind:



The Aetna Medicare website provides more information. Visit **AetnaMedicare.com** to learn more about your options.



If you're a member and unsure about your options, just call the phone number on your member ID card.



If you're concerned about privacy, ask your provider if the virtual care offering is secure and private.



Resources For Living® program (RFL)

Resources For Living is available to all Aetna® Medicare Advantage plan members and their caregivers. With Resources For Living, caring consultants provide personal support for your health journey by helping you find local resources and services. Calls are at no cost to you. You just pay for any services you want to use.

Members can call Resources For Living to get help with:



Grocery delivery, transportation and other services



Housekeeping, home maintenance and yard care



Managing stress and anxiety, spending time at home, and self-care resources



It's easy to use. Just call Resources For Living at **1-866-370-4842 (TTY: 711)**. You can talk with someone Monday through Friday, 8 AM to 6 PM in your local time zone.

1. Fierce Healthcare. "Poll: Medicare Advantage Members are taking to telehealth." May 27, 2020. Available at: <https://www.fiercehealthcare.com/payer/poll-shows-ma-seniors-who-use-telehealth-are-excited-to-use-service-again>. Accessed August 28, 2020.



Ask a nurse 24/7

Another option for all Aetna Medicare members is the Nurse Hotline.

Registered nurses are available around the clock to help members:



Decide whether to see their doctors or get urgent care



Understand symptoms



Manage chronic conditions



Learn about treatment options and medical procedures



When you call **1-800-556-1555 (TTY: 711)** anytime, a nurse will ask for your medical history. Then they can help, whether it's with managing a chronic condition or promoting a healthy lifestyle.



SilverSneakers® fitness benefit

Exercise can improve not only your physical health, but also your mental and emotional well-being. SilverSneakers connects Aetna's MA members to programs at local gyms. It also offers a variety of virtual exercise classes, like high-intensity dance workouts, yoga and even a "Sit and Get Fit" class. The program offers live classes that can be accessed from home on your phone, tablet, PC or even through Facebook.

We don't yet know exactly how COVID-19 will affect telemedicine and virtual care offerings. Or whether they'll be permanent fixtures of health plans. But we do know they're here for now and they offer an easy and convenient way for older adults to access health care.

Learn more at [AetnaMedicare.com](https://aetna.com)

207-650-6695 (TTY: 711)

8:00 AM - 8:00 PM ET, 7 days a week

A licensed sales agent will answer your call.

<https://aetna.com/CynthiaCogswell>

Plan features and availability may vary by service area.

