

Because we care

Enroll in Care Management

We encourage you to enroll in the Care Management program. It is a covered benefit for you as an Aetna Better Health® of New Jersey member. Call Member Services at 1-855-232-3596 (TTY 711) and ask for the Care Management team.



Our team will call you



IHS

Initial Health Screening

Review your past health & present health



Do you have special health care needs?

If the answer is "Yes"



CNA

Comprehensive Needs Assessment

Discuss the details about your special needs



IHCP

Individual Health Care Plan

Create a plan that is just for you



Your plan. Your care.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ENGLISH: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

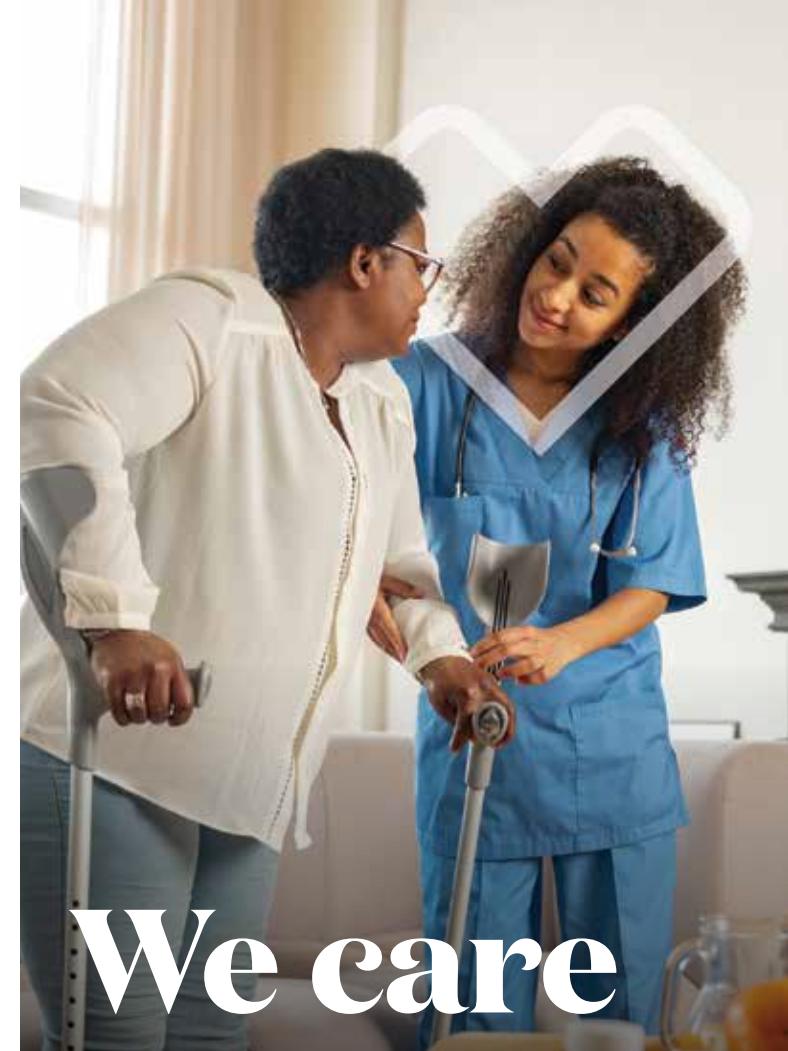
SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的ID卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。



Aetna Better Health® of New Jersey

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We care

Integrated Care Management

Specialized support for medical, emotional and social services

[AetnaBetterHealth.com/NewJersey](https://www.aetna.com/BetterHealth/NewJersey)



Aetna Better Health® of New Jersey

Benefits of enrolling in Integrated Care Management

For the times you need extra care, we have the team to help. Our Care Management nurse team specializes in offering support that includes:

- Medical support
- Emotional support
- Social services support



Your Care Plan

Our nurses will talk with you about your health concerns and goals. By listening to you, they create a personalized plan to help you. Our nurses will understand your medical condition and will help guide you to ongoing medical care and assistance.

Your care plan is made just for you, because we care. Call our nurse team today to learn about the support you need.

Medical Support

- Referrals for special care facilities
- Assistance with going home from the hospital
- Education and tips for managing your diagnosis
- Education on living with a chronic condition
- Assistance in obtaining Medical Equipment
- Help with understanding medications
- Follow up with your provider
- Referrals for in-home visits for health checks and therapy

Contact Us

Care Management is part of your benefits and can help you get the health care services you need. You can opt in or out of Care Management at any time.

For assistance, call Member Services at **1-855-232-3596 (TTY 711)** and ask for the Care Management team. Our hours are Monday–Friday, 8 AM–5 PM.

Social Support

Connect you with local agencies for help with:

- Food
- Housing
- Child services
- Rides
- Utilities

Connect you with support groups to:

- Learn about your medical condition
- Learn how to help your loved one
- Meet people with similar concerns

Emotional Support

- Coordinate transportation for doctor visits
- Provide after-hours support for crisis situations
- Offer behavioral and mental health referrals
- Arrange for services for children and adults with special health care needs

Enroll for Support

As an Aetna Better Health® member, Care Management is a covered benefit at no additional cost.

Language Support

Translation and interpretation are available at no charge. Simply ask for assistance.