Informed Health® Line

A 24-hour information line for your health questions

Talk to a registered nurse anytime

With the Informed Health Line, you can speak to a registered nurse about health issues that are on your mind — whenever you need to.*

- It's toll-free.
- You can call as many times as you need, at no extra cost.
- Your covered family members can use it, too.

Here's the number: **1-800-556-1555 (TTY: 711)**.

Save your time and money

You can turn to the Informed Health Line for helpful health information — instead of a long wait at the emergency room (ER). That can be a money-saver.

Plus, you'll be able to make smarter health decisions because you'll have good information. Only a phone call or click away.

*While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

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www.aetnastudenthealth.com

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Like health information online?

Then check out the Informed Health Line page on your secure member website.

You can:

- Send us an email
- Use our symptom checker
- Research treatment options, medicine and more

It explains things in terms that are easy to understand. And it's easy to get to. Once you're a member, just log in at **www.aetnastudenthealth.com**.

More reasons to call or click

You can:

- Get information on a range of health topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor

If you like videos, we can even send you a link to one that fits your health interest.

Callers get the information they need

We asked our members what they liked about Informed Health Line.[1] Here's what they said:

- 96 percent said it was an important part of their health plan benefits.
- About 93 percent said it helped them better manage their health.
- 90 percent agreed the nurses gave them information they wouldn't have known.
- 93 percent felt the nurse was able to answer their questions or refer them to an appropriate source for an answer.

Two ways to get health information fast

1. Call a registered nurse at **1-800-556-1555**.
2. Visit your secure member website at **www.aetnastudenthealth.com**.

Health information anytime.
Call **1-800-556-1555 (TTY: 711)**.

[1]Informed Health Line member satisfaction survey. Prepared by Aetna Market Insights, October 2015.

Fully insured student health insurance plans are underwritten by Aetna Life Insurance Company (Aetna). Self-insured plans are funded by the applicable school, with claims administration services provided by Aetna Life Insurance Company. Aetna Student Health is the brand name for products and services provided by Aetna Life Insurance Company and its applicable affiliated companies (Aetna).
This material is for information only. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health benefits and health insurance plans contain exclusions and limitations. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna Student Health plans, refer to **www.aetnastudenthealth.com**.

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