

Transcript: What an Aetna® Nurse Case Manager can do for you

We are here to put the puzzle pieces together. The nurse case managers are a critically important component of what we do at Aetna®. You know they are the frontline. They are the face of Aetna for our Medicare members teaching them how to take care of their health. And helping them to manage costs while providing high quality, empathetic care. That's what we're here for, and that's what we do every single day.

With my first call with a member. I try and really find out where a member is, what they're dealing with, with their health, what they're insight of their disease process is.

We also provided resources for the caregiver because if they have caregiver burnout, then they can't be good for the member.

We do medication review, we look for where there may be gaps, like, do they, have transportation to get to their doctor's office, are they able to get their medications? Can they afford them? Do they need a referral to social work? And then we just ask a lot of questions. And we can offer resources and education to just help them make their health a little better.

We have to understand their culture barriers, their religious barriers and let them understand that we are here to be respectful on that as well and being able to adapt to their life, so they can advocate for themselves and make the best decisions for their health care.

We will work with their providers and work together to make this a seamless, easy process. At the end of the day, that's what healthier happens together means to me. It's a community. It is all hands-on deck to support members in whatever way they need.