



Caring

Resources For Living[®] program

Resources For Living is a unique, exciting program exclusively for your Aetna MA/MAPD clients and their caregivers.

What are the benefits of this program?

It's a complimentary research and referral service that connects Aetna members and caregivers with local resources, services and activities that can help meet their needs. The program offers:

- Personalized research on a variety of topics like senior housing, adult day care, meal subsidies, community activities and more
- Referrals, resources and educational materials
- Help finding caregiver support options, household services and assistance for emergency needs

Who can participate?

Resources For Living is available to all MA/MAPD members and their caregivers starting January 1, 2018.

Three things to know:

- There's no cost to call.
- The program offers unbiased information — we don't have financial relationships with companies we refer to.
- Members just have to schedule, and pay for, any services they decide to use.

Why would someone use Resources For Living when they can research topics on their own?

- **To save time.** While your clients can certainly conduct research on their own, our experienced consultants can help save time by researching on their behalf.
- **To get a more complete view of options.** Our consultants know what questions to ask service providers to help differentiate their services from others' services. This can help give your clients a more complete view of their options.
- **For help during emergencies or unexpected events.** Your clients may want to use this service during stressful or emergency situations when they need help quickly but don't have the ability or time to research on their own.



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What authorization do caregivers need to call on a beneficiary's behalf?

None. Anyone can call — the member, a spouse, child, grandchild, sibling or friend. Or you can call as their agent. We'll help the person who calls find community resources. They don't need to have a power of attorney or a third-party authorization. None of that is required to call.

What does it cost?

There's no cost to call and any research we do is free. We may refer members to free services or programs, but some services may have costs. If we refer a member to a service that has a fee — like a handyman or a house sitter — the member will have to pay that cost if they decide to use the service.

How can you reach Resources For Living?

There will be a dedicated phone number for Resources For Living starting January 1, 2018. As another option, members can call Member Services and ask to be transferred to Resources For Living.

What can members and caregivers expect?

1. First, consultants will spend time, as much time as needed, listening to the member's needs and asking questions for clarification.
2. Then, they'll make suggestions on how best to address those needs.
3. At end of the call, consultants will recap the needs discussed, set expectations on what they will research and offer a time frame for following up. (In some cases, such as for urgent needs, representatives will research the need during that first call, provide referrals and coach the member on next steps.)
4. Consultants will then call back at the designated time with their findings. They will simply provide information — in other words, they won't schedule appointments or enroll members in any programs or services. And then the member/caregiver can decide if they want to take action on the information.
5. We'll check in with the caller a few weeks later to see if additional help is needed.
6. Of course, members and caregivers are welcome to call back at any time for further assistance.

How can members learn more?

Members will receive more information about this program during 2018.

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