

A photograph of an older couple walking on a sandy beach. The woman has long, wavy grey hair and is wearing a blue and white striped shirt. The man has short grey hair, is wearing a grey cap and a grey jacket over a blue shirt. They are both smiling and looking towards the right. In the background, there are mountains and a clear sky.

Resources For Living[®] program

A unique feature exclusively for your Aetna non-DSNP MA/MAPD clients

The Resources For Living program helps connect members and their loved ones to resources in their community.

How can your clients use it?

With one phone call, members can get help finding local services and programs, beyond what's covered by plan benefits, to help manage daily needs. Resources For Living consultants can help do personalized research on a wide range of topics. For example, they can:

- Explore senior housing, adult day care and home-delivered meal options
- Research caregiver support options
- Look up community transportation to get your clients where they need to go
- Gather a list of activities at the local senior center
- Find assistance for emergency needs

Who can participate?

Resources For Living is available to all non-DSNP MA/MAPD members and their loved ones.

What does it cost?

There's no cost to call and speak with Resources For Living consultants. If members choose to use services that have associated costs, they'll need to pay those expenses. For example, if they need housecleaning help, they'll need to pay those costs.

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 will need 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 their competitors. 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.

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

None. Anyone can call Resources For Living® — the member, a spouse, child, grandchild, sibling or friend. Or you can call as their agent. We'll help the caller find community resources. The caller doesn't need to have a power of attorney or a third-party authorization. None of that is required to call.

What can members and their loved ones expect?

1. First, Resources For Living consultants will spend as much time as needed listening to the member's needs and asking questions for clarification.
2. Then, consultants will make suggestions on how best to address those needs.
3. At the end of the call, consultants will recap the needs discussed, set expectations on what they will research and offer a timeframe for following up. (In some cases, such as for urgent needs, consultants 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. Then the member or their loved ones can decide if they want to take action on the information.
5. If a member needs further assistance, they and their loved ones are welcome to call back at any time.

How can members reach Resources For Living?

Members can call Resources For Living at **866-370-4842 (TTY: 711)**, Monday through Friday, 8 AM – 5 PM, for all continental U.S. time zones.

Or they can call Member Services using the number on their member ID card and then ask to be transferred to Resources For Living.

Find out more about the Resources For Living program.

Scan the QR code with your smartphone camera and tap the banner that appears.



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Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

Aetna Medicare is an HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. Resources For Living is not available for members with Aetna Part D (prescription only) plans, Dual Eligible Special Needs Plans (D-SNPs) or Medicare Supplement plans.