

## Get Help Managing Your Health Care Costs



### **You'll earn a \$50 credit towards your out-of-pocket expenses when you:**

- Complete or update your Health Assessment on Simple Steps To A Healthier Life®, *and*
- Complete one Online Wellness Program\*

Your reward is earned once you complete an evaluation of your program experience. You'll receive an e-mail 30 days after you complete the program questionnaire, letting you know your evaluation is available. If your spouse is covered under your plan, he/she is also eligible for the same incentive credit. So your family could save \$100 in out-of-pocket expenses each year.

### **Take the first step towards a healthier you!**

Your Health Assessment can help you gain a better understanding of your current health status. Our new Online Wellness Programs help you set and achieve healthy goals, by creating a program that's tailored specifically for you, based on your needs and preferences.

### **Get started today!**

Log on to [Simple Steps To A Healthier Life](#) to access your Health Assessment and Online Wellness Programs.

\*Online wellness programs are brought to you by HealthMedia, Inc.

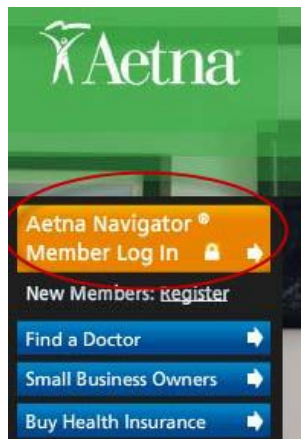
The Health Assessment is used in a variety of ways to support Aetna products and services that help you manage your health. Aetna will use your Health Assessment information in compliance with all applicable state and federal law, including the Health Insurance Portability and Accountability Act (HIPAA) privacy and security rules. For more information, view Aetna's Notice of Privacy Practices, located at the bottom of Aetna's website. Or, call the number on the back of your ID card. ©2010 Aetna Inc.

# Health Assessment/Online Wellness Program completion

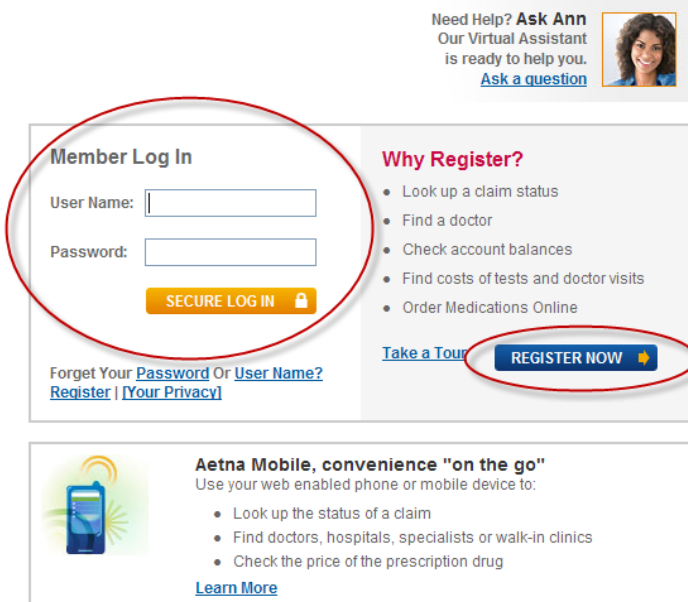
## INSTRUCTIONS

**Important: To earn the incentive, you must complete/update your Health Assessment *and* one Online Wellness Program (OWP). The OWP is marked as complete after you complete the 30-day program evaluation. The 30-day evaluation is the only evaluation that will trigger completion of the OWP.**

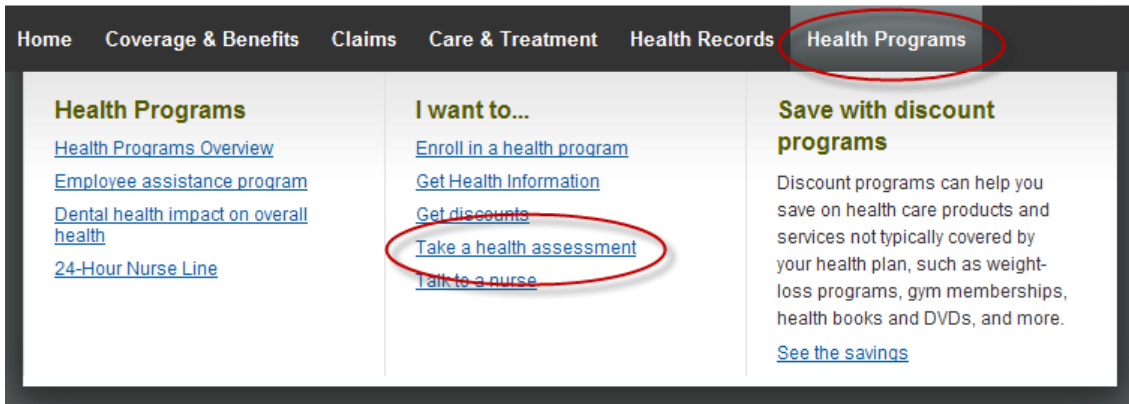
- Go to [www.aetna.com](http://www.aetna.com)
- To access Aetna Navigator<sup>®</sup>, click “Aetna Navigator Member Log In.”



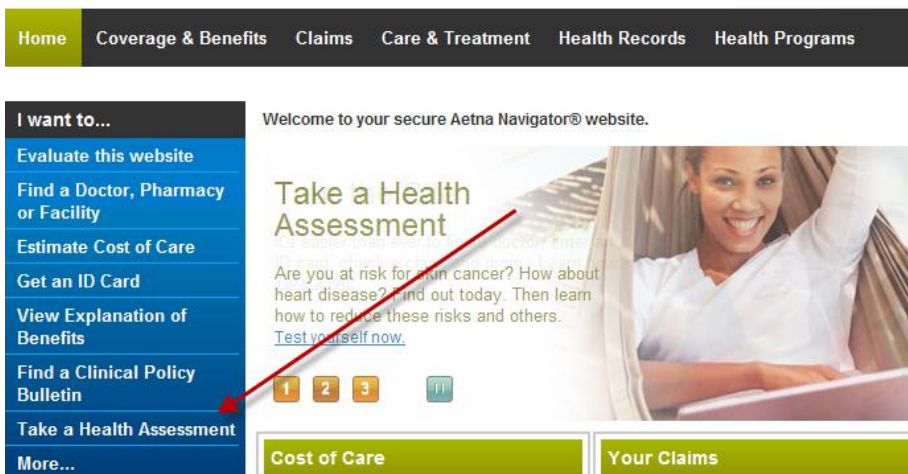
- Log in to Aetna Navigator. If you're a new user, register.



- To access your Health Assessment, hover over the “Health Programs” tab and click on “Take a health assessment” . . .



or click on “Take a Health Assessment” on the left navigation bar.



- If this is your first time accessing your Health Assessment, you will be asked to provide your preferred phone number and email address:

Welcome SARAH

Please provide the following information.

\* Preferred Phone Number:  -  -  Ext:

**Email address**  
Your email address will be used for all communication. You can use your home or work email address. Please be aware that employers can monitor your work email communications.

Enter your email address:

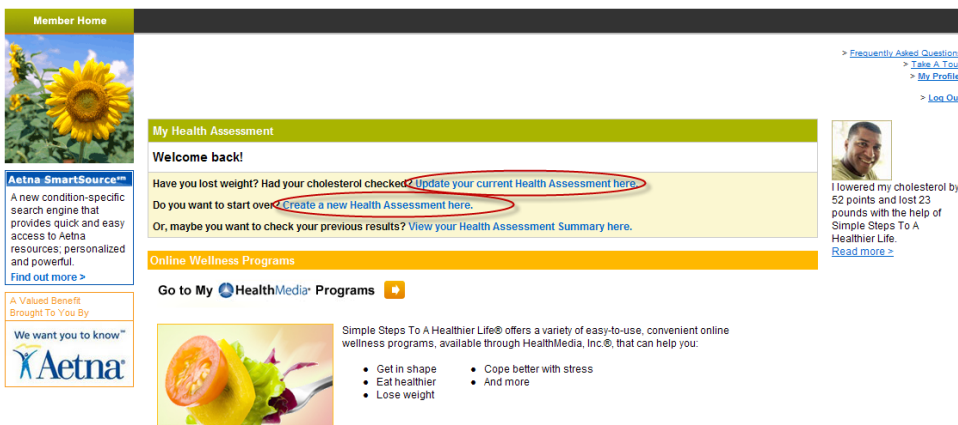
**Email Notification**  
We use email to notify you of health alerts and reminders, benefit information and messages to help you manage your health and benefits. **IMPORTANT:** Please be advised that email notifications about urgent alerts cannot be suppressed.

Simple Steps To A Healthier Life. I would like to receive information from Simple Steps To A Healthier Life that can help me stay on track to reach my health goals.

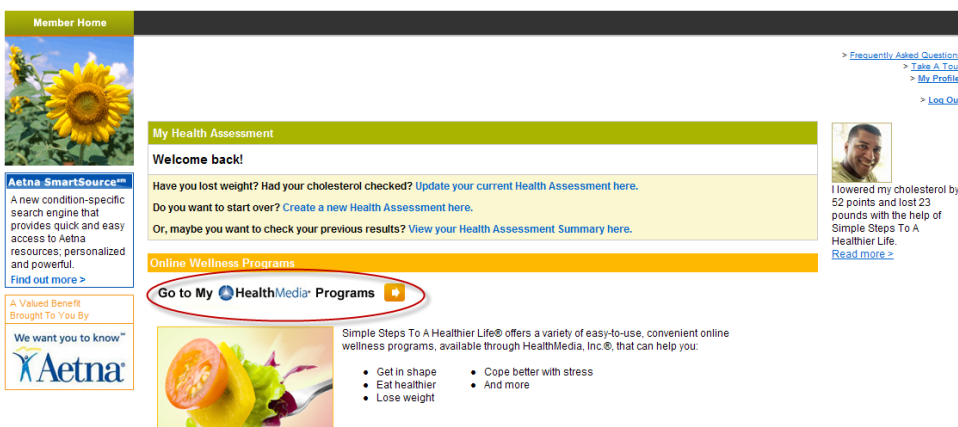
\* required field

After clicking “Submit,” you will be taken to the first page of your Health Assessment.

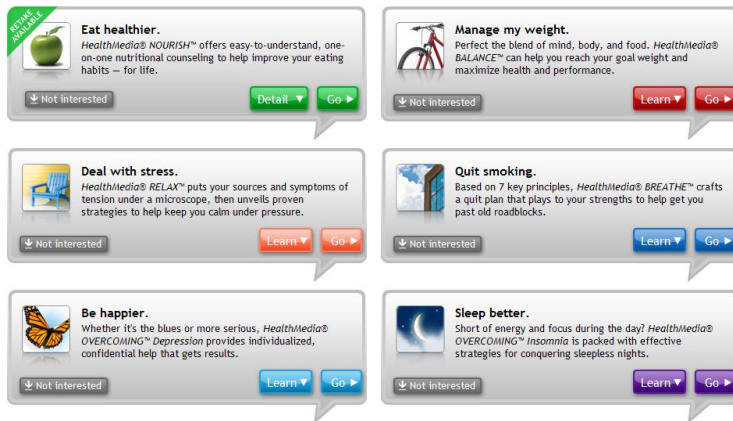
- If you have accessed your Health Assessment previously, you can update your Health Assessment or complete a new one by clicking the applicable link.



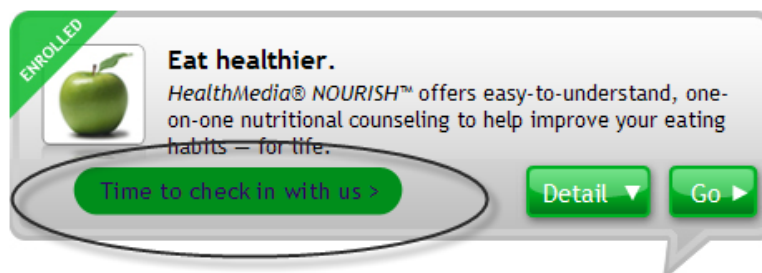
- Upon completion of the Health Assessment, click “Go to My HealthMedia Programs.”



- Choose from six Online Wellness Programs. The programs are:
  - Balance™ (weight management/physical activity)
  - Nourish™ (nutrition/diet)
  - Relax™ (stress management)
  - Breathe™ (smoking cessation)
  - Overcoming™ Insomnia
  - Overcoming™ Depression



- At the beginning of each program, you will be asked to complete a *program questionnaire*. Once completed and you receive your program plan, you are encouraged to use the program tools and resources for the entire “life” of the program. Programs remain available to you for 210 days, at which point the program refreshes and you have the option to retake the program, if you wish.
  - You are invited to complete evaluations 30, 90 and 180 days after the date you started the program to help gauge the impact of the programs over time.
  - **To earn the incentive for online wellness program “completion,”** you must complete at least the 30-day evaluation. This is the only evaluation that will trigger the incentive.
  - 30 days after completing the program questionnaire, you will receive a secure e-mail from Simple Steps To A Healthier Life® ([aetna@healthmedia.com](mailto:aetna@healthmedia.com)) encouraging you to complete the first evaluation (30-day evaluation), available through an embedded link in the e-mail invitation. If you do not return to complete the evaluation, you will be sent a reminder, 7 days later.
  - The 30-day evaluation is also posted within the HealthMedia site under the title "Time to check in with us."



- You have 30 days to complete the evaluation once it is available, in order to receive an incentive for completing the program.

**If you have any questions while using the program, please feel free to use the following resources:**

Customer service resources for members:

- *Technical questions* – If you have any questions related specifically to Simple Steps To A Healthier Life (that is, Health Assessment/Online Wellness Program technical questions, confirmation of completion of incentive actions, etc.), please contact the Simple Steps dedicated customer service area:
  - By calling 1-866-567-9419, Monday through Friday, 7 a.m. - 9 p.m. ET or
  - By clicking on the "Contact Us" link, located on every page within Simple Steps
- *Registration, access, missing link and log-in issues* – Please call the Technical Help Desk:

- By calling 1-800-225-3375, Monday through Friday, 7 a.m. - 9 p.m. ET or
- By clicking on the "Contact Us" link, located on every log-in and registration page
- *Medical questions* – If you have any questions related to information on the Health Assessment, the results it generates or health-related questions on any of the health information accessed through the Simple Steps To A Healthier Life site, please call the Informed Health<sup>®</sup> Line. Our Informed Health Line offers members 24/7 access to registered nurses. You can find the number for the Informed Health Line service on your Aetna ID card or through Aetna Navigator.
- *Other inquiries* – For any other inquiries, such as specific claims/benefits questions, PCP changes, ID cards, etc., please contact Member Services, accessible either through the “Contact Us” link on the personalized features of Aetna Navigator or on your Aetna ID card.