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aetna[®]

CareConnect

A Feature of Your Medical Program



What Is CareConnect?

CareConnect is a free, voluntary and confidential program offered directly through your Aetna Medical Plan.

Johnson & Johnson offers CareConnect to participants to ensure that you have direct access to experienced professionals with a broad range of knowledge and understanding of specific health care issues and situations.

The program helps you manage acute and complex conditions and provides program resources to you if you have questions about a chronic condition. With a significant emphasis on patient education, CareConnect makes you and your family members aware of safety measures before, during and after a hospitalization.

CareConnect offers a customized and integrated approach to each individual's health issues. As you face a complex medical condition, surgery or other serious health care issue, the CareConnect team will look for ways to support you by:

- Coordinating your care and offering support for you and your family during a time when situations may feel unfamiliar or overwhelming.
- Making sure that you are receiving the full scope of coverage and access to resources for your particular condition or treatment.
- Providing education and information on treatment alternatives.



- Knowing and understanding your Medical Plan's coverage so they can suggest the best available course of action through your Medical Plan.
- Working with you, and with your permission, your health care provider, to help you decide which treatment options are best for you and to ensure a seamless and integrated plan of care for you.

Examples of how the CareConnect team can provide support:

- Coordinating a soon-to-be-discharged patient's home health care.
- Assisting a recently diagnosed cancer patient to review chemotherapy and other treatment options.



Who's Eligible for CareConnect?

CareConnect is a voluntary program available to all members enrolled in the Aetna High Deductible HSA, HRA, Separation Medical and HMO Plans.

This includes active employees as well as retirees, LTD participants and COBRA participants and all covered family members who are not Medicare-primary. Participants enrolled in any other Medical Plan are not eligible for CareConnect.

There is no cost to you for participating in the CareConnect program.

How It Works

When CareConnect May Contact You and Your Spouse/Partner

You may be contacted by phone by a CareConnect Registered Nurse or other health care professional, or receive a letter from the CareConnect team, if:

- Your provider submits claims for a particular condition, such as cancer, a serious injury or an organ transplant to Aetna.
- Your provider has contacted Aetna for pre-admission approval or you have been hospitalized.
- Aetna sends you a letter when we notice an opportunity to ensure that you or a covered dependent are receiving care appropriate for your age, gender or health status, such as lab tests that should be performed on a regular basis for a specific condition or preventive care screening tests.

We hope you will take the time to enroll in the program, so you can potentially learn more about your health care status and possible approaches to managing and/or improving your health. The program is voluntary; you do not need to participate, but we encourage you to do so.

About the CareConnect Team

The CareConnect team includes Registered Nurses (generalists as well as oncology and transplant experts) and other health care professionals, all of whom are working in conjunction with a Medical Director. The program's primary nurse approach is designed to ensure that the same nurse will work with you and your covered family members over multiple care episodes when possible. Of course, you and your covered family members always have the option to work with a different nurse if you wish.



CareConnect is intended to supplement the patient-doctor relationship, not replace it.

When You Should Contact CareConnect

You should contact CareConnect when you have questions about your health or the health of a covered family member, including a new diagnosis, suggested treatment, side effects from medication, etc. For example, if:

Your covered partner has a heart attack . . .



Your CareConnect team can:

- Help your partner understand what his heart condition means.
- Review your partner's medical information, with his approval, in order to discuss his health status, what may have led to the heart attack and the steps for recovery that he might discuss with his physician, including recommended medications (with possible side effects) and activities to help regain mobility.
- Supply you with information and support so you understand how you can help and steps you can both take to improve your diet and develop an exercise plan.

You are scheduled for knee replacement surgery . . .



Your CareConnect team can:

- Review what to expect during your admission and after discharge with respect to the use of your knee.
- Discuss safety tips you should be aware of before, during and after hospitalization.
- Make sure that you are set for post-surgical care, including physical therapy and any home health care you might need.



You were recently diagnosed with prostate cancer . . .



Your CareConnect team can:

- Discuss the diagnosis with you and research treatment alternatives for you.
- Talk with your doctor, if you provide permission, to help coordinate your care.
- Provide suggestions about the most appropriate treatment, including what is covered under your Medical Plan, as well as ongoing treatment after surgery.

A Word About Privacy

Aetna is committed to protecting your privacy. Your personal health information will be kept strictly confidential in accordance with appropriate privacy policies and applicable law, including relevant provisions of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). No one at Johnson & Johnson will have access to your personal CareConnect counseling information without your prior written consent.

For More Information

Contact CareConnect by calling **1-877-512-0363** Monday through Friday from 8:00 a.m. to 7:00 p.m. Eastern Time.



Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna). Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See your Summary Plan Description 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. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. 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 plans, refer to www.aetna.com.

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call 1-877-512-0363.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512, 1-800-648-7817, TTY: 711, Fax: 859-425-3379, CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

TTY: 711

For language assistance in your language call 1-877-512-0363 at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al 1-877-512-0363. (Spanish)

欲取得繁體中文語言協助，請撥打1-877-512-0363，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le 1-877-512-0363 sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang 1-877-512-0363 nang walang bayad. (Tagalog) ⁷

Benötigen Sie Hilfe oder Informationen in deutscher Sprache? Rufen Sie uns kostenlos unter der Nummer 1-877-512-0363 an. (German)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني 1-877-512-0363. (Arabic)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo 1-877-512-0363 gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente 1-877-512-0363. (Italian)

日本語で援助をご希望の方は、1-877-512-0363 まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 1-877-512-0363 번으로 전화해 주십시오.
(Korean)

برای راهنمایی به زبان فارسی با شماره 1-877-512-0363 بدون هیچ هزینه ای تماس بگیرید. انگلیسی (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer 1-877-512-0363. (Polish)

Para obter assistência linguística em português ligue para o 1-877-512-0363 gratuitamente.
(Portuguese)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-877-512-0363. (Russian)

Đề được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số 1-877-512-0363. (Vietnamese)