

A man in a blue denim jacket is playing an acoustic guitar. A woman with long brown hair, wearing a grey sweater and an orange and white scarf, is smiling and pointing at the guitar strings. They are outdoors in a grassy field with trees in the background.

On my side

CareConnect

A no-cost program included with your medical plan

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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.

Support for you and your family

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?

CareConnect is available to all members enrolled in the Aetna Premier 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.

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.

How it works

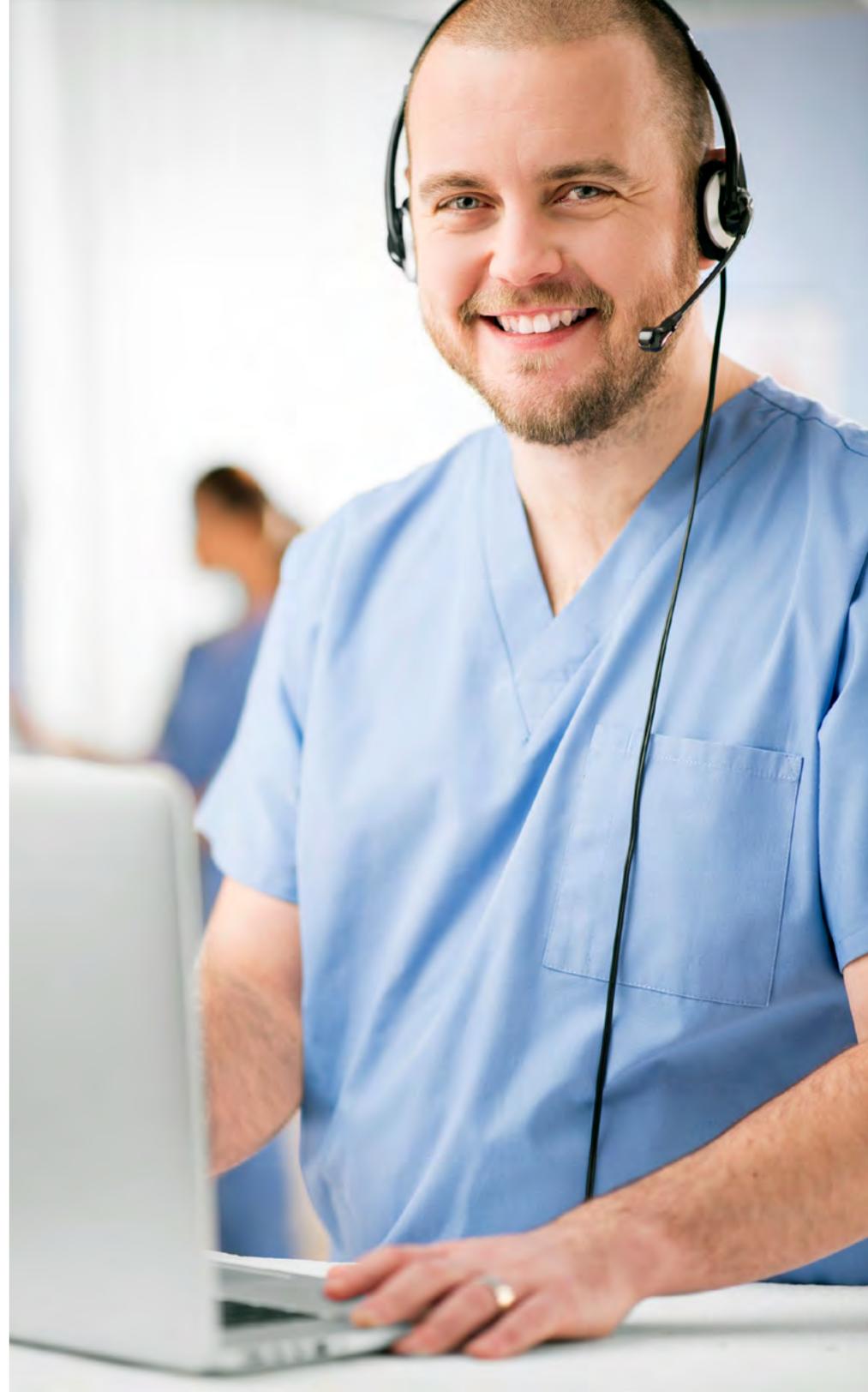
When CareConnect may contact you and your spouse/partner

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 to us for a particular condition, such as cancer, a serious injury or an organ transplant
- Your provider contacts us for pre-admission approval, or you have been hospitalized
- 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.

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

Call CareConnect at **1-877-512-0363** Monday through Friday from 8 a.m. to 7 p.m. ET.

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TTY: 711

To access language services at no cost to you, call 1-877-512-0363.

Para acceder a los servicios de idiomas sin costo, llame al 1-877-512-0363. (Spanish)

如欲使用免費語言服務，請致電 1-877-512-0363 。（Chinese）

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