



By your side.♥

CareConnect
Better together

Peace of mind

Ever wish you had a medical expert in the family? It can really help your peace of mind to talk with someone who knows the ins and outs of the health care system. With CareConnect,* you've got that person.

CareConnect is here for you if you have a chronic or acute condition, or a complex medical situation. It's a free and confidential service included with your medical plan.

CareConnect can help you:

- ✓ Understand a medical condition and treatment choices
- ✓ Get answers to health-related questions and concerns
- ✓ Prepare for a hospital stay or discharge
- ✓ Know more about medications you're taking
- ✓ Take steps to get well, stay well and live healthy

*While only your doctor can diagnose, prescribe or give medical advice, the CareConnect nurses can provide information on a variety of health topics.

One-on-one support for better health

We're here to help you and your family get the best care. We're experts on your Johnson & Johnson medical plan, so we'll also help you make the most of your benefits.

We'll connect you with a nurse or social worker, depending on your situation. And you'll work with that same person each time.

You may hear from us

If you could benefit from CareConnect, we may reach out.



By phone: A CareConnect nurse or other team member may call you.



By letter: You may get a letter in the mail from the CareConnect team.

But you don't have to wait. You can talk to us and get started anytime by calling **1-877-512-0363 (TTY: 711)**, Monday through Friday from 8 AM to 7 PM ET.

CareConnect doesn't replace your

doctor's care. Our services are meant to complement that care.

Always consult with your doctor before making any health care decisions.



When should I use CareConnect?

When the doctor recommends surgery

“ Our child needs knee surgery from a sports injury. How can we prepare for the procedure? What can we do to make things safer at home during recovery? How does the medical plan cover things like physical therapy and home care? ”

When you're dealing with a new diagnosis

“ I've just been diagnosed with cancer, and I'm feeling overwhelmed. I have treatment options to think about. What's best for me, what are the side effects, what will it cost me? And how will my life change? I need some help to cope with it all! ”

When the treatment plan is complicated

“ I'm being treated for depression. My mental health has affected my physical health, so there are a lot of pieces to my treatment plan. I need help to understand it and stay on track. ”

When you have a big decision to make

“ My spouse needs back surgery. Do we have other options? What questions should we ask the doctor? Should we get a second opinion? It's a big step, and we just want to make the right choice. ”

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