

# Caring for Chronic Heart Failure

Aetna Healthy Outlook Program®



## Resources and support to help you live with chronic heart failure

Living with chronic heart failure (CHF) can be difficult, but with Aetna's\* *Caring for Chronic Heart Failure* program, you don't have to fight this disease alone. The warning signs of CHF include shortness of breath, heart palpitations and nausea. Over time, this condition may lead to a heart attack, stroke, even organ failure. When you participate in our CHF program, we can help you acquire the skills and knowledge you can use to help control and reduce your symptoms.

Heart failure begins when your heart can no longer pump as much blood as your body requires. Your heart attempts to compensate for this by trying to pump faster, retaining salt and water (as it attempts to increase the amount of blood in your bloodstream); it can even increase in size. As the heart becomes less efficient at pumping blood, the cycle of compensation begins again, leading to the severe symptoms and long-term complications of chronic heart failure.

Aetna's *Caring for Chronic Heart Failure* program identifies members who have or may be at risk for CHF and offers educational materials on subjects ranging from the importance of diet and lifestyle changes, to the proper uses of the medical equipment and medication that can help control your symptoms. When you understand the underlying factors of your condition, you will be in a better position to prevent and avoid the situations and habits that weaken your heart.

Aetna uses LifeMasters Supported SelfCare, Inc., an experienced disease management company, to provide certain services to some participants in this unique program.

## How We Can Help... Tools To Care for Your Chronic Heart Failure

If you choose to participate in Aetna's *Caring for Chronic Heart Failure* program, you will be asked to take part in an initial screening to determine the severity of your symptoms. The following are some of the benefits that may be available to you as a participant in the program, depending upon your condition and needs:

- A health review to determine your dietary needs
- A subscription to *Living Well* magazine
- Access to a disease management question-and-answer phone line
- Calls with disease management health care professionals to make sure your program remains on track
- Disease-specific counseling, covering some or all of the following:
  - > Importance of daily monitoring of vital signs and communicating with your doctor
  - > Importance of daily weight measurement
  - > Medication compliance
  - > Educational materials on subjects such as weight control, quitting smoking and managing depression, a common side effect of chronic illness

\*"Aetna" is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of the Carolinas Inc., Aetna Health of Illinois Inc., Aetna Health Insurance Company of New York, Corporate Health Insurance Company and/or Aetna Life Insurance Company.

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Depending upon the severity of your symptoms and your employer's plan, you may also receive a blood pressure monitor and weight scale (available when indicated and covered by your plan, subject to plan deductibles or copayments).

When you need up-to-date information about your health plan or want additional information about your condition, you can visit:

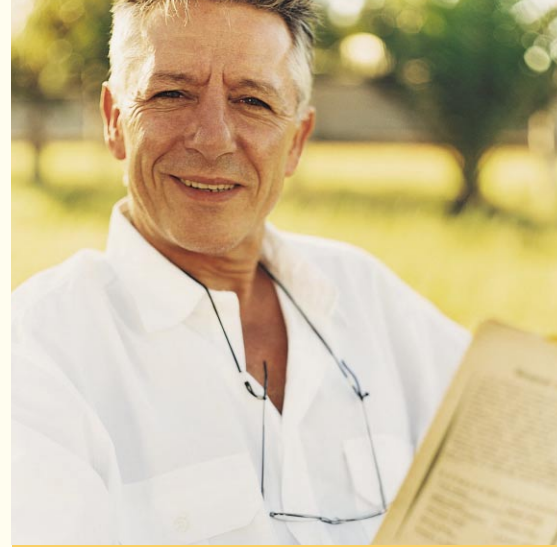
- Our **Aetna Navigator™** member self-service website, which provides you with a *single source* for online health and benefits information.
- Our award-winning and interactive **Aetna IntelliHealth®** consumer website, for credible health, dental and wellness information provided by Harvard Medical School and the University of Pennsylvania School of Dental Medicine.

## Talk to Your Doctor

Communicating with your doctor is essential if you want to successfully manage the treatment of your chronic heart failure.

We encourage you to work closely with your doctor and to remain personally involved in your care. Your doctor can help you make lifestyle and dietary changes. By actively increasing your awareness about your condition, and by taking the needed steps to control it, you can reduce your symptoms and improve the quality of your life.

To assist with this, we may alert your doctor if you show signs or symptoms that your condition is worsening, so that he or she can help you prevent disease-related complications.



**Let Aetna's Caring for Chronic Heart Failure program help you live with Chronic Heart Failure.**

**For more information, talk to your employer or visit our website at: [www.aetna.com](http://www.aetna.com)**

If you need this material translated into another language, please call Member Services at 1-800-323-9930. Si usted necesita este documento en otro idioma, por favor llame a Servicios al Miembro al 1-800-323-9930.

For the Commonwealth of Virginia, one or more of the following policy numbers may apply: GR-67603-5; GR-9; GR-29; GR-27; GR-7; GR-89296; GR-89297; GR-700-W; GR-70-W; GR-96124; GR-96125; HMO/VA COC-1 07/99; CHI/VA SBQNET-1 01/00; HMO/VA SELFREF (10/00); HMO/VA AMEND-URGENT-1 07/01; HMO/VA SUPSVSEND-4 01/02; HMO/VA GA-1 01/02; CHI/VA GP-1 04/02; HMO/VA COC-AMEND-3 07/02; HMO/VA NAMEAMEND-1 05/02; HMO/VA Amendment to GA ELR-1 05/02; HMO/VA SB-1 10/02; CHI/VA INSCF-1-[A-K] (10/01) and/or CHI/VA SBQPOS-1 10/01.

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