



July 2008

Dear Aetna Public Employees Plan Member:

You will soon have access to services from **ActiveHealth**[®] Management to help you get the most from your health care. ActiveHealth's services begin August 1, 2008 and will include the following:

The Personal Health Record (PHR) is an online tool that helps you keep track of your medical information including immunizations, health screenings, and family medical history. The PHR is automatically updated with doctor visits and prescription information from claims, so it's accurate. The PHR resides on a secure Web site that you can access from anywhere. If you wish, you can share medical information with your providers, either by printing out information in an easy-to-read format or by giving your provider permission to access it online.

Informed Care Management is a telephone-based nurse coaching program for members who have diabetes, coronary artery disease or congestive heart failure. If you have one of these conditions, you may be contacted by ActiveHealth to participate in this voluntary program. A nurse health coach is available to discuss your concerns about your condition, answer questions about lab results or medications, and suggest ways to help you reach your health goals. This program is intended to enhance your relationship with your doctor, not replace it.

ActiveHealth Technology compares data from your medical and pharmacy claims with the latest medical information. If a potential medical issue or an opportunity for improved medical care is discovered, you and your provider may receive a letter in the mail, called a "Care Consideration." An example of a care consideration could be notification that you are taking medications that could be harmful when taken together.

Care considerations do not affect your benefits, Aetna will not deny payment for a service or medication based on a care consideration; these letters only suggest that you speak with your physician. ActiveHealth fully complies with all federal and state laws regarding patient information.

We're excited about these new services to help you manage your health. Look for more information in your mailbox from ActiveHealth this coming August.

Sincerely,

Aetna

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 information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. The Personal Health Record ("PHR") should not be used as the sole source of information about the member's medical history.