



**Better together**

**2019 Aetna Medical Plan Resource Guide**  
State of Illinois — Local Government Health Plan (LGHP)







## Plan resources at your fingertips

### **Aetna Concierge:**

Get answers to all of your benefits and claims questions when you call 1-855-339-9731 (TTY: 1-800-628-3323), Monday through Friday, 7 a.m. to 5 p.m. CT.

### **Your member site:**

After you enroll in the medical plan, register at [aetnastateofillinois.com](https://aetnastateofillinois.com). Then log in anytime to confirm who's covered under your plan, check the status of claims and more. You'll also find the following online tools.

- **Use the provider search tool** on [aetnastateofillinois.com](https://aetnastateofillinois.com) to look for network providers, including specialists, walk-in clinics and urgent care centers, and hospitals.
- **Member Payment Estimator\***: Use this tool to get actual costs of procedures and treatments using providers and facilities in your area. You can also compare costs for up to ten doctors or hospitals at a time.
- **Aetna Mobile app**: Use your smartphone to access a modified version of your member website. You can even pull up a digital copy of your Aetna ID card and search for network doctors when you're on the go.



## Enjoy these wellness programs and extras!

### **Informed Health® Line:**

With this 24-hour nurse line, you can speak with a registered nurse about health issues — anytime, day or night. While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics.

### **Simple Steps To A Healthier Life® program:**

Want to leave those unhealthy habits behind for good? Try Simple Steps To A Healthier Life. It's included with your health plan, and you'll learn strategies to manage your weight, deal with stress, quit smoking and more.

### **Aetna In Touch Care<sup>SM</sup> outreach:**

If you have an upcoming hospital stay or a chronic condition, like diabetes, high blood pressure or asthma, an Aetna In Touch Care nurse or consultant can help. Your personal nurse doesn't replace your doctor, but can help you stay on track with your treatment program and help coordinate your care.

### **Aetna discounts:**

As an Aetna member, you can take advantage of members-only savings on vision and hearing care, gym memberships, weight-management programs, natural products and services, vitamins, and much more.



## Talk to a doctor, 24/7

Teladoc® is a service that connects you to board-certified primary care doctors, 24/7. Teladoc doctors can treat many non-emergency medical issues by phone or video chat, including colds, flu, bronchitis, infections and more.

## Get started with Teladoc

Set up your account at [teladoc.com/aetna](https://teladoc.com/aetna) or call 1-855-835-2362. When you need a consult, log in to the site or call the toll-free number.

Download the free Teladoc app from the App Store® or Google Play™.\*\*

\*Estimated costs not available in all markets or for all procedures. Actual costs may differ for a number of reasons, including if additional or different services are performed by the doctor or facility at the time of your visit and/or if additional claims/member payments are processed before the actual claim for the estimated service is received.

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TTY: 711

To access language services at no cost to you, call 1-855-339-9731.

Para acceder a los servicios de idiomas sin costo, llame al 1-855-339-9731. (Spanish)

如欲使用免費語言服務，請致電 1-855-339-9731。 (Chinese)

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