



AetnaMedicare.com/RFL

 **aetna**TM
medicare solutions

Resources For Living® program

Resources For Living is a unique program exclusively for your Aetna MA/MAPD clients. In short, this program helps connect members and their loved ones to resources in their community.

How can your clients use it?

With one phone call, members can get help finding local services and programs, beyond what's covered by plan benefits, to help manage daily needs. Resources For Living consultants can help do personalized research on a wide range of topics. For example, they can:

- Find contractors to do some work around the house
- Explore senior housing, adult day care and home-delivered meal options
- Research caregiver support options
- Look up community transportation to get your clients where they need to go
- Gather a list of activities at the local senior center
- Find assistance for emergency needs

Who can participate?

Resources For Living is available to all MA/MAPD members and their loved ones.

Three things to know:

- There's no cost to call
- The program offers unbiased information — we don't have financial relationships with companies we refer to
- Members just have to schedule, and pay for, any services they decide to use

Why would someone use Resources For Living when they can research topics on their own?

- **To save time.** While your clients can certainly conduct research on their own, our experienced consultants can help save time by researching on their behalf
- **To get a more complete view of options.** Our consultants know what questions to ask service providers to help differentiate their services from others' services. This can help give your clients a more complete view of their options
- **For help during emergencies or unexpected events.** Your clients may want to use this service during stressful or emergency situations when they need help quickly, but don't have the ability or time to research on their own

What authorization do caregivers need to call on a beneficiary's behalf?

None. Anyone can call — the member, a spouse, child, grandchild, sibling or friend. Or you can call as their agent. We'll help the person who calls find community resources. They don't need to have a power of attorney or a third-party authorization.

None of that is required to call.

What does it cost?

There's no cost to call and speak with Resources For Living consultants. But if members choose to use services that have associated costs, they'll need to pay those expenses. For example, if they need housecleaning help, they'll need to pay those costs.

How can members reach Resources For Living?

Members can call Resources For Living at **1-866-370-4842 (TTY: 711)**, Monday through Friday, 8 AM – 6 PM, for all continental U.S. time zones.

Or they can call Member Services using the number on their member ID card and then ask to be transferred to Resources For Living.

What can members and their loved ones expect?

1. First, consultants will spend time, as much time as needed, listening to the member's needs and asking questions for clarification.
2. Then, they'll make suggestions on how best to address those needs.
3. At the end of the call, consultants will recap the needs discussed, set expectations on what they will research and offer a time frame for following up. (In some cases, such as for urgent needs, representatives will research the need during that first call, provide referrals and coach the member on next steps.)
4. Consultants will then call back at the designated time with their findings. They will simply provide information — in other words, they won't schedule appointments or enroll members in any programs or services. And then, the member or their loved ones can decide if they want to take action on the information.
5. We'll check in with the caller a few weeks later to see if additional help is needed. Of course, members and their loved ones are welcome to call back at any time for further assistance.

AetnaMedicare.com/RFL

Resources For Living is the brand name used for products and services offered through the Aetna group of subsidiary companies.

Aetna Medicare is an HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.