



Elevated care

International Care Management program

Empowering members with personalized support

Our International Care Management program provides support for every step of the health care journey, helping members take a holistic approach to physical and emotional well-being. Led by our clinical Care Team, our innovative, industry-leading program supports everything from clinical precertification and pre-trip planning, to acute and chronic care management, and much more. It's comprehensive, global care management included in your benefits plan.

What people are telling us¹



95%

of consumers say that their health goals are designed to raise overall quality of life



64%

say they want more personalized health care



70%

want more ease of access



In addition to physical health care, mental and well-being support matters to employees.

67% said they wouldn't join a company that didn't offer support for things like anxiety and depression.²

We're going a step further

Powered by analytics that help us identify at-risk employees, we can intervene and help create positive health changes when it matters most, leading to better health outcomes and lower medical costs.

Simply put, our program provides a higher clinical touch with even greater engagement and behavior change. It's about providing a higher level of service and personalized, whole-health support for your employees.

What's included

- ✓ Integrated Care Team of specialists — support for acute care, chronic condition management, and mental and emotional well-being
- ✓ Designated case manager — a single point of contact overseeing each care plan
- ✓ Multilingual nurses that provide culturally relevant support
- ✓ Behavioral health specialist — personalized support, resources and tools to help manage depression and anxiety
- ✓ Pre-trip and post-assignment planning for employees on assignment
- ✓ Health coaching and educational support, as well as well-being tools
- ✓ Group wellness webinars on most popular conditions
- ✓ Assistance for major health events
- ✓ Emergency medical evacuation services
- ✓ Maternity management
- ✓ 24-hour Nurse Line



82%

of members reached engaged in a clinical conversation³



96%

member satisfaction⁴



1 member → Integrated Care Team

Each of your employees has a clinical Care Team ready to help. And this rich staffing model is included at no additional cost.

¹ Path to Better Health Study by CVS Health, first released in 2018 and called the Health Ambitions Study, was conducted in April and May 2019 and included two surveys fielded by Market Measurement, a national market research consulting firm.

² Aetna International. Business of health 2020: Tackling polarised perceptions in corporate health and wellness. Available at: [AetnaInternational.com](https://www.aetna.com)

³ Aetna International clinical data, April 2022.

⁴ Aetna International Service Center Statistics as of September 2021: Claims measures, customer service measures, first call resolution, and call quality from operational and financial reports. Staffing provided by each service center.

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