



# Integrated team care. Personalized treatment.

At Banner|Aetna, we care about the whole person (body, mind and spirit) and believe that everyone deserves to feel the joy of achieving their best health. Our focus is to help our members achieve their health goals, at any stage of life, with a dedicated support team.

The Banner|Aetna Multi-Disciplinary Care Team\* helps those dealing with complex health issues to better manage chronic conditions and get the support needed to lower their risks for certain diseases. Meeting in person, our team is able to identify a member's needs and, in collaboration with their primary care physician, create an individualized care plan.

## The team helps members navigate a complex health care system by:

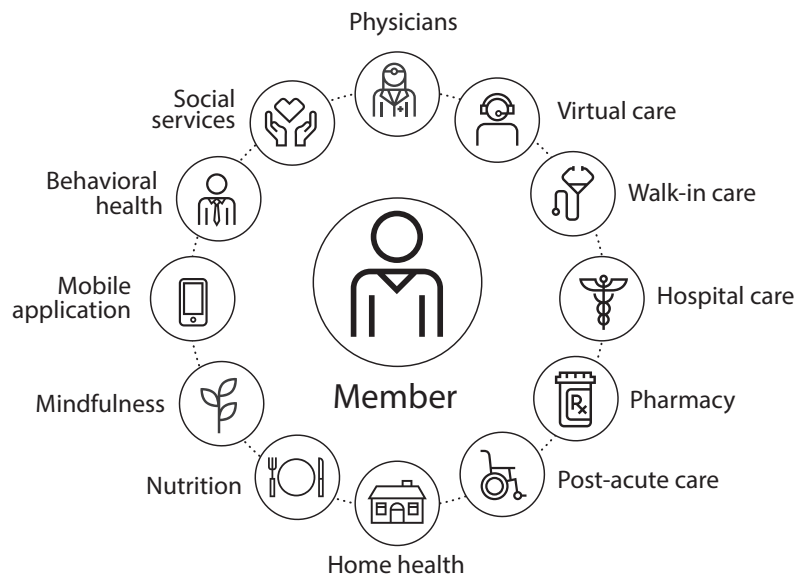
- Streamlining care and outreach
- Finding more services or programs that could be beneficial to care
- Conducting face-to-face visits and support calls to identify areas where there may be gaps in care
- Empowering and inspiring members to meet their personal health goals

## How the team works:

Based on information from medical claims, the Banner|Aetna Multi-Disciplinary Care Team identifies members in need of support. The team then reaches out to offer support and guidance to help better navigate their care. There is no additional cost to members and no need for precertification or referral from a doctor. Members can also contact the team directly, using the number on the back of their ID card, if they feel they may be a good candidate for the program.

## Personalized teams may consist of a:

- Medical director who provides leadership to the Banner|Aetna Multi-Disciplinary Care Team
- Nurse case manager (registered nurse) who finds resources to address gaps in care
- Pharmacist who works with the nurse case manager to address medicine management
- Social worker who addresses social and behavioral barriers to managing the member's health
- Registered dietitian who addresses nutritional issues related to diabetes



## Meet Ken.

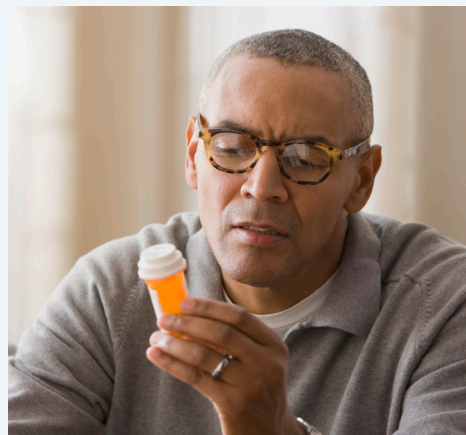
When Ken did not show up for work for several days, his employer called for a wellness check. Ken was found incoherent in his home. He was taken to the hospital and was admitted with extremely high blood sugar, which was affecting his heart and kidneys too. Ken had no past medical history prior to this hospitalization, so he was surprised when he was told that he now had Type 2 diabetes, atrial fibrillation, high blood pressure and resolving kidney failure. When tested in the hospital, his diabetic lab test was more than double the normal range. Ken was discharged home but was feeling overwhelmed with his new diagnosis and medications.

Ashley, a Banner|Aetna case manager, met with Ken in his home. Ken had been home from the hospital for a few days and shared with Ashley that he had not scheduled any follow-up appointments. Ashley reviewed the discharge instructions with Ken in detail and provided education on his new medical conditions, medications, importance of follow-up visits and the importance of monitoring blood sugars and blood pressure. Ken did not have a Primary Care Provider (PCP) so Ashley helped find one in his network. While reviewing Ken's medication, Ashley discovered that he was only taking one of the two insulins he was given as he was not aware they were different. Ken told Ashley he had not been checking his blood sugars or blood pressure because he did not have the equipment to do so. Ashley provided education on the different types of insulin and encouraged Ken to see his PCP as soon as possible for diabetic supply order. She also recommended he purchase a cuff so he can monitor his blood pressure. Ashley then got Kim, the MDCT Diabetic Educator, on board to help Ken better understand and manage his diabetes.

Ken took action immediately! He attended an appointment with his PCP that same week, received his diabetic supplies, and was checking his blood sugars three times a day, and using BOTH insulins as ordered. He reports his blood sugars are within his goal range set by his PCP. Ken also bought a blood pressure (BP) cuff and was monitoring his BP as instructed. He followed up with both the nephrologist and cardiologist and was told all is well. He is happy to report that his blood pressure target is being met.

With Ashley and Kim's support, Ken was able to take charge of his health and is now managing his medical conditions without worry.

*"Thank you very much for your help. I feel like I am finally understanding how to manage everything."*



**We are committed to helping our members get the care they need by working together with our members and their doctors.**

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