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Healthier living  
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Intelligent solutions

**aetna**<sup>SM</sup>

Find the help you need to manage  
a chronic or disabling illness



**Aetna Life Essentials**<sup>SM</sup>

[www.aetna.com](http://www.aetna.com)

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This easy-to-use reference guide provides information about agencies that offer benefits and services to people who have a chronic or disabling illness. There is also resource information for caregivers. The list provides agency names, a brief description of services and contact information.

If you have any questions about the information contained in this guide, or need help with contacting any of the listed agencies, please call your Aetna care advocate at **1-800-276-5120**. Please note the information contained in this guide is not all inclusive. Aetna Life Insurance Company does not endorse or support services provided by any specific agency or organization. The member is solely responsible for any costs associated with these programs.



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## Applying for services

When calling an organization to inquire about services, below are some questions you may want to ask:

- What benefits and services are offered?
- What are the eligibility requirements?
- What is the cost to me?
- Are there any additional costs?
- What is the application process?
- If I am homebound, can arrangements be made to apply over the phone or in person?
- How long does the application process take?
- How am I notified if I am denied or approved for benefits or services?
- When will benefits or services begin?
- Do I ever need to reapply for services?
- Am I required to give notice if my personal situation, such as income or living arrangements, changes?

It may help to take notes. Use the “Important notes” section at the back of this guide to keep your information organized.

## Release of information

Privacy laws prevent your care advocate from making referrals to community agencies and contacting providers on your behalf. If you would like your care advocate to assist you without restrictions, you must complete a Release of Information form. For a copy of this form, contact your care advocate at **1-800-276-5120**.

## Important note for caregivers

Caring for a person with a disability or a terminal illness can be very stressful and time-consuming. Many caregivers tend to focus their energy on providing physical and emotional care to their loved ones, often forgoing their own self-care. A variety of services are available to provide caregivers with help, including respite care and support groups. Sometimes it is helpful just to have someone to talk with, so feel free to call your care advocate anytime.

## About advance directives

Throughout this guide, you will see the term “advance directives.” Advance directives are documents that allow a person to create a record of his or her wishes for medical treatment. Regardless of health status, every adult should consider preparing advance directives. Examples of advance directives include a Power of Attorney for Health Care and a Living Will. Keep in mind that documents can vary from state to state; you may want to consult with an attorney. If you would like to obtain copies of your state-specific advance directives, please review the websites listed in the “Advance directives” section on page 5.

After completing your advance directives and consulting with your attorney, you should make several copies of each document, and give them to your agents, family members, hospitals and doctors. Keep the original copy in a safe place that is accessible at any time of the day, in the event of an emergency.

# National resources

## Federal and state resources

### DMV.ORG

#### [dmv.org](http://dmv.org)

The Unofficial Online Guide to the Department of Motor Vehicles (DMV) listings by state. Find information and applications for handicapped license plates and parking placards for some states.

### Medicare

#### [www.medicare.gov](http://www.medicare.gov)

**1-800-MEDICARE  
(1-800-633-4227)**

Provides information about Medicare and prescription drug plans; allows you to compare Medicare health care providers.

### Social Security Administration

#### [www.ssa.gov](http://www.ssa.gov)

**1-800-772-1213**

Learn about and apply for benefits including Social Security Disability Income (SSDI), Supplemental Security Income (SSI), Medicare, retirement and survivor benefits.

### U.S. Department of Veterans Affairs

#### [www.va.gov](http://www.va.gov)

Call **1-877-222-8387** for health care benefits.

Call **1-800-827-1000**

for other VA benefits including disability, medical care, vocational rehabilitation, life insurance and burial benefits.

### WWW.GOV BENEFITS.GOV

#### [www.govbenefits.gov](http://www.govbenefits.gov)

Review government programs listed by state including Medicaid, Food Stamps, utility assistance and children's health insurance programs.

## Caregiver support and respite care

### Caregiver Action Network

#### [www.caregiveraction.org](http://www.caregiveraction.org)

**1-800-896-3650**

Caregiver information, support, news, events and resources.

### Eldercare Locator

#### [www.eldercare.gov](http://www.eldercare.gov)

**1-800-677-1116**

Locate services for adults age 60 or better, including aging and disability resource centers, counseling, health insurance guidance, legal and prescription assistance.

### Faith in Action

#### [www.fianationalnetwork.org](http://www.fianationalnetwork.org)

**1-877-324-8411**

Provides volunteers for respite and homemaker services, errands, transportation, friendly visits and assistance with bill paying, where available.

### Family Caregiver Alliance

#### [www.caregiver.org](http://www.caregiver.org)

**1-800-445-8106**

Caregiver information and advice, publications and discussion groups.

### Help Guide

#### [www.helpguide.org/elder/respite\\_care.htm](http://www.helpguide.org/elder/respite_care.htm)

Respite care information, tips for caregivers, links and resources.

### National Alliance for Caregivers

#### [www.caregiving.org](http://www.caregiving.org)

Caregiver information, resources and publications.

### Respite Locator

#### [www.respitelocator.org](http://www.respitelocator.org)

Find respite care services by location.

### Well Spouse Association

#### [www.wellspouse.org](http://www.wellspouse.org)

**1-800-838-0879**

Information and support for spousal caregivers, including support groups, conferences and publications.

## Advance directives

### Aetna Compassionate Care<sup>SM</sup>

#### [www.aetnacompassionatecare.com](http://www.aetnacompassionatecare.com)

Learn more about advance directives and print forms for some states.

### Caring Connections

#### [www.caringinfo.org](http://www.caringinfo.org)

**1-800-658-8898**

Advance directives information and documents for all states.

### Five Wishes

#### [www.agingwithdignity.org/5wishes.html](http://www.agingwithdignity.org/5wishes.html)

Five Wishes is an alternative advance directive honored in many states, allowing you to document your personal, spiritual, emotional and medical wishes.

### U.S. Living Will Registry

#### [www.uslivingwillregistry.com](http://www.uslivingwillregistry.com)

**1-800-548-9455**

Complete and register advance directives online. Charges may apply for some services.

## Disabilities

### American Association of People with Disabilities

#### [www.aapd.com](http://www.aapd.com)

**1-800-840-8844**

Links to resources, scholarship and grant information. Special benefits for members.

### Americans with Disabilities Act

#### [www.ada.gov](http://www.ada.gov)

**1-800-514-0301**

ADA information, regulations and publications.

### Disability.gov

#### [www.disability.gov](http://www.disability.gov)

Call **1-800-333-4636** with specific questions about federal programs for people with disabilities. Website provides information about topics including housing, benefits, community life, education, employment and civil rights.

### National Organization on Disability

#### [www.nod.org](http://www.nod.org)

**646-505-1191**

Publications and articles, information about various topics including access to employment, housing and health care.

## Home modification and assistive technology

### AbleData

#### [www.abledata.com](http://www.abledata.com)

**1-800-227-0216**

Find information about assistive technology including products, resources and publications.

### Homemods.org

#### [www.homemods.org](http://www.homemods.org)

**213-740-1364**

National directory of home modification resources, information, links and products.

### Infinitec.org

#### [www.infinitec.org](http://www.infinitec.org)

Provides information and resources for home and vehicle modification, adaptive technology and funding sources.

## Housing options

### IL USA

**www.ilusa.com**

Information and directory of independent living centers across the country. On the website, see directory in the left hand column.

### Senior Living

**www.SeniorLiving.net**  
**1-888-446-1384**

Education, tips on choosing a facility and facility locator.

### Virtual CIL

**www.virtualcil.net/cils**

Online directory of nationwide independent living centers.

## End-of-life care

### Aetna Compassionate Care

**www.aetnacompassionatecare.com**

Information about end-of-life care, talking about end-of-life issues, advance directives, and checklists for organizing important phone numbers and papers.

### Caring Connections

**www.caringinfo.org**  
**1-800-658-8898**

Resources related to end-of-life care, tips for planning ahead, advance directives and financial information.

### Hospice Directory

**www.hospicedirectory.org**  
**1-800-854-3402**

Hospice listings by location, hospice and payment information.

### Hospice Foundation of America

**www.hospicefoundation.org**  
**1-800-854-3402**

End-of-life, hospice and grief information, resources and publications.

### National Hospice and Palliative Care Organization

**www.nhpco.org**  
**1-800-658-8898**

Advance directives and end-of-life information and resources. Find a local hospice or palliative care program.

## Emotional and mental health

### Aetna Reawakening Center for Depression

**www.reawake.com**

Depression information and treatment library.

### Depression and Bipolar Support Alliance

**www.dbsalliance.org**  
**1-800-826-3632**

Mood disorder information, tips for helping a loved one and links to support groups.

### Dougy Center for Grieving Children and Families

**www.dougy.org**  
**1-866-775-5683**

Directory of nationwide programs serving grieving children, teens and families; peer groups; articles and publications.

### Substance Abuse and Mental Health Services Administration

**www.mentalhealth.samhsa.gov**  
**1-800-789-2647**

Crisis Line: **1-800-273-8255**

Mental health information and links; find services by location.

## Prescription and financial assistance

### National Organization for Rare Disorders (NORD)

**www.rarediseases.org**  
**1-800-999-6673**

Information on copay and prescription assistance programs for certain conditions, and disease information.

### Needy Meds

**www.needy meds.org**

Prescription assistance programs and links, information about government and disease-specific programs.

### Partnership for Prescription Assistance

**www.pparx.org**  
**1-888-477-2669**

Prescription discount and assistance program information and links.

### Patient Advocate Foundation

**www.patientadvocate.org**  
**1-800-532-5274**

Copay relief program for select conditions, information on a variety of topics, including health and benefits. Guide to financial resources by state.

### Patient Services Incorporated

**www.uneedpsi.org**  
**1-800-366-7741**

Premium and copay assistance programs for some conditions; health and government benefits information.

## Organ donation

### Association of Organ Procurement Organization

**www.aopo.org**  
**703-556-4242**

Information about organ and tissue donation.

### United Network for Organ Sharing

**www.unos.org**  
**1-888-894-6361**

Provides education about transplant and organ donation.

## Other helpful resources

### AARP

**www.aarp.org**  
**1-888-687-2277**

Provides benefits to adults age 50 and better. Website includes state guides for pharmacy assistance and transportation, and information on other topics such as benefits, caregiving, grief and long-term care.

### Health Resources and Services Administration — Hill Burton Free and Reduced Cost Healthcare

**http://hrsa.gov/gethealthcare/affordable/hillburton/facilities.html**

**1-800-638-0742** or **1-800-492-0359** in Maryland  
Find information and a list of Hill Burton obligated facilities.

### LawHelp.org

**www.lawhelp.org**

Links to legal aid organizations that offer legal services for low-to-moderate income persons.

### Meals On Wheels Association of America

**www.mowaa.org**  
**1-888-998-6325**

Find home delivered meals in your area.

### National Center for Health Statistics

**www.cdc.gov/nchs/howto/w2w/w2welcom.htm**

Links to request vital records by state, including birth, death, marriage certificates and divorce decrees.

# Diagnosis-related resources

## National Coalition on Aging

**www.ncoa.org**  
**202-479-1200**

Resources and publications for seniors.

## State Health Insurance Assistance Programs

**www.shiptalk.org**  
**1-800-MEDICARE** or  
**1-800-633-4227**

Locate a SHIP counselor in your area. SHIP counselors provide one-on-one counseling about Medicare. Website can also link you with a local counselor.

## United States Department of the Treasury — Internal Revenue Service

**www.irs.gov**  
**1-800-829-1040**

Hotline for individual tax-related information.

## United Way/211

**www.211.org**  
Dial 211 in most communities. Information about local agencies and services.

## Amputation

### Amputee Coalition of America

**www.amputee-coalition.org**  
**1-888-267-5669**

Information, resources, peer support and support groups.

### Limbs for Life

**www.limbsforlife.org**  
**1-888-235-5462**

Information, links to resources and prosthesis assistance program.

## ALS

### ALS Association

**www.alsa.org**  
**1-800-782-4747**

Information for patients, families, and caregivers; support groups.

### ALS Foundation for Life

**www.alsfoundation.org**  
**508-397-6025**

Offers a financial assistance program; information and resource links.

### MDA's ALS Division

**www.als-mds.org**  
**1-800-572-1717**

Support groups, information about clinical trials. Provides an equipment funding and repair/modification program.

## Alzheimer's disease and dementia

### Alzheimer's Association

**www.alz.org**  
**1-800-272-3900**

Education, tips on daily living, and links to local chapters and services.

## Alzheimer's Disease Education & Referral Center — National Institute on Aging

**www.nia.nih.gov/alzheimers**  
**1-800-438-4380**

Disease, treatment and clinical trial information; tips and resources for caregivers.

### Alzheimer's Foundation of America

**www.alzfdn.org**  
**1-866-232-8484**

Education about Alzheimer's and dementia, publications and links to resources.

### Dementia Care Foundation

**www.dementia-carefoundation.org**  
**1-800-546-5175**

Information about dementia, communication and dealing with related behaviors.

## Brain injury

### Brain Injury Association of America

**http://www.biausa.org/**  
**703-761-0750**  
**or 1-800-444-6443**

Information, education and links to federal disability programs.

### Brain Injury Society

**www.bisociety.org**  
Information, education and links to resources.

### Centre for Neuro Skills

**www.neuroskills.com**  
**1-800-922-4994**

Traumatic brain injury resource guide; links to local chapters and support groups.

## Brain tumor

### American Brain Tumor Association

**www.abta.org**  
**1-800-886-2282**

Education and treatment information, caregiver tips and support groups.

### National Brain Tumor Foundation

**www.brainumor.org**  
**1-800-934-2873**

Information and support for brain tumor patients and families.

## Cancer

### American Cancer Society

**www.cancer.org**  
**1-800-227-2345**

Education, local chapters, links to community resources, support groups, volunteer transportation and product assistance program for women, where available.

### Association of Cancer Online Resources

**www.acor.org**

Information about the different types of cancer, treatment and clinical trials, support and resources.

### CancerCare

**www.cancercare.org**  
**1-800-813-4673**

Information and resources for cancer patients, families and caregivers, financial assistance programs and support groups. Telephone and online counseling.

### CancerCare for Kids

**www.cancercareforkids.org**  
**1-800-813-4673**

Parental support, counseling for children and teens online, by telephone and in person, where available.

## Cancer Support Community

**www.thewellnesscommunity.org**  
**1-888-793-9355**

Cancer education and support, including links to worldwide locations, online support groups and nutrition information.

## Kids Konected

**www.kidskonected.org**  
**1-800-899-2866**

Support for children and teens who have a family member with cancer; links to local programs.

## Lance Armstrong Foundation

**www.livestrong.org**  
**1-855-220-7777**

Information, support, connection to clinical trials and counseling.

## Leukemia & Lymphoma Society

**www.LLS.org**  
**1-800-955-4572**

Information and financial assistance programs.

## Lymphoma Research Foundation

**www.lymphoma.org**  
**1-800-500-9976**

Offers information and patient support, including a financial assistance program.

## National Cancer Institute

**www.cancer.gov**  
**1-800-422-6237**

Information on the different types of cancer, treatment, clinical trials and research.

## National Coalition for Cancer Survivorship

**www.canceradvocacy.org**  
**1-877-622-7937**

Information on disease-related issues and resources. Connect with other survivors.

## Susan G. Komen Foundation

**www.komen.org**  
**1-877-465-6636**

Information on breast cancer, research, treatment and support.

## Young Cancer Spouses

**www.youngcancer spouses.org**

Offers information and support to young spouses of adults with cancer.

## Chronic Obstructive Pulmonary Disease (COPD)

## American Lung Association

**www.lungusa.org**  
**1-800-586-4872**

Education, links to local chapters and events.

## COPD Foundation

**www.copdfoundation.org**  
**1-866-316-2673**

Public events and programs, disease information, news and products.

## Diabetes

## American Diabetes Association

**www.diabetes.org**  
**1-800-342-2383**

Education, recipes, and links to local chapters and events.

## National Institute of Diabetes and Digestive and Kidney Diseases

**www2.niddk.nih.gov**  
**301-496-3583**

Education about health and disease topics, programs and clinical trials.

## HIV/AIDS

## The Access Project

**www.atdn.org/access/states/index.html**

Links to state resources, treatment information and pharmaceutical assistance programs.

## HIV Dent

**www.hivdent.org**

Oral health, general disease, medication and public policy information.

## Project Inform

**www.projinf.org**  
**1-800-822-7422**

Health, treatment and assistance program information; links to resources.

## Kidney failure

## American Association of Kidney Patients

**www.aakp.org**  
**1-800-749-2257**

Disease and treatment information, publications, links to local chapters and events, where available.

## National Institute of Diabetes and Digestive and Kidney Diseases

**www2.niddk.nih.gov**  
**301-496-3583**

Education about health and disease topics, programs and clinical trials.

## National Kidney Foundation

**www.kidney.org**  
**1-800-622-9010**

Health and treatment information; links to local chapters.

## Lupus

## Lupus Foundation of America

**www.lupus.org**  
**1-800-558-0121**

Links to local chapters, providers and support groups; information about disease-related topics and government benefits.

## Multiple sclerosis

## MS Association of America

**www.msaa.com**  
**1-800-532-7667**

Health information, links to local chapters and support groups, assistance programs for comfort and cooling products, and an equipment-distribution program.

## MS Foundation

**www.msfacts.org**  
**1-888-673-6287**

Disease and treatment information, assistance programs for home care, assistive technology and cooling products, links to support groups and programs for men.

## National MS Society

**www.nationalmssociety.org**  
**1-800-344-4867**

Tips on living with MS, emotions, treatment and research, links to local chapters and self-help groups.

## Paralysis

## Christopher and Dana Reeve Foundation

**www.christopherreeve.org**  
**1-800-225-0292**

Paralysis Resource Center contains helpful information for caregivers and patients about health topics, daily living and rehabilitation.

### **Paralyzed Veterans of America**

**www.pva.org**  
**1-800-232-1782**

Spinal cord injury and disease information, publications, veterans' benefits and services links.

### **Spinal Cord Injury Association**

**www.spinalcord.org**  
**1-800-962-9629**

Injury and legal information, general and state-specific resources.

### **United Spinal Association**

**www.unitedspinal.org**  
**1-800-404-2898**

Free membership to people with spinal cord disabilities, member services, publications, veteran and benefits information, and discount programs.

### **Parkinson's disease**

#### **American Parkinson Disease Association**

**www.apdaparkinson.org**  
**1-800-223-2732**

Disease news and education, links to local information and referral centers.

#### **Michael J Fox Foundation for Parkinson's Research**

**www.michaeljfox.org**  
**1-800-708-7644**

Education, tips for patients and caregivers, information on government benefits and resources.

#### **Parkinson's Disease Foundation**

**www.pdf.org**  
**1-800-457-6676**

Disease information, research, publications, brochures and resources.

### **Stroke**

#### **American Stroke Association**

**www.strokeassociation.org**  
**1-888-478-7653**

Education, links to support groups and discussion boards.

#### **National Stroke Association**

**www.stroke.org**  
**1-800-787-6537**

Information for specific populations and caregivers; links to support groups.

### **Transplant**

#### **American Organ Transplant Association**

**http://aotaonline.org**  
**713-344-2402**

Information on organ donation, living with a transplant, links to support groups, fundraising, assistance programs for medication and transportation.

#### **Blood & Marrow Transplant Information Network**

**www.bmtinfonet.org**  
**1-888-597-7674**

Support, assistance with reimbursement issues, information on medications and transplant centers, resource directory for a variety of health topics.

#### **Bone Marrow Foundation**

**www.bonemarrow.org**  
**1-800-365-1336**

Information and a financial assistance program.

#### **National Foundation for Transplants**

**www.transplants.org**  
**1-800-489-3863**

Offers support, advocacy and financial assistance programs.

# Your lists

## Important contacts

### EMERGENCY

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Name	Phone	Notes
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### HEALTH CARE PROVIDERS (DOCTORS, HOME HEALTH, HOSPICE)

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Name	Phone	Notes
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### HEALTH CARE PROVIDERS (DOCTORS, HOME HEALTH, HOSPICE)

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### CLERGY AND FUNERAL HOME

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Name	Phone	Notes
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**INSURANCE** (HEALTH, DENTAL, LIFE, LONG-TERM CARE, DISABILITY)

Name	Phone	Notes
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**RELATIVES AND FRIENDS**

Name	Phone	Notes
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# Important documents

Document	Location	Document	Location
Power of Attorney for Health Care		Deeds	
Living Will		Car Titles	
Power of Attorney for Finances		Bank Account Statements	
Birth Certificate		Bankbooks	
Marriage Certificate		Credit Cards	
Divorce Decree		Retirement Accounts	
Social Security Card		Safety Deposit Box and Keys	
Insurance Cards		Estate Will	
Passport		Income Tax Returns	
Military Discharge Papers		List of Property	
Insurance Policies			

