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## A shout-out for technology and a warm touch

### Aetna's MedQuery® Program

It's not often you write a thank-you letter to your insurance company.

But Liz Thomas did.

And she wrote the thank-you because of a letter she received through her Aetna benefits.

#### **"Thank you for letting me know"**

For years, Liz, who lives in Shasta, CA, had been taking medication to successfully control her seizures.

Then, suddenly, the seizures started coming back. Sometimes she had up to five a day.

"I kept having seizures and I couldn't figure out what was going on," said Liz, a grandmother of two.

The seizures put a dark cloud over her life. She found herself frustrated and depressed. She could no longer enjoy the things she loved, like playing tennis and spending time with her grandkids.

## Help arrives

Then one day a letter arrived, called a Care Consideration<sup>SM</sup> alert. The letter came from Aetna's MedQuery program, powered by Care Engine<sup>®</sup> technology.

It said: We notice you take medication for seizures. It also stated that a drug Liz had started taking could make her more likely to have seizures.

Her doctor had prescribed an antibiotic because of a urinary tract infection. The MedQuery program compared Liz's information against current care guidelines and went into action. It sent Liz a letter to alert her about the risks of the new drug.

"When we saw that, we went straight back to the neurologist," Liz said. "Now I have an answer."

## A grateful husband

Her husband, Bill, admits he's somewhat of a critic when it comes to insurance companies.

But he could not get over Aetna's role in helping restore his wife's quality of life.

"For your system to cross-check between a medication she was taking and her condition — we were just so impressed and so grateful."

And, he said, "It was all on Aetna's own initiative."

## A nurse who cares

Liz isn't only grateful for the letter. She and her husband also appreciated the calls that "came out of the blue" from Kim Wegner. Kim has been a case manager for 17 years and has been with Aetna for 2 years.

Liz spoke to Kim, a registered nurse, by phone before her stay at a seizure clinic. Kim called to see if Liz had any questions or worries about her impending stay.

Kim shares that part of her role is to help answer members' questions about upcoming hospital stays. This helps members better prepare for their stays and their discharges home.

Liz and her husband note that Kim was faithful about following up. Liz found the nurse helpful and down to earth.

"She was very good about helping with my fears and things; she made me feel very relaxed and not feel like I had to dread it."

## Happy endings

These days Liz is back to playing tennis with her grandkids and kayaking.

Bill is busy planning a Caribbean cruise for the couple's 49th wedding anniversary.

All because of one Care Consideration.

"We are just so grateful," Liz said.

Learn more about MedQuery  
and our other care management  
programs by going to  
[www.aetna.com](http://www.aetna.com).

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