



## Need help? Just call us

If you think you have special health care needs and need someone to help, just call us. Ask for someone in the Special Needs Unit. We're here to help!

**Aetna Better Health  
Special Needs Unit**

**1-855-346-9828**

**(PA Relay: 711)**

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

**ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (PA Relay: 711)**

**ATENCIÓN: Si usted habla español, los servicios de ayuda de idioma, sin ningún costo, están disponibles para usted. Llamar al 1-800-385-4104 (PA Relay: 711).**

**ВНИМАНИЕ: Если Вы говорите на русском языке, Вам предлагаются бесплатные переводческие услуги. Позвоните по номеру 1-800-385-4104 (PA Relay: 711).**



# Live Healthy

## Special Needs Unit

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# Your link to care

You, or a family member, may need more care right now. You may have special needs or a serious medical condition. You can get extra help through our Special Needs Unit. We have care managers who are nurses, social workers and behavioral health specialists. They work with adults and children with special needs. Special needs assistance can be anything from getting transportation to getting complex equipment.

## **Special Needs Case Managers can help you:**

- Get services and care
- Work with your health care providers, agencies and organizations
- Learn more about your condition
- Set up a care plan that's right for you
- Locate community resources.



## **What is a Special Need?**

Special needs don't fall into any one category. They can be basic (generic) needs. You don't have to have a certain diagnosis to have a special need. Special needs can happen with any circumstance or situation. They can happen at any time to anyone. They can be short or long term.

Special health care needs are issues that can be:

- **Physical** — such as diabetes or a combination of health conditions
- **Developmental** — such as an intellectual disability
- **Behavioral** — such as depression or attention deficit disorder (ADD)
- **Situational** — such as transportation or housing needs.



## **Who can make a referral to our Special Needs Unit?**

Anyone can make a referral to our Special Needs Unit, including:

- Members
- Family
- Doctors
- Mental health/intellectual disability/ substance abuse providers
- Schools
- Community agencies.

