

Take Charge.
Choose Well.
Be Well.



Programs
To Improve
Your Health
and Wellness



Take Charge of Your Health and Wellness

First Data has invested in Aetna wellness programs because they care about you and want you to feel good and live a happy, healthy, active life.

As an Aetna member, you have access to free online services and special programs that help you to:

- Make the most of your medical benefit
- Better manage your health issues
- Save money

Keep this booklet to help you remember all of the programs and services that are available to you whenever you need them—now or in the future.



Your One-Stop Shop: Aetna Navigator®

Aetna Navigator is a members-only, secure Web site that offers self-service conveniences, consumer tools and reliable health and wellness information. Once you have registered at www.aetn navigator.com, you can:

- **Take care of personal benefits business**, such as requesting ID cards and tracking claims and claim payments and making changes to personal information.
- **Use DocFind® to search for network providers.** Once you register for Aetna Navigator, you'll get a personalized version of DocFind which automatically fills in your plan name and ZIP code, making your search even easier.
- **Link to Aetna IntelliHealth®** to learn about specific health conditions and their treatments, find the most recent research on fitness and nutrition, and much more.
- **Check the cost of care** with tools that give you estimated costs for surgical and scope procedures, office visits, diagnostic tests, vaccines, diseases and conditions.
- **Compare hospitals** in your area with the hospital comparison tool.
- **Access Personal Health Record and the Simple Steps To A Healthier Life®** health risk assessment.

The screenshot displays the Aetna Navigator website interface for a subscriber. The top navigation bar includes links for Home, Benefits, Claims & Balances, Requests & Changes, and Take Action On Your Health. The main content area is titled 'SUBSCRIBER' and features a 'Messages Just For You' section with personalized health tips. Below this, there are sections for 'Health Management' (with a link to 'Assess Your Health with Simple Steps To A Healthier Life'), 'Cost of Care' (with a link to 'Know your actual or estimate medical costs before your next visit with Cost of Care'), and 'Benefits' (with a link to 'View Your Health Plan Details'). A 'Find Claims' section includes a form for Member Name, Member ID, Type of Claim, and a 'Submit Search' button. A 'Balance' section shows the HealthFund Starting Fund Amt as \$2,851.00 and Fund Remaining as \$2,951.00. The footer contains copyright information for 2010 Aetna Inc. and a logo for 'Simple Steps To A Healthier Life'.

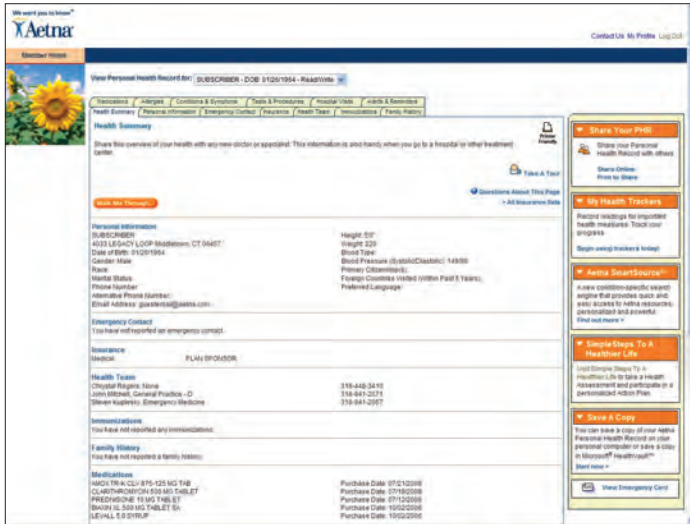
All of Your Health Information at Your Fingertips

If you have ever wished that all of your medical information was all in one place, you're in luck. You now have the opportunity to use Aetna's **Personal Health Record (PHR)**.

PHR lets you add detailed personal information about your (and your family members') health history, allergies, immunizations, medications (prescribed and over-the-counter), and much more. This tool is also pre-populated with any claim history processed by Aetna.

You can print it out and share it with your doctor, or even give your doctor permission to access your record online.

To access your PHR, log on to www.aetn navigator.com and click on the Personal Health Record link found in the center of your Aetna Navigator home page.



Healthy Lifestyle Coaching for a Healthier You

Let's face it: we all have some unhealthy habits. Healthy Lifestyle Coaching is a confidential program that can help you learn how to:

- Eat better
- Get in shape
- Lose weight
- Manage stress
- Quit smoking

What makes this program different? You're matched with a personal health coach who is trained to understand your needs. You will talk privately with your coach over the phone when it's convenient for you. And you'll receive information, online tools and rewards for participating. That's a lot easier than trying to do it alone!

To enter the program, complete your Simple Steps health risk assessment and agree to be contacted by a Healthy Lifestyle Coach. If your health risk assessment score is 50 or greater, a coach will call you. If your score is less than 50, you will be invited to join the program on your own. Here's how it works:

If any of the following describes you...	You get...
<ul style="list-style-type: none"> ■ Your health assessment score is 50 or higher or ■ You use tobacco or ■ Your body mass index is 25 or higher or ■ You are referred from one of the Condition Management Programs sponsored by First Data 	<ul style="list-style-type: none"> ■ Kickoff session: One session for up to 30 minutes with your primary health coach to outline the program and get to know each other. ■ General assessment session: One session for up to 30 minutes with your primary health coach to complete a general assessment. ■ Targeted session: Based on your general assessment session, you may then have one or more of the following sessions: <ul style="list-style-type: none"> > Motivational coaching: One 30-minute coaching session per week for up to one year with your primary health coach. > Weight Management: Motivational coaching sessions as described above PLUS 8 sessions per year for up to 30 minutes each with a team of registered dietitians, nurses and certified personal trainers. > Tobacco Cessation: Motivational coaching sessions as described above PLUS 1 pre-quit session for up to 50 minutes per quarter.
<ul style="list-style-type: none"> ■ Your health assessment score is less than 50 	<ul style="list-style-type: none"> ■ Kickoff session: Same as above. ■ General assessment session: Same as above. ■ Motivational coaching sessions: Up to 2 additional coaching sessions per year with your primary health coach.

Assess Your Health through Simple Steps To A Healthier Life (Health Risk Assessment)

Take an online health risk assessment through Aetna's Web site, which will take you about 20 minutes.

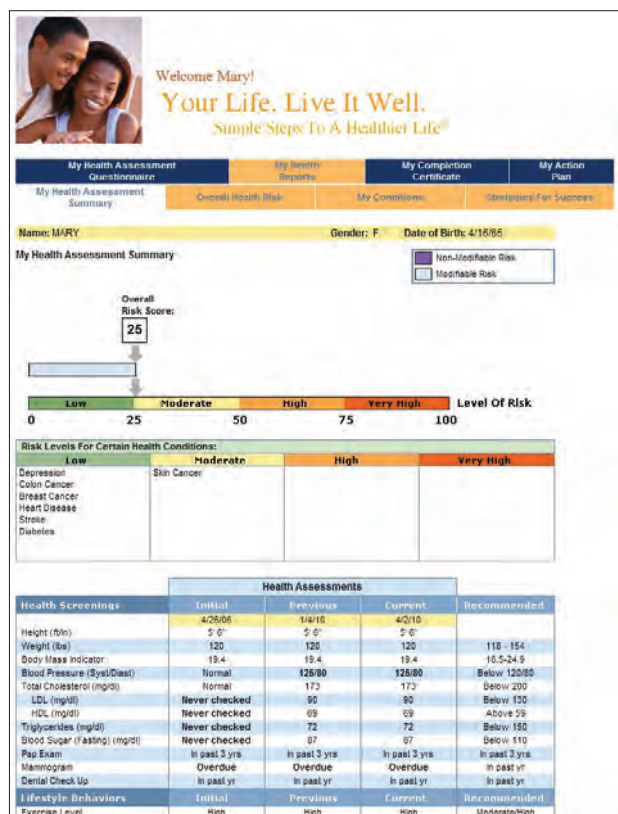
The health risk assessment will ask you questions about your medical history and current health and lifestyle, and give you a personalized health report you can share with your doctor. The report will provide information about the risks you face and also about what you're doing right.

But don't stop there, you can continue to use the Simple Steps online self-paced programs to help you improve your health in fun, easy steps. You will receive an e-mail recommending a program based on your health needs and interests. You can choose to start that program or any of the other programs, such as:

- **Balance*** to unlock the keys to successful weight loss by focusing on your emotions and behaviors, as well as the food you eat
- **Nourish*** to learn how small changes to your food choices can make a big difference
- **Relax*** to learn new ways to manage your everyday stress
- **Breathe*** to discover the seven keys to quitting smoking for good

*Online wellness programs are brought to you by HealthMedia, Inc[®]. Balance™, Nourish™, Relax™ and Breathe™ are trademarks of HealthMedia.

To complete the health risk assessment, log on to Aetna Navigator at www.aetn navigator.com and click on the Simple Steps To A Healthier Life link, found in the center of your Aetna Navigator home page.



Aexcel® Specialists for Better Care

Important! If you enroll in an Aetna plan and you live in a location where the Aexcel specialty network is available, you will need to see one of these specialists to receive in-network benefits.

When you need to see a specialist, it's important to know that your doctor has met the highest industry-accepted standards. Aexcel specialists meet these criteria and are available in the following areas:

- Cardiology
- Cardiothoracic surgery
- Gastroenterology
- General surgery
- Neurology
- Neurosurgery
- Obstetrics and Gynecology
- Orthopedics
- Otolaryngology/ENT
- Plastic surgery
- Urology
- Vascular surgery

To find out if you are in an Aexcel network, visit www.firstdatabenefits.us and enter your ZIP code on the Medical page.

It's easy to find Aexcel-designated doctors by visiting DocFind through Aetna Navigator. Aexcel specialists have blue stars by their names. When accessing DocFind, you will use the Aetna Choice® POS II plan or the Aexcel Choice® POS plan (if you only want to search for Aexcel specialists) and look for a blue star in the far right column.

When you are seen by an Aexcel specialist you will receive in-network benefits coverage. If you receive specialty care from a non-Aexcel provider, you will receive the out-of-network benefit coverage.



Give Your Baby a Healthy Start

If you or a dependent is having a baby, the **Beginning Right® Maternity Program** is for you. It offers services and educational materials to help women stay well and deliver healthier babies.

Services include:

- Educational materials, available in English and Spanish, on prenatal care, labor, delivery, newborn and baby care, post-partum depression and breastfeeding
- A pregnancy risk survey to help identify women who need specialized prenatal and/or postnatal care
- Access to obstetrically trained nurses, who manage individual cases

Call 1-800-CRADLE-1 (1-800-272-3531) or visit <http://womenshealth.aetna.com>.



Get Support for Your Chronic Conditions

The **Aetna Health ConnectionsSM** condition management program supports more than 35 chronic medical conditions and helps you learn how to:

- Get the treatment and preventive care you need
- Understand and follow your doctor's treatment plan
- Better manage your ongoing conditions
- Make changes to reach your personal health goals
- Identify and manage your risks for other conditions

Aetna's nurses and clinicians can support you—even if you have more than one condition. And, best of all, we focus on *you*, not your disease. Our goal is to make it easier for you to manage your condition and live your life well.

Aetna's nurses will reach out to you if you are eligible, so please be sure to take the call—it's a free program just for you.

The program currently covers conditions in the following categories:

- Heart and blood system
- Lungs
- Bones
- Cancer
- Digestive
- Kidney
- Other
- Brain and old age

Get Help Navigating the Health Care System

Aetna's **Flex Medical Management** nurses can help you navigate the health system, educate you and make sure you are getting the best care possible. It's a nurse outreach program that is automatically included with your benefit plan. There is no cost to you and you do not need to enroll. If Aetna becomes aware of your potential health care needs that they can help with, a nurse may call you. He or she will discuss your specific health care needs and help ensure you are receiving appropriate care. The nurse can also be a resource for you in identifying any additional First Data services or programs that could be helpful for you.

Following are examples of when a Flex Medical Management nurse might reach out to offer help:

- If you are scheduled for admission to the hospital, the nurse calls to answer questions about what to expect and to help you plan for care when you are discharged.
- When you are discharged from the hospital, the nurse calls to confirm that your pain is controlled, follow-up appointments are scheduled, and that any other health care services you need are in place.
- If you have multiple emergency room visits, a nurse might call you to discuss possible alternatives that can provide consistent, coordinated, and effective care at potentially less cost for you.
- If you are seeing multiple primary care and specialty physicians, a nurse might help by ensuring that your care is coordinated and that all your health care needs are being addressed.

If an Aetna nurse calls you, you'll want to take the call. Then you can focus your energy on getting well.

The programs described in this booklet were purchased by First Data and are completely free and voluntary for employees. Your personal health information is kept confidential and will not be shared with First Data.

Take Charge of Your Health Today.

Find out more about all the programs described in this booklet by visiting your benefits Web site at www.firstdatabenefits.us.

This brochure contains general tips only.



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