

# Aetna Student Health<sup>SM</sup>

## Transgender Navigator rollout

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# Personal Navigator – Transgender Support

## **A single point of contact for members to assist with all non-clinical needs including:**

- Answering member benefit, claim & network access questions
- Monitoring precertification requirements and authorizations
- Supporting members on their journey & connecting them with clinical, behavioral & trans-knowledgeable resources
- Liaison to Aetna Case Manager or Behavioral Health team

## **Intensive training program focused on:**

- Terminology, pronouns & unique health needs of the transgender community
- Overview of all surgeries and services
- Tools and resources
- Referral workflow and outreach protocols

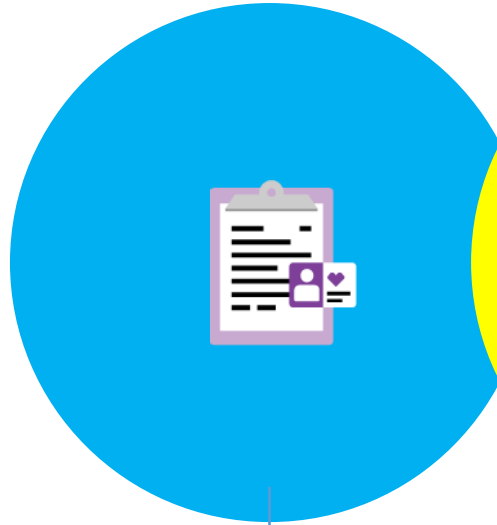
## **Success Stories:**

Established as a pilot team in early 2022, members have nothing but positive things to say about the personal navigators for Transgender Support. Based on feedback the team has grown significantly over the year and is recognized as a huge win for the members of our trans-community!

We're excited to bring this service to our Student Health members in December 2022.

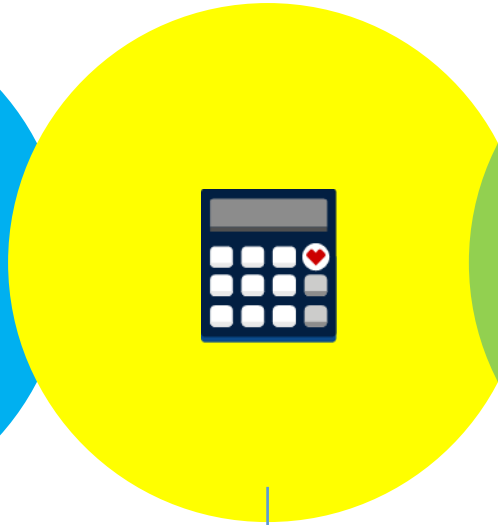


# White Glove Treatment



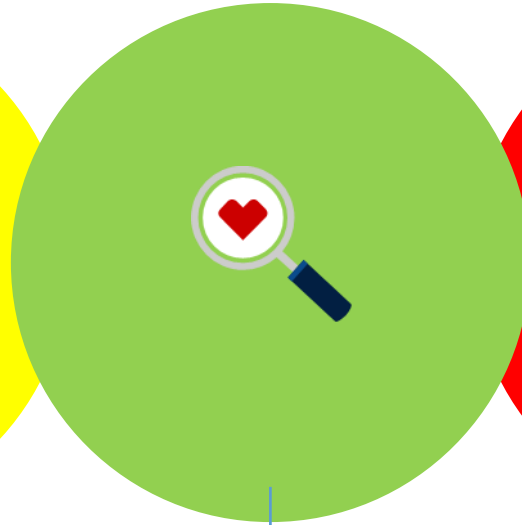
## **Authorizations**

Helping the member understand what needs authorization, how to obtain authorization and if needed, escalate authorizations to the appropriate area



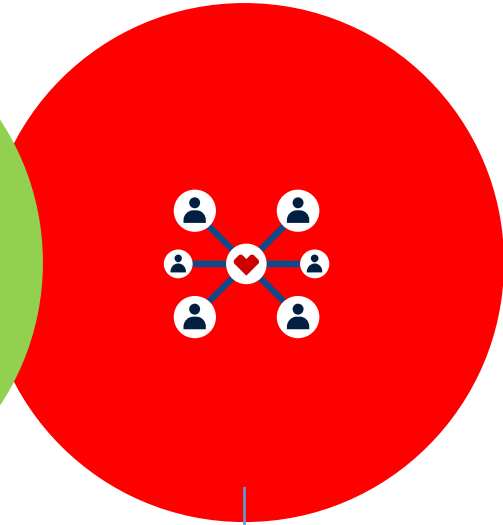
## **Claims**

Assisting the member in understanding claims, answering questions, educating on their accumulators



## **Benefits**

Helping find care needed within the members' journey and discussing what benefits are available to them



## **Connecting with other areas for support**

Identifying additional emotional, behavioral and physical needs and ensuring our members gets the right support