

## Medicare Member Advocate

### Overview

Allina Health | Aetna has Medicare Member Advocates available to assist you one-on-one. The Advocates can help guide you with:

- Most coverage and service questions
- Finding an in-network provider
- Scheduling an annual check-up/wellness visit
- Learning about our rewards program
- Navigating your secure member website

### Availability

Medicare Member Advocates are available Monday through Thursday from 9 AM – 11AM, and 1PM – 4PM CT.

To schedule an appointment:

1. Log In to your secure member website
2. Under “Meet with a local Member Advocate” Select “Schedule an appointment”
3. You’ll be asked to select the type of appointment you would prefer (in-person, phone, or virtual video chat)
4. Complete the information requested and select an available day and time that is convenient for you
5. Once the appointment scheduling is completed, you’ll receive a confirmation email and a reminder email for your appointment

If you need assistance scheduling an appointment, please send an email to

[AHAMedicare@AllinaHealthAetna.us.com](mailto:AHAMedicare@AllinaHealthAetna.us.com) and include the following:

- Your first and last name
- The reason you want to meet
- A phone number where you can be reached to schedule the appointment
- Your preferred appointment day and time.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.