



Introducing Find Care

An intelligent way to help members find the right care, right when they need it

Find Care is a smart, streamlined way for members to find care and resources through a conversational and proactive virtual assistant.

Powered by cognitive AI technology, the **Your Aetna® Virtual Assistant** voice bot guides callers to doctors, hospitals and health care specialists near them, without wait or confusion.



Your Aetna® Virtual Assistant


- Provides a natural, conversational experience for members and providers without the wait for a live agent – 24/7
- Personalizes and modifies responses based on historic interactions and as new information becomes available
- Is custom designed to respond to various health care topics
- Is digitally available across channels and devices



How Find Care works:


1

Members interact with **Your Aetna Virtual Assistant** to get answers to complex questions about finding care.




2

They'll receive provider details in the channel of their choice: text, email or real-time (read aloud)



3

If needed, the information the member provides can be seamlessly escalated to a live call center agent.



Find Care benefits:

For plan sponsors

- Improved employee satisfaction and experience
- 24/7 self-service access for employees with less wait time and faster results
- Leveraged data from conversations delivers a tailored experience
- Call center agents are able to provide better service for complex issues

For account teams

- Innovative AI technology meets a new standard of customer service trends and better positions you for developing future relationships
- Deeper understanding of member interactions
- Growth potential for future virtual assistants using data knowledge
- Is available across all CVS business units

Easy. Convenient. Accessible.

That's how we're redefining health care for our members. Find Care and Your Aetna Virtual Assistant are part of our commitment to putting their needs first.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

The information provided by Aetna® health and wellness programs is general in nature. It is not meant to replace the advice or care you get from your doctor or other health professional. If you have specific health care needs or would like more complete health information, please see your doctor or other health care provider. Refer to **Aetna.com** for more information about Aetna plans.

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