

Aetna Establishes Onsite Partnership At Mount Sinai Hospital

Aetna Better Health® of Illinois partnered with Mount Sinai Hospital to establish an onsite link to Aetna's utilization management and care coordination services. Based on Chicago's west side, Mount Sinai Hospital is one of the largest private safety net hospital systems in Illinois and is a critical partner for Aetna and our members.

The innovative arrangement between Aetna and Mount Sinai Hospital is designed to better assist our members during and after stays for both physical and behavioral health. An onsite Aetna representative engages members by providing health plan benefits, education, assessments and warm transfers to care coordinators. Additionally, they can link members to the appropriate follow-up care after discharge — with an emphasis on behavioral health discharge planning support.

Since the start of this partnership, Aetna members who are patients at Mount Sinai Hospital have been connected to Aetna case managers who provide confirmed follow-up appointments and engagement in interdisciplinary care teams. This has resulted in shorter hospital stays for our members.

