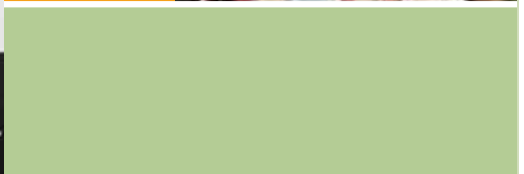
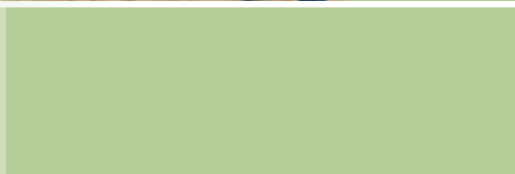
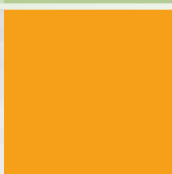
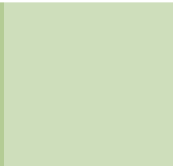


# Know More, Feel Better, Stay Healthy

## Personal Health Advocate Service

Support and guidance anytime you need it, to navigate your health care needs.





# Introduction



## Make wellness your state of mind.

### Know more, Feel better, Stay healthy.

When it comes to health care, you want the best of both worlds. You want personal attention and convenience. You want options and expertise. You want a solution that works just for you. Now there's a way you can have it all.

This brochure is designed to provide you with an overview of the health care services that are available to you as an employee or retiree of Freescale Semiconductor, Inc. Your benefits include access to services and resources that will help you know more about your health care benefits, make more informed decisions, and ultimately have a positive impact on the health of you and your family.

There are dedicated clinicians and staff members who are focused on providing you and your family members with support, including the opportunity to contact a dedicated, telephonic nurse support team, called the Personal Health Advocate Service. The Personal Health Advocate Service is a full-service health and wellness program offered by Freescale and Aetna.

This service is confidential, and is offered at no cost to you, it is a total health care solution that combines cutting-edge tools and resources with best-in-class clinical care from health professionals you can trust. And it's all in one place. You have everything you need to start living healthier today.

#### Personal Health Advocate

- Someone who knows you, your health plan and your health needs
- Someone to call when there's a lot to think about
- Someone who is there to help you and your family

Could you be living better with your diabetes? What if good nutrition could improve your overall health? Are you paying too much for your medications? Do you know what treatment options or facilities are best for you?

No matter your health needs, goals or concerns, you're not alone. But you are unique. The service is unique, too, because it's specially designed to serve all of your and your family's needs, not just a specific problem. And it's so simple to use. Call **1-800-626-1987** to access a health care specialist who can connect you to the right services and support to fit your specific health care needs.

You can also connect online to a whole host of educational materials and health topics. What's more, with your Personal Health Advocate, you have access to a team that works for you and includes: specialized nurses, social workers, behavioral health specialists, pharmacists, dieticians, dedicated customer service specialists, and a medical director.

Your Personal Health Advocate will help you think of health as you never have before — as yours to gain or maintain. How? By helping you become more engaged in your health and empowering you to make health care decisions that are right for you and your family. Your Personal Health Advocate can help you make wellness your state of mind. Know more. Feel better. Stay healthy. Why not start today?

Know More, Feel Better, Stay Healthy



# Personal Health Advocate Service



## What kind of help will I receive?

Your Personal Health Advocate will help you to:

- Address your health care questions and concerns
- Select hospitals and providers that are right for your needs
- Better understand your diagnosis and treatment options
- Understand and support your doctor's plan of care
- Stay healthy by recommending preventive care and identifying your health risks
- Promote self-management of targeted chronic or complex conditions
- Understand your medications and any alternative options available to you
- Coordinate your services before, during, and after a hospital stay

When you have an ongoing health condition or conditions, it is important to have the support and guidance you need to live your life fully. As part of your health benefit program, your Personal Health Advocate, or a nurse on their team is available to help you find and receive the treatment you need.

The Personal Health Advocate Service offers support for a wide variety of medical conditions. Your assigned Personal Health Advocate, a Registered Nurse, will work with you to help develop a personal action plan to manage your condition(s), help you avoid or minimize complications, and generally improve the quality of your life.

Through the Personal Health Advocate Service, you will have access to a Registered Nurse, as well as to other clinical professionals, such as behavioral health specialists, disease management nurses, dietitians, and pharmacists. Your Personal Health Advocate can help identify what services are available to you and more important, explain how each can be used to meet your specific needs.

Examples of some conditions that have specialized programs include:

- Asthma
- Chronic Obstructive Pulmonary Disorder (COPD)
- Congestive Heart Failure
- Coronary Artery Disease
- Diabetes
- Depression Management

As a program participant, you will receive:

- Initial evaluation and follow-up calls
- Educational materials
- Online resources
- Nurse case management (if you are at high risk)
- State-of-the-art technology to look out for your health and safety

## You, and your family, will have your own dedicated Personal Health Advocate.

Your Personal Health Advocate is a member of a group of Registered Nurses dedicated to Freescale's employees, retirees, and their families. He/she will understand the details of your health plan and be able to assist you in navigating the health care system and provide you with guidance and support whenever you need it.

The Personal Health Advocate Service does not take the place of your doctor. It is, however, a great resource that will help you and your doctor make informed decisions about your health. The goal of the Personal Health Advocate Service, and the other special resources provided with it, is to help you and your family get the right care, at the right place, at the right time.

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## How do I connect?

Connecting with your Personal Health Advocate is simple. Call the toll free **1-800-626-1987**.

And, if you need help after 9:00 p.m. (ET), you will automatically be connected to the 24/7 Nurse Line, where you can get help with questions and, if necessary, have your Personal Health Advocate call you back the next business day.

Depending upon your specific health situation, your Personal Health Advocate may also contact you by phone or send you information through the mail to help get you started.

Once you're connected, your Personal Health Advocate will be your main point of contact for health care services and guidance — not only for you but also for your entire family. You won't have to “start over” every time you call, and you can build an ongoing relationship with a nurse who understands the health needs and goals of the whole family.

# 24/7 Nurse Line



Have you or a family member ever experienced medical symptoms, but you weren't sure whether you needed to see a doctor? Have you ever thought about going to the emergency room, but you weren't sure if it was appropriate? Have you ever had a health question, but did not know where to go for an answer? The 24/7 Nurse Line may be able to help.

## When would I use the 24/7 Nurse Line?

- When your Personal Health Advocate or doctor is not available
- When you are traveling on business or vacation
- When you need help to make an informed decision about your health
- When someone in your family is sick or injured, and you are not sure what to do
- When you need help preparing the right questions to ask your doctor at your next appointment

When you have a health question — anytime of the day or night, whether you are at home or away — and you're not sure what to do next, call the 24/7 Nurse Line to talk with a Registered Nurse, who can help you make informed decisions about your health and the care of your family.

## What kind of help will I receive?

The 24/7 Nurse Line provides you with peace of mind, because there is always an experienced nurse on hand to provide you with direction in navigating your health care needs and to help with your health questions and concerns.

The 24/7 Nurse Line cannot diagnose conditions but can provide information and guidance on your health-related questions and concerns. All calls to the 24/7 Nurse Line are strictly confidential.

And, if you are engaged with a Personal Health Advocate, your 24/7 Nurse Line nurse will make sure that your Personal Health Advocate is informed about your call so you can receive any necessary follow up assistance.

## Audio Health Library

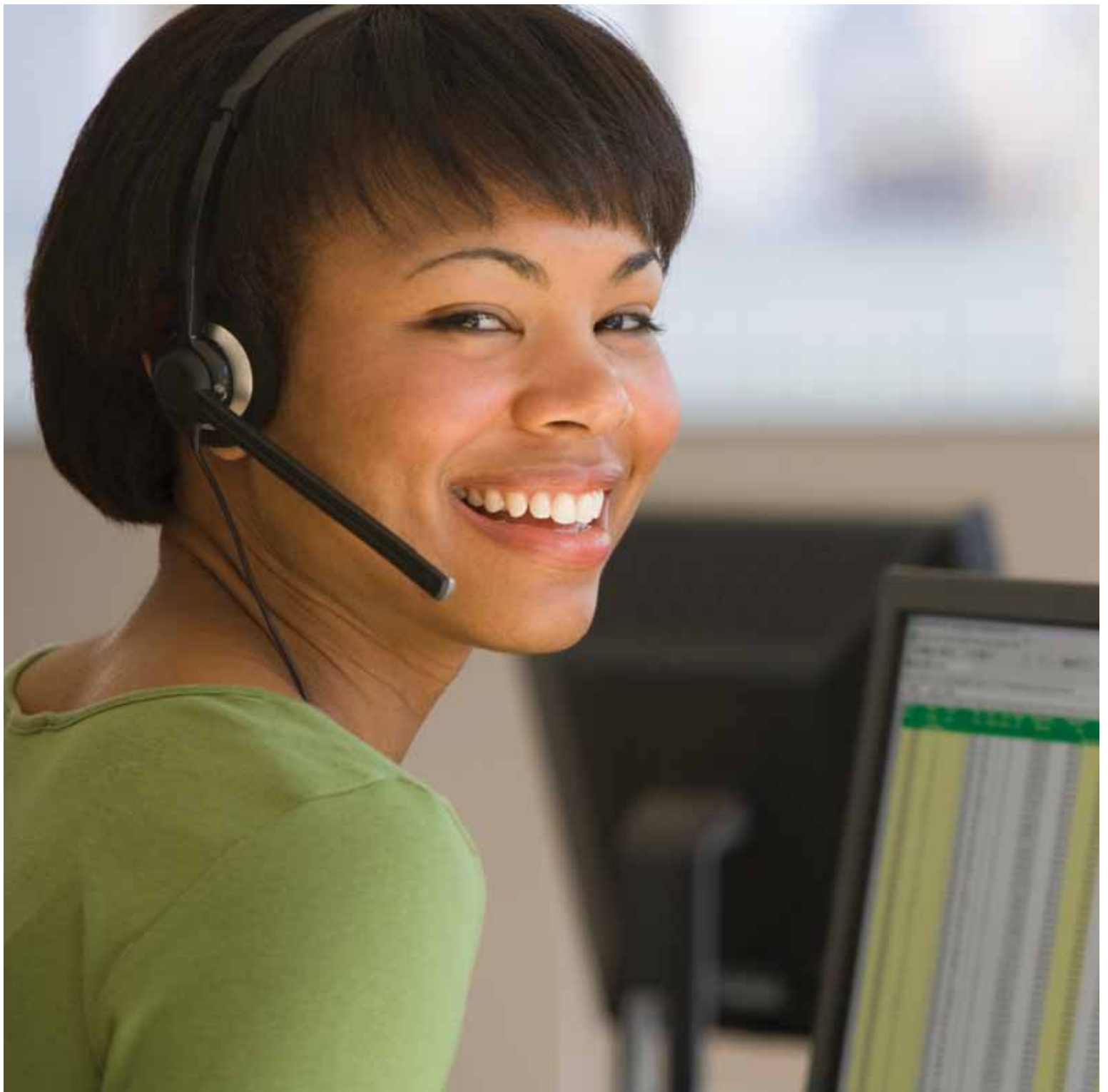
There may be times when you don't need to speak with a nurse, but you still need health information. The 24/7 Nurse Line also gives you access to an audio health library via any touch tone phone. Topics are available in both English and Spanish. When you call, prompts will direct you through the library to the information you're looking for. You will always have the opportunity to speak directly with a Registered Nurse.

This service covers a wide variety of topics such as:

- First Aid
- Women's / Men's Health
- Infant / Child Health
- Heart Health
- Smoking Cessation
- Depression / Anxiety
- ADHD in Children
- Fitness / Exercise / Nutrition
- Health Condition Information
- Prescription / Over-the-Counter Medications

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## How do I connect?

Call the toll-free number **1-800-556-1555**, or access the 24/7 Nurse Line by calling the toll-free number on your health plan ID card and listening for the 24/7 Nurse Line prompt.

# Maternity Support Service Line



Every pregnancy is a unique experience. Whether you are a mom-to-be looking to start or expand your family, or just considering becoming pregnant, you can call the Maternity Support Service Line.

Our dedicated Maternity Nurses work with expectant mothers and offer support through all stages of pregnancy. This service is aimed at reducing pregnancy-related complications and at growing healthy families from the start!

A specially-trained Registered Maternity Nurse is available to assist you from the time you consider starting or expanding your family through the first few months of your newborn baby's life.

All moms can benefit, new and experienced — even expecting dads!

## What kind of help will I receive?

The Maternity Support Service Line gives you access to your own personal Maternity Nurse, who can answer both clinical and practical questions about anything from pre-conception health and pregnancy to high-risk births to newborn care and health. You'll also receive practical guidance on how to get yourself and your baby off to a healthy start. Your Maternity Nurse is there to share information on topics you may not have considered, answer questions you were afraid to ask, provide access to discounts on baby items, and connect you with resources that can help you get back in shape after your baby is born. This service is available in English and Spanish. All conversations with your Maternity Nurse are strictly confidential.

During your pregnancy, your Maternity Nurse can coordinate your care and will work with your doctor and/or Personal Health Advocate, as appropriate. In those incidences when it's needed, special nurses who are experienced in high-risk pregnancies and premature births, or the NICU (Neonatal Intensive Care Unit) will also be available to you throughout your pregnancy to answer questions and work with your Maternity Nurse and your doctor to provide support and guidance.



## How do I connect?

Connect to the Maternity Support Service Line toll-free at **1-800-272-3531**, Monday-Friday, 8:00 a.m. to 6:00 p.m. (ET). You may also access the Maternity Support Service Line by calling the toll-free number on your health plan ID card and listening for the Maternity Support Service prompt.

A Maternity Nurse may reach out to you directly if notified of your pregnancy by your doctor or your health plan.

As a reminder, while you are using this service, you will still have access to your Personal Health Advocate and the 24/7 Nurse Line.

# Behavioral Health Support Service Line



The Behavioral Health Support Service Line is a private, strictly confidential, toll-free telephone service (**1-800-424-4047**) that connects you to trained counselors and treatment benefits. Skilled counselors are available 24 hours a day/7 days a week to answer your questions and provide assistance in suggesting provider referrals and help in preparing you for treatment. Counselors will also coordinate services for more serious health conditions such as inpatient admissions, outpatient counseling services, detoxification, medication management, and also provide support in managing conditions, such as depression, substance abuse and attention deficit disorder.

An online website is also available to provide information regarding prevention programs and various health articles around managing stress and anxiety.

## What kind of help will I receive?

Your Behavioral Health Counselor will help you to:

- Answer your behavioral health care questions and concerns
- Connect with the hospitals and providers that are right for your needs
- Coordinate services for you and your family
- Understand your behavioral health care benefit plan
- Identify potential problems or issues early, preventing and managing stress and other conditions
- Manage life and work events, behavioral conditions, and even mental illness

And, if you are engaged with your Personal Health Advocate, he/she will work with your Behavioral Health Counselor to coordinate your care and treatment plan.

## Depression Management Service

In any given year, about 18 million Americans suffer from depression. That's close to 10 percent of the country's population, 1 out of every 10 adults, and the numbers are rising. Less than one-third of adults and less than half of children with depression and other mental health problems are properly diagnosed and treated. The Depression Management Service is designed to promote early identification of depression and to help individuals get the care they need.

Behavioral Health Counselors are available 24 hours a day/7 days a week via **1-800-424-4047** to advise and support patients diagnosed with depression and to help them get treatment more quickly and improve recovery. Up to 90 percent of people with depression who get treatment find relief, making depression one of the most treatable of all illnesses.

In addition, online tools are available, such as self-assessments and online psycho-educational information that can empower patients' self-care health management skills.

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## How do I connect?

It is easy to connect to the Behavioral Health Support Service and the Depression Management Service. Call toll-free **1-800-424-4047**, anytime — day or night. You may also access the Behavioral Health Service or the Depression Management Service by calling the toll-free number on your health plan ID card and listening for the Behavioral Health prompt.

Depending on your specific health situation, a Behavioral Health Counselor may contact you directly by phone or send you information through the mail.

As a reminder, while you are using this service, you will still have access to your Personal Health Advocate and the 24/7 Nurse Line.

# Web Tools & Resources



You will also have access to a wide variety of information and tools that will help you make informed decisions as well as the opportunity to participate in special online programs that focus on specific health conditions and needs.

Connecting to these online tools and services will enable you to perform many self-service functions, at your convenience, day or night. You can:

- Take care of personal benefits business, like recording your personal health history and managing your health benefits.
- Use online tools to manage your health care by knowing the cost and availability of different treatments, drugs and supplies.
- Learn more about general health topics and how to stay healthy by accessing reliable health information sources.
- Complete an online Health Risk Assessment and register to participate in special programs that focus on specific health needs and issues.

## How do I connect?

Information at your fingertips! Web Tools and Resources are available 24 hours a day/7 days a week and you can access them anytime by logging onto and following the instructions found at [www.aetna.com](http://www.aetna.com)

## Health Risk Assessment

A Health Risk Assessment is a brief online questionnaire. Once you complete it, you get a snapshot of your health along with a personalized Health Profile. The Health Profile identifies your health risks, explains why you are at risk, and gives you specific actions to improve your overall health. Your personal Health Profile is most effective when shared with your doctor or Personal Health Advocate.

The information you enter on this questionnaire is strictly confidential and is not shared with your employer.

## Let Aetna SmartSource show you what you need to know about your health

There's a tool called Aetna SmartSource<sup>SM</sup> that can help you locate just what you need to make important decisions about your health. Aetna SmartSource delivers relevant information that's specific to you based on where you live, your Aetna plan and other information. You can research conditions, symptoms and more.

- Doctors in your local area that specialize in treating your condition — and who participate in your health plan
- Commonly prescribed medications and treatment options associated with your condition
- Estimated health care cost
- Aetna programs and discounts that may help you manage your health needs
- Easy-to-understand health articles and tips

Aetna SmartSource provides your search results in a HealthMap<sup>®</sup>, a visual diagram that shows you the full spectrum of your health topic — including symptoms, treatment options, preventive steps and more.

You can access Aetna SmartSource through Aetna Navigator<sup>®</sup> and Simple Steps To A Healthier Life<sup>®</sup> at [www.aetna.com](http://www.aetna.com).

## Early Detection — Looking Out for You

Information can be an important tool for improving your health care. As a part of your health plan, state-of-the-art technology is used to monitor your health information and look for opportunities to improve your care. The health information from your health plan and information you supply when you complete a Health Risk Assessment is continuously reviewed. Notices will come to you through your mail at home and include information about routine medical appointments, health recommendations and potential savings. Your Personal Health Advocate and doctor are also alerted when any potential issues are identified. This technology is always at work behind the scenes, looking for opportunities to improve your health and safety.

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## Complimentary Health Programs

*You and your family can sign up for the following online lifestyle management services that focus on specific health needs and take advantage of discounts on a variety of products and services — at no extra cost. From savings on products and services to special programs and educational materials — you can start saving and working on a healthier lifestyle today.*

- Smoking Cessation
- Stress Management
- Weight Management
- Diet
- Exercise
- Lifestyle Management Programs
- Discount Services
  - Acupuncture
  - Massage Therapy
  - Gym Memberships
  - Fitness Equipment
  - Vision Discounts

### Tools and Resources

- E-Newsletters / E-mails
  - Members can sign up for info on the topics they choose
- Hospital Decision and Support Tool
  - Based on quality and cost
- Ongoing Condition Support Tool
- Online provider directory for finding providers and hospitals in your area

# Employee Assistance Program



Do you ever feel like the stress of balancing your personal, family and work life is affecting your health and well being? Managing the pressures of everyday life can be a struggle for anyone, which is why as an employee of Freescale you have access to a service that can provide you with support, resources, and information — it is called the Employee Assistance Program (EAP).

## What is the Employee Assistance Program?

The Employee Assistance Program is a voluntary, strictly confidential service that is provided at no cost to you and your family. The EAP will work to provide resources, referrals and information to help you manage problems affecting your health and well being. The goal of the EAP program is to help you and your family reconcile and gain control over these problems so that you can continue to successfully balance personal, family and work life.

## What issues can the EAP help me with?

The Employee Assistance Program is staffed by experienced clinicians who are available to help you and your family 24 hours a day/7 days a week via phone. That means you can call anytime to discuss concerns including:

- Stress or Anxiety
- Depression
- Workplace Conflict
- Grief and Loss
- Alcohol and Drug Abuse
- Marriage, Family and Relationship Issues
- Aging Parent Issues (Eldercare)
- Childcare Issues
- Coping with a Serious Illness
- Parenting
- Physical or Emotional Abuse

Your EAP counselor will work with you on the phone and help you understand what options are available to you, including referrals to additional community resources. If further assistance is needed, your EAP counselor can also refer you to a licensed professional in the EAP network for continued face-to-face consultations. There is typically a maximum number of free consultations associated with this program and your EAP counselor can provide you with this information.

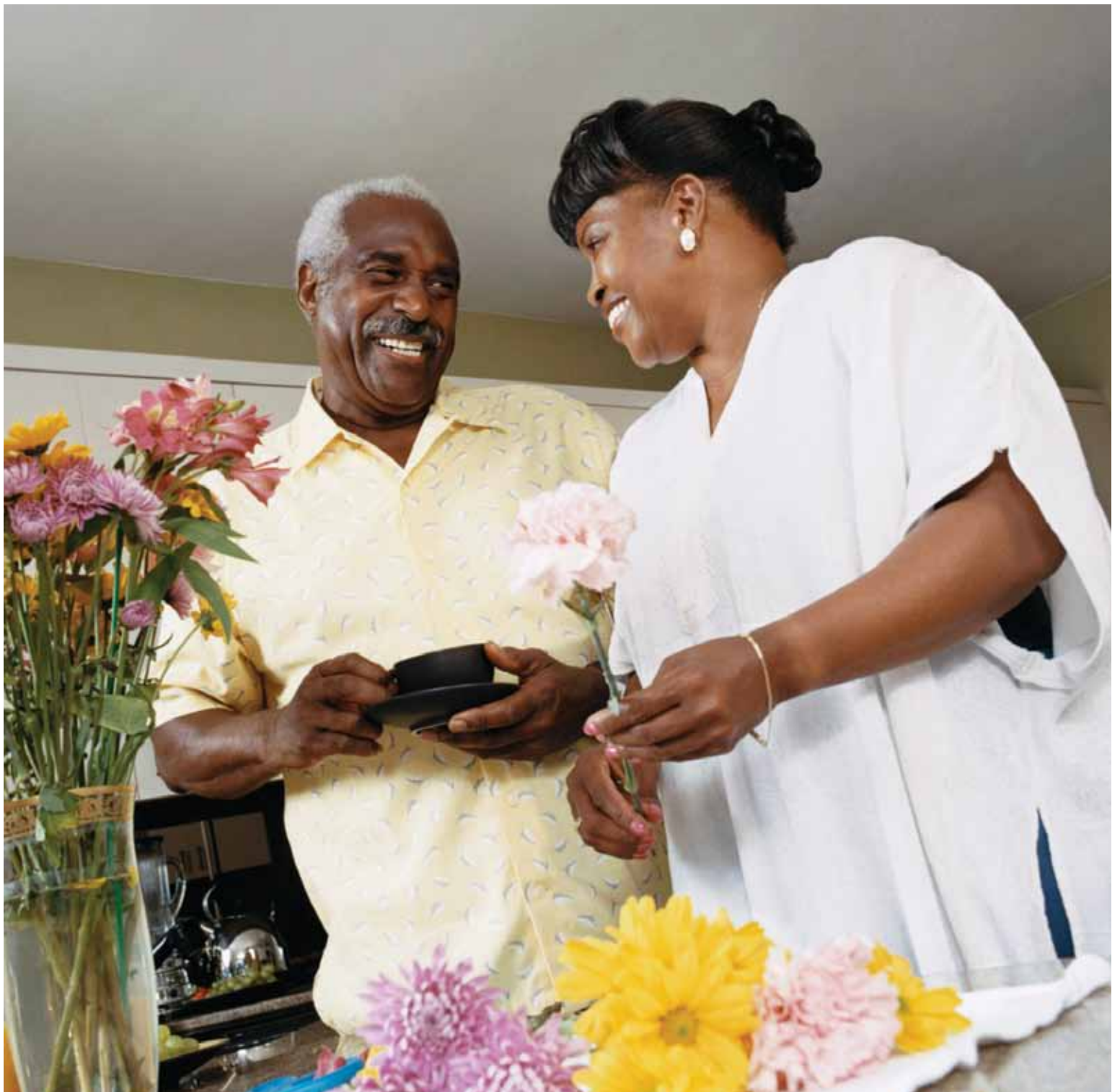
## Additional Services

In addition to the EAP counseling services, Freescale also offers Work/Life services to help you locate valuable information and resources concerning life challenges. The EAP can assist you in finding information regarding:

- Finding and evaluating quality child care or elder care
- Legal consultations
- Financial issues such as budgeting or saving for college
- Pregnancy
- Adoption
- Exercise and nutrition
- Understanding Medicare or Medicaid
- Moving or relocation

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## How do I connect?

You are able to reach the Employee Assistance Program 24 hours a day/7 days a week and speak with an experienced counselor by calling toll-free at **1-866-702-7435**.

Remember, the EAP is a voluntary, confidential and free service to you and your family. All records are kept strictly confidential and may be released only with your prior written permission.

### Summary of telephone numbers:

Personal Health Advocate Service	1-800-626-1987
24/7 Nurse Line	1-800-556-1555
Maternity Support Service Line	1-800-272-3531
Behavioral Health Support Service Line	1-800-424-4047
Employee Assistance Program	1-866-702-7435

