



Aetna Better Health® of Illinois E-newsletter

Summer 2026

Beat the burn

Sunscreen is important for everyone, no matter your skin type. The sun gives off UV rays that can hurt your skin. These rays can cause sunburn, make your skin age faster and raise the chance of skin cancer.

To protect your skin, apply sunscreen every day, even when it's cloudy. Use enough so your skin is fully covered and reapply every two hours or after swimming or sweating. As an Aetna Better Health of Illinois member, your household gets a \$25 monthly allowance to order over-the-counter (OTC) products. Our product line includes many OTC health products, like sunscreen. You can order these items online, by phone or at a CVS store. Visit AetnaBetterHealth.com/Illinois-Medicaid/OTC-benefit to view the OTC catalog.

Wearing sunscreen helps keep your skin healthy now and in the future. Make it part of your daily routine before going outside.

Pregnant members can earn rewards

Did you know our pregnant members can earn up to \$120 for going to regular appointments and filling out forms through Aetna Better Care® Rewards?

Rewards are earned by:

- ✓ Filling out and sending us your Notification of Pregnancy (NOP) form
- ✓ Completing your Health Risk Screening (HRS)
- ✓ Completing a timely prenatal visit
- ✓ Completing a timely postpartum visit

Learn more by visiting [Rewards you can earn](#) and the [Member Portal](#) to fill out the NOP and HRS forms.



Get ready for back-to-school

We're in the thick of summer but now is a perfect time to prepare for the new school year. It's important for children to have up-to-date physicals, health forms and vaccinations.

Here are some things you can do right now to help make sure your child is ahead of the rush and ready to start school in the fall.

- Schedule a check-up with your child's doctor. A physical exam is often required before school starts and helps to assess overall health.
- Complete health forms required by your child's school ahead of time to avoid last-minute stress.
- Make sure your child's vaccinations are up to date. Some vaccines needed include:
 - **Tdap (Tetanus, Diphtheria, Pertussis):** A booster shot is often required for children entering middle school (around age 11-12).
 - **MMR (Measles, Mumps, Rubella):** Usually given in two doses, the first at 12-15 months and the second at 4-6 years.
 - **Varicella (Chickenpox):** Typically administered in two doses, the first at 12-15 months and the second at 4-6 years.
 - **IPV (Inactivated Poliovirus):** Administered in four doses, the final dose is usually given between ages 4-6 years.
 - **Hepatitis B:** A series of three shots, usually given by 6-18 months of age.
 - **Meningococcal Conjugate Vaccine:** Recommended for preteens and teens, often given at age 11-12 and a booster at 16.

An annual well-child visit is covered for members of Aetna Better Health® of Illinois. These visits are a great time to ask your child's doctor what vaccines they need to get ready to start school. You can also discuss any concerns you may have about your child's health or development.

If you need help scheduling an appointment or finding a doctor, call Member Services at **1-866-329-4701 (TTY: 711)**.

Get a printout of your newsletter

Call the number on the back of your ID card to have one mailed to you.

More virtual care appointments for members

Aetna Better Health of Illinois is working with our healthcare providers to offer more telehealth visits for members. Telehealth lets you talk to a doctor by phone, tablet or computer instead of going into the office for some visits.

Telehealth can:

- Help you get care faster
- Save you time and travel
- Make it easier to see a doctor from home
- Help you keep up with follow-up visits and ongoing care
- Give you more ways to get the care you need

Telehealth may be used for:

- Behavioral health visits
- Follow-up appointments
- Specialty care visits
- Chronic condition care
- Other healthcare needs when appropriate

We are expanding virtual care

Many providers in our network now offer telehealth visits. We are helping connect members to providers who can offer virtual care appointments when needed.

This helps members get care sooner and avoid long waits for appointments. Get connected to virtual care by calling Member Services at **1-866-329-4701 (TTY: 711)**.



Manage your benefits and SNAP in one app

As an Aetna Better Health® of Illinois member, you may be eligible for our award-winning Aetna® Medicaid 360 app. Aetna Medicaid 360 features a range of tools for behavioral, reproductive and general health care, and gives direct access to your SNAP benefits in real-time without leaving the app. You can also keep track of your benefits information and health rewards and chat with us if you have questions.

Click [here](#) to download the app.

Screen your health where you live, work and play

We've teamed up with **Higi** to bring Higi Stations to your community. These healthcare kiosks allow you to measure key health metrics like blood pressure, pulse, weight and BMI. Current stations are located at:

- **Westside Health Authority/Good Neighborhood Campaign**
5437 West Division Street, Chicago, IL 60651
- **The Kindness Campaign**
703 East 75th Street, Chicago, IL 60619
- **Rincon Family Services**
3720 North Kedzie Avenue, Chicago, IL 60618
- **UI Health at 55th at Pulaski Health Collaborative**
5525 South Pulaski Road, Chicago, IL 60629
- **A Safe Haven Foundation**
2750 West Roosevelt Road, Chicago, IL 60608
- **Waukegan Public Library**
128 N County Street, Waukegan, IL 60085
- **Jubilee Center**
413 North Court Street, Rockford, IL 61103
- **Joy Care Center**
404 North Prairie Street, Bloomington, IL 61701
- **CHESI**
13245 Kessler Road, Cairo, IL 62914
- **Kumler Outreach Ministries**
303 North Grand Avenue East, Springfield, IL 62702



As an Aetna member, you can also complete health surveys, get recommendations to address unmet health or social needs and access to community and health benefit resources. To join Higi's Aetna Wellness Program, visit a Higi Station or click [here](#) to join now.



Stay informed about upcoming Medicaid changes

Changes are coming to Medicaid in 2027, and we want to make sure you have the information you need.

The federal government is making changes that may affect some Medicaid customers starting in January 2027. Many customers will not be affected. If these changes apply to you, Illinois Medicaid will contact you before you need to take any action.

Why updating your contact information is important

The most important step you can take right now is to make sure your contact information is up to date. This helps ensure you receive important notices about your coverage. If you receive mail from the State of Illinois, open it right away. Your Medicaid coverage may depend on it.

Update your information today

Please make sure your address, phone number, and email are current. You can update your information by:

- Visiting [ABE.Illinois.gov](https://www.ABE.Illinois.gov) and click **“Manage My Case.”** There you can view notices, check coverage, update your information and more – all in one place.
- Calling [877-805-5312](tel:877-805-5312)

Keeping your contact information up to date does **not** mean your benefits are changing. It simply helps us reach you if we need to share important information. Thank you for taking this step to protect your coverage.

Find a provider

The online [provider directory](#) lists information of all network providers, including names, addresses, phone numbers, specialties and qualifications, board certification status and more. You can also search our providers on [HealthGrades.com](https://www.HealthGrades.com) to get more information, such as medical school attended and residency completion.



Free language services

To help our members, Aetna Better Health® of Illinois can provide any information you need in Spanish or any other preferred language. This means you can ask for letters, benefit information and even your member handbook in another language. You can also get this information in a different format like large print, Braille and sign language. We can also get an interpreter in your language if you need assistance. All these services are free to you.

Please call **1-866-329-4701 (TTY: 711)** if you need help in another language. You can ask for materials to be mailed or emailed to you, like your member handbook or preferred drug list (PDL). You can also print some of these materials by visiting our website at AetnaBetterHealth.com/Illinois-Medicaid.



Connect with your plan in the Member Portal

You can do so much more with your health plan when you create an account in your **Member Portal**. Log in to manage your benefits and health goals from anywhere. Check out health resources, redeem Aetna Better Care® Rewards, send us questions and more. Use the Aetna Better Health® app to take your health plan on the go. Download the app from the [App Store](#) or [Google Play](#).

Supporting our LGBTQI+ members with behavioral health

Research shows members of the Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual and Two-Spirit (LGBTQI+) community face unique mental health care challenges and barriers. They often face bullying, hurtful words and unfair treatment. These experiences can lead to feeling very sad, worried or alone. Because of this, LGBTQI+ youth and adults have higher rates of depression, anxiety and thoughts about harming themselves and others.



Aetna Better Health® of Illinois provides access to mental health resources to all our members tailored to help at any stage of life.

Pathways to Success – a program for members under 21 who have complex behavioral health needs. Services include:

- Care coordination and support, including child and family team meetings
- Family peer support
- Counseling in the home
- Respite services
- Mentor services

Moodfit – a mental health app for members aged 13 and up that provides customizable tools to help manage mental wellness. Users learn how to:

- Reduce stress
- Fight procrastinations
- Relaxation techniques
- And much more!

Pyx Health® – designed to help young and older adults reduce loneliness and improve health, this app connects you to resources in real time and has tools to support mental, social and physical health needs.

As an Aetna Better Health® of Illinois member, you also have access to many [behavioral health care services](#). These services help with mental health care and/or substance use disorder treatment. Connect with a provider from your phone or computer using our [telehealth guide](#).

Your case manager or health care provider can answer questions or help you with the IM+CANS form. You can also call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Member spotlight: Stability through steady behavioral health support

Brian* was having serious behavioral health problems in 2025. He went to the emergency room and was hospitalized several times. These crises made it hard for him to live day-to-day and stay independent.

Brian was referred to intensive case management and began working with Heath*, a behavioral health care manager. Heath met with Brian regularly and gave steady support. With this help, Brian started going back to outpatient counseling, kept his appointments, and took his medicines as prescribed. Having someone reliable to contact made him feel less overwhelmed.

Over time, Brian's symptoms got much better and he could handle daily tasks on his own. He did not return to the emergency room or need more hospital stays. In November 2025, Brian graduated from intensive case management and felt confident managing his behavioral health and using outpatient services. His story shows how steady care and encouragement can prevent crises and help people stay well.

**Names changed to protect privacy.*

Your privacy matters

Aetna Better Health of Illinois is committed to protecting our members' privacy. We are required by law to keep your health information private. And we work to provide a safe and secure member experience. Learn more about our commitment to your privacy.

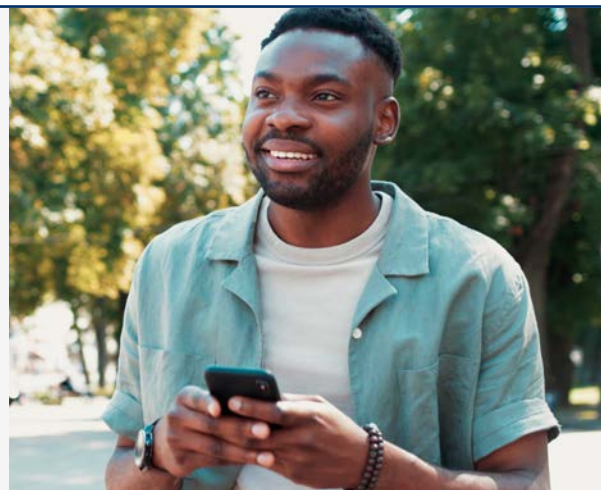
Your privacy rights

Stay informed

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services.

Simply text **SIGN UP** to **72138**.

Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.



Why dads count: Being involved in pregnancy and parenthood

By Dr. Glen Davis, Chief Medical Officer

Pregnancy and newborn care often focus on the birthing parent, and that is important. Still, fathers and partners can feel unsure and worried. That is normal. Fathers matter from pregnancy through childhood. What you do and how you feel affects your partner and your baby.

When fathers are involved during pregnancy, moms and babies tend to be healthier. Studies show that when dads are not involved, the risk of preterm birth is about **22%** higher. Being involved helps your partner get more prenatal care and make healthier choices. That lowers risks for the baby.

There are many ways you can show support for your partner during pregnancy. Here are some things you can do to help:

- Go to prenatal visits, childbirth classes and hospital tours
- Help make a birth plan and get things ready at home
- Give emotional support: listen, ask questions and share decisions
- During labor, coach and speak up for your partner's wishes

Fathers are a comfort to the baby from day one. If the birthing parent can't do skin-to-skin right away, dads can. Skin-to-skin (also called **kangaroo care**) helps calm the baby and builds a close bond. Holding, talking and touching the newborn helps you connect.

Once baby is home, there are things you can do everyday to help your partner. Consistent support makes a big difference. Take the time to help with:

- Feeding and learning baby cues
- Night care so your partner can rest

- Working as a team: small, steady actions matter

New fathers can feel stressed, tired or sad. About **1 in 10** dads have postpartum depression. Signs include being irritable, pulling away or feeling overwhelmed. If left untreated, this can make bonding harder and affect the child. Help is available. **Postpartum Support International** (PSI) has a HelpLine for dads: call or text **1-800-944-4773**. There are also free dads' support groups through PSI. Taking care of your mental health helps your baby.

Being an involved father helps a child's feelings, behavior and thinking. Kids with involved dads tend to **have better mental health**, fewer behavior problems and stronger social skills. A close father-child connection can protect against depression and support long-term wellbeing.

Babies may cry a lot. This can be overwhelming for you and your partner. Remember, crying is normal. It is also the number one trigger for shaken baby syndrome. Never shake a baby. If you feel overwhelmed:

- Put the baby in a safe place, like a crib
- Step away for a few minutes to calm down
- Ask another adult to take over or trade off
- Take a short break and breathe

Aetna Better Health® of Illinois has helpful resources to help you along the way. You don't have to do this alone. We offer programs to help you ease into fatherhood.

- The Dovetail Project: **support and groups** for fathers.
- Brightpoint Thriving Fathers & Families (TFF): a free **12-week program** that helps dads build skills and grow closer to their kids.

- Maven Clinic: online pregnancy, postpartum and mental health programs; partners can [join](#) under the pregnant person's member ID with permission.

Fathers are important from the very start. Small actions make a big difference, show up, stay involved and ask for help when you need it. Support is out there. Reach out and be part of your child's life.

We're part of your community

Our community outreach team hosts events throughout the state every month. We share health resources, information and more with those who attend. Join Aetna Better Health® of Illinois at an upcoming event in your area. Find out where we'll be on our [News and Events](#) page.



Get rewarded for sharing your feedback

You can share your voice through our Family Leadership Council. It meets multiple times each year and helps us improve care coordination for children with behavioral health needs. And you can even receive a **\$50** incentive every time you attend a Family Leadership Council Meeting. Find details for the council's next meeting on our [News and Events](#) page.

You can also contribute to our Member Advisory Committee. The group brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call [1-866-329-4701 \(TTY: 711\)](#).



Connect with us on social media.

We're here to help

Call Member Services at [1-866-329-4701 \(TTY: 711\)](#) Monday through Friday, 8:30 AM to 5:00 PM to:

- Make an appointment
- Get help with your benefits
- Arrange a ride to the doctor's office

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
P.O. Box 818001
Cleveland, OH 44181-8001

Telephone: **1-888-234-7358 (TTY: 711)**

Email: **MedicaidCRCoordinator@aetna.com**

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019**, **1-800-537-7697 (TDD)**.

Complaint forms are available at **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (TTY: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104 (TTY: 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-385-4104 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-385-4104 (TTY: 711)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (TTY: 711) 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-385-4104 (TTY: 711).

Arabic: (711). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-385-4104 (رقم هاتف الصم والبكم: ملحوظة).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 711).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-385-4104 (TTY: 711).

Urdu: کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں: 1-800-385-4104 (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-385-4104 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-385-4104 (TTY: 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-385-4104 (TTY: 711) पर कॉल करें।

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-385-4104 (ATS: 711).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-385-4104 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-385-4104 (TTY: 711).

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