

A photograph of children playing soccer on a grassy field at sunset. The sun is low on the horizon, creating a warm, golden glow. In the foreground, a soccer ball is visible. The children are in motion, with one girl in a yellow shirt and jeans running towards the right. Other children are visible in the background, some in striped shirts and shorts.

Aetna Better Health[®] of Illinois E-newsletter

Summer 2024

Staying cool this summer

This summer has brought record heatwaves. Cities in Illinois have seen consecutive temperatures in the high 90s — something not experienced in decades.

Extreme heat can cause sunburn, heat cramps, heat exhaustion and heat stroke. Making sure your body temperature is regulated is part of staying healthy. Here are some ways to keep you and your family protected during extreme heat.

- **Stay inside:** Keep out of the heat during the hottest hours of the day. This is usually between 11 AM and 3 PM. If you can't avoid it, take breaks in the shade.
- **Seek cool shelter:** Make sure your air conditioner is set to a cool temperature. If you don't have access

to air conditioning, go to your local library or cooling center.

- **Protect your skin and eyes:** Keep yourself covered and protected when out in the sun. Wear sunglasses and light, loose clothing. Avoid looking directly at the sun to avoid permanent damage. And be sure to apply sunscreen as well.
- **Keep an eye on others:** Children, pregnant women, elderly and animals have a higher risk for sun-related issues like sunburn, excessive swelling and dehydration.
- **Stay hydrated:** You'll need more water than usual during heatwave temperatures. Be sure to drink at least four 8 ounce glasses of water between each meal.

Men's health matters

Men are less likely than women to see a doctor or report concerning symptoms. A key for anyone staying healthy is being up to date with yearly exams. Annual checkups help catch any issues early and will keep you on track with your health.

- **Annual wellness visits:** all adults ages 21+ should have a yearly wellness visit
- **Annual flu shot:** everyone ages 6 months+ should get a yearly flu shot in the fall
- **Depression screening:** everyone should have a yearly screening
- **Colorectal cancer screening:** adults ages 45+ should have a screening every 10 years
- **Prostate cancer screening:** men ages 50+ should have a yearly screening

Your doctor can decide if you need more testing or screening.



Men should also take simple steps like staying up-to-date with immunizations. Shots recommended for men include:

- **Tetanus-Diphtheria (Td) or Tetanus Diphtheria and Pertussis (Tdap):** every 10 years
- **Flu:** every year
- **Shingles:** two doses, separated by two to six months starting at age 50
- **Pneumonia:** one at age 60 and one more after age 61
- **COVID-19:** as recommended by your doctor



Your benefits can help catch issues early

The Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program helps you and your loved ones, 21 years or younger, get care.

The EPSDT program covers preventive health and wellness visits like doctor and dentist appointments at no cost to you. It also covers the treatment of any problems found during a visit.

Included in the EPSDT program are:

- Medical checkups
- A general physical exam and assessment of your child's growth and development
- An assessment of your child's mental/behavioral health
- An assessment of your child's nutrition
- Lab tests, including testing for lead
- Vaccines when they are needed
- Vision screenings, diagnosis and treatment, including eyeglasses
- Hearing screenings and services, diagnosis and treatment, including hearing aids
- Referrals for other medically necessary services
- Dental services, including treatment for pain and infections, restoration of teeth and maintenance of dental health
- Medically necessary treatment to treat any problems found during a well-child visit (some of these services may require prior authorization)

You can learn more about EPSDT benefits in the [Member Handbook](#) or call Member Services with questions [1-866-329-4701](tel:1-866-329-4701) (TTY: [711](tel:711)).



Earn Aetna Better Care® Rewards

You can earn rewards by completing healthy activities like annual screenings, wellness exams and more. Use your rewards to help pay for everyday items. Learn more at [AetnaBetterHealth.com/Illinois-Medicaid/rewards-program](https://www.aetna.com/Illinois-Medicaid/rewards-program).

Earn rewards for getting cancer screenings

Eligible members can receive up to \$100 for getting a cervical cancer and breast cancer screening completed between January 1, 2024 - October 31, 2024 through Aetna Better Care® Rewards.

Learn if you qualify below:

Cervical cancer screening: \$50 for women ages 21-64 who have a Pap smear can earn this reward once every 3 years, or women ages 30-64 who have HPV testing or HPV/Pap smear co-testing can earn this reward once every 5 years.

Breast cancer screening: Women ages 50-74 can receive \$50 for completed screenings. This reward can be earned once every 2 years.

Call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) if you have any questions or need help scheduling your appointment.

Learn more at [AetnaBetterHealth.com/Illinois-Medicaid/rewards-program](https://www.aetna.com/Illinois-Medicaid/rewards-program).



Extras for pregnant members

Expecting a baby? 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 doing things like:

- ✓ 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 at [AetnaBetterHealth.com/Illinois-Medicaid/rewards-program](https://www.aetna.com/Illinois-Medicaid/rewards-program). Visit the Member Portal at [AetnaBetterHealth.com/Illinois-Medicaid/member-portal](https://www.aetna.com/Illinois-Medicaid/member-portal) to fill out the NOP and HRS forms.

Back-to-school reminders

Summer is the perfect time to make sure your child is up to date on their shots for the upcoming school year. Your child's doctor can tell you what vaccines are needed for their age. If a child is behind on their shots, their doctor can help catch up.

Some vaccines that are recommended for children before starting school include:

- Diphtheria, Pertussis, Tetanus (DPT)
- Haemophilus influenzae type b (Hib)
- Measles
- Mumps
- Rubella
- Polio
- Varicella

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 finding a doctor, call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Free kid's clothing

Did you know that eligible members in grades K-12 can get a voucher for clothing through select online retailers? To qualify, you need to:

- ✓ Complete a health risk screening
- ✓ Complete an annual wellness visit
- ✓ Be up-to-date on all immunizations

Visit our [What's Covered](#) page to learn more about this program and additional rewards you could receive.





Supporting our LGBTQI+ members' behavioral health

Research shows members of the Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, and Two-Spirit (LGBTQI+) community face unique health care challenges and barriers. These experiences can have a negative effect on their mental health. According to the American Psychiatric Association, members of the LGBTQI+ community are more than twice as likely as heterosexual people to experience a mental health condition in their lifetime.

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.

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](tel:1-866-329-4701) (TTY: 711)**.



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.



Summer grilling safety

Summer is the best time to make a delicious meal on the grill. But it's important to be safe. According to the National Fire Protection Association, more than 10,000 home fires on average each year are caused by grilling. Follow the below tips to keep you and your family safe:

- Never leave the grill unattended when cooking
- Always open a gas grill before lighting it
- Don't use lighter fluid on hot coals
- Never grill indoors — not in the house, camper, tent or any enclosed area
- Keep children and pets at least 3 feet away from the grill at all times
- Don't lean over the grill when igniting or cooking
- Keep the grill out away from the house, deck, tree branches or anything that could catch fire
- Use the long-handled tools especially made for cooking on the grill to help keep the chef safe
- Don't leave perishable food out in the sun

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 of these services are free to you.

Please call [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) 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](https://www.aetnabetterhealth.com/illinois-medicaid).



Share your thoughts

Our Member Advisory Committee brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call [1-866-329-4701](tel:1-866-329-4701) (TTY: 711).

You can also 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. Find details for the council's next meeting on our [News and Events](#) page.

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.

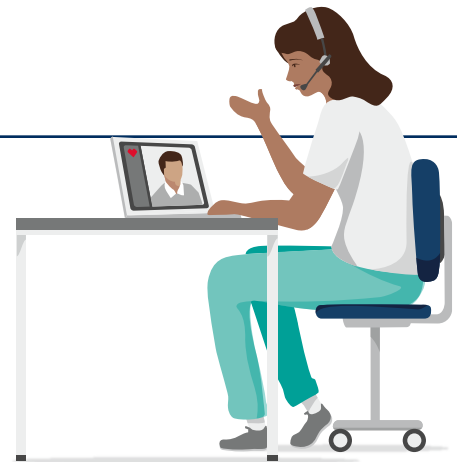
Simply text **SIGN UP** to **72138**.

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

We're here to help

Call Member Services at [1-866-329-4701](tel: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



Connect with us on social media.

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 નિ:શુલ્ક 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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