

Get rewarded for healthy activities

As an Aetna Better Health® of Illinois member, you earn dollars on an Aetna Better Care Rewards® gift card when you complete certain healthy activities.

This includes annual wellness visits with your doctor, some cancer screenings, prenatal and postpartum care, child wellness exams and immunizations and more.



Find the full list of qualifying rewards activities on our website at [AetnaBetterHealth.com/illinois-medicaid/rewards-program.html](https://www.aetnabetterhealth.com/illinois-medicaid/rewards-program.html).

Once we confirm that you've received qualifying care, your rewards are loaded on a gift card. You can use it to shop in store or online at participating retailers.

How to get your rewards

Register for rewards

You must register for the rewards program to receive your gift card. When you complete your first healthy activity, you can register. There are two ways to register:

- Online with the Aetna Medicaid portal at [AetnaBetterHealth.com/illinois-medicaid/member-portal.html](https://www.aetnabetterhealth.com/illinois-medicaid/member-portal.html). Once you're signed into the portal, follow the steps shown on the next few pages to complete your rewards registration.
- Or call our team at **1-833-711-0774 (TTY: 711)**

Receive your rewards card by mail

When you register and are eligible for your first reward, a gift card will be mailed to the shipping address you provided at registration. You should receive your card in approximately 14 business days after registering. If you don't receive your card or have another issue, call Member Services at **1-833-711-0774 (TTY: 711)**.

Get more rewards

Each time you complete a qualifying healthy activity, new rewards will be loaded onto the same gift card.

Be sure to keep your card in a safe place so you'll have access to rewards when they are added.

Card can only be used for Qualified Purchases indicated by your plan provider everywhere Visa debit cards are accepted. Card is issued by Sutton Bank, pursuant to a license from Visa U.S.A. Inc. Please contact your Program Sponsor directly for a full list of Qualified Purchases. Visa is a registered trademark of Visa, U.S.A. Inc. All other trademarks and service marks belong to their respective owners. No cash or ATM Access. Terms and conditions apply, contact your Plan Provider for details.

Register for rewards in the Aetna portal

A step-by-step guide

Step 1. Log in to the member portal at [AetnaBetterHealth.com/Illinois-Medicaid/member-portal](https://www.aetna.com/illinois-medicaid/member-portal). If you haven't set up your portal account yet, you'll need to do so. Have your member ID card ready to speed up the process.

Step 2. Choose **My Account**.

The screenshot shows the Aetna member portal interface. At the top, there is a navigation bar with the text "Hello (Member)" on the left and "Home | Help | FAQ | Sign Out | Español" on the right. Below this is a dark blue navigation menu with "Home", "My Account", and "Tasks" as options. The "My Account" option is highlighted with a red box, and a red arrow points to it from a red callout box. The callout box contains the text: "Step-by-step guide to activate member rewards. Upon login member should click on 'My Account'". Below the navigation bar, the main content area features the Aetna logo and two columns for "Aetna Better Health of Illinois" and "Aetna Better Health Premier Plan MMAI". On the right side, there is a "Resources" section with links for "Member Documents", "Community Resource Directory", "Aetna Better Health of Illinois", and "Aetna Better Health Premier Plan".

Step 3. Choose **No cost extra benefits and services**.

The screenshot shows the Aetna user profile page. The top navigation bar includes 'Home', 'My Account', 'Tasks', and 'Administration'. The breadcrumb trail is 'Home > My Account > My Profile > User Details'. The main content area is titled 'About User Details' and contains a form for 'Edit User Details'. The form includes fields for Username, First name, Last name, E-mail, ID, Date of Birth, and ZIP. There is a checkbox for 'Restrict Substance Abuse Code and Description View'. A 'Submit' button is located at the bottom of the form. In the left sidebar, under the 'My Account' section, the 'No Cost Extra Benefits and Services' link is highlighted with a red box. A red arrow points from a red callout box to this link. The callout box contains the text: 'Click on 'No Cost Extra Benefits and Services''.

Step 4. Choose **Benefits I can get now** from the list.

The screenshot shows the 'No-cost extra benefits and services' page. The top navigation bar includes 'Home', 'My Account', 'Tasks', and 'Administration'. The breadcrumb trail is 'Home > My Account > No Cost Extra Benefits and Services'. The main content area is titled 'No-cost extra benefits and services' and contains three sections: 'Benefits I Should Know About', 'Benefits I Can Get Now', and 'Benefits I've Earned'. The 'Benefits I Can Get Now' section is highlighted with a red box. A red arrow points from a red callout box to this section. The callout box contains the text: 'Click on 'Benefits I Can Get Now''.

Step 5. Choose **Get now**.

Home | My Account | Tasks | Administration

Home ▶ My Account ▶ No Cost Extra Benefits and Services

Prev No-cost extra benefits and services

Extra benefits for me

Get Now ← Click on 'Get Now'

Act Now

My Account

My Profile

- User Details
- Member Benefits
- Change Password
- Change Secret Question

Step 6. Select **New rewards program sign up**. Then click the **Request** button.

Home | My Account | Tasks | Administration

Home ▶ My Account ▶ No Cost Extra Benefits and Services

Prev Qualified Request

Listed below are benefits you may qualify for. Select the benefit below to learn more. Click the Request button to process your order.

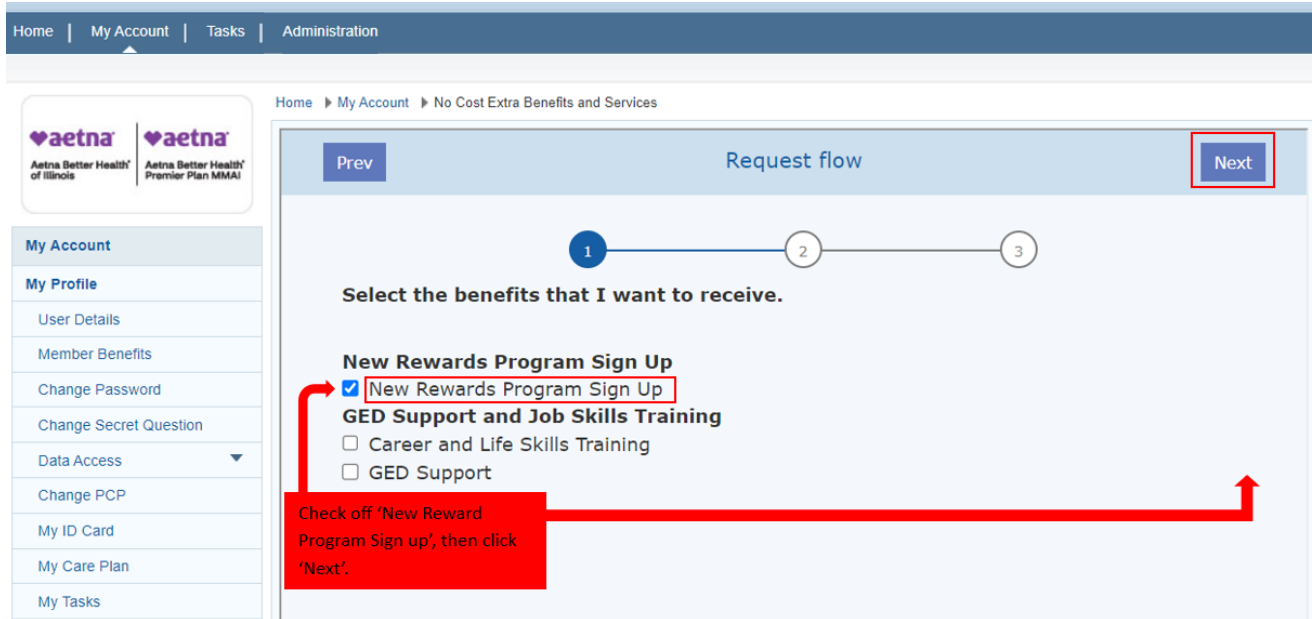
- Career and Life Skills Training
- GED Support
- Moodfit
- New Rewards Program Sign Up ← Select 'New Rewards Program Sign Up'. Then click on 'Request'.
- Registration for Aetna Better Care Rewards program

My Account

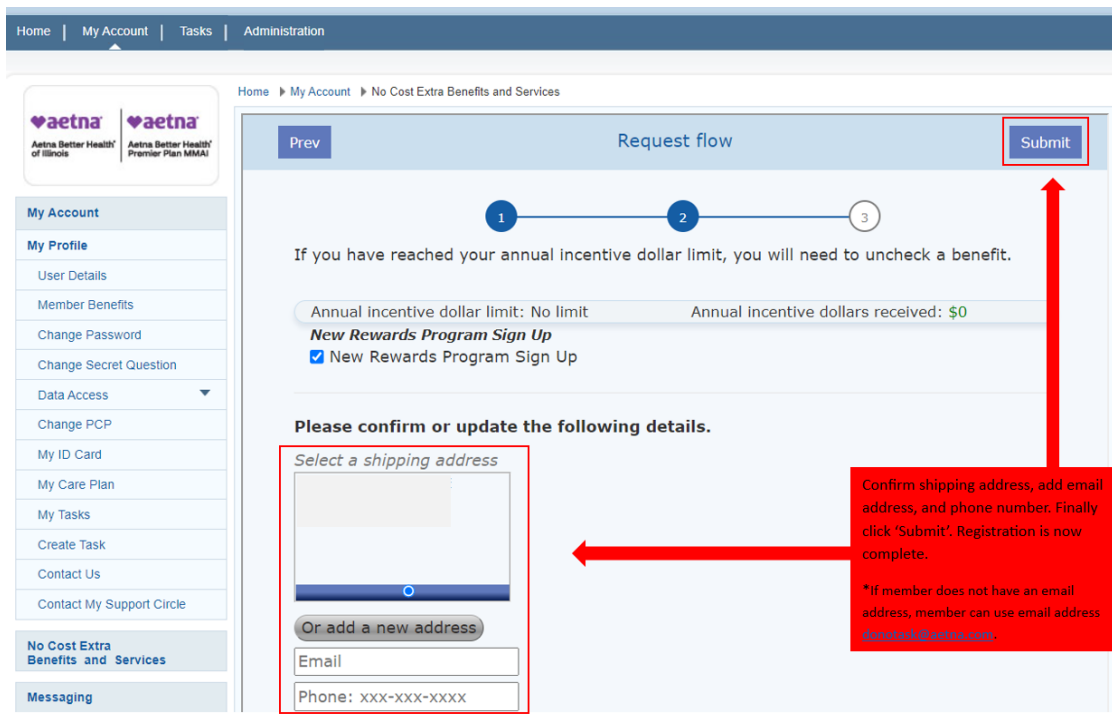
My Profile

- User Details
- Member Benefits
- Change Password
- Change Secret Question
- Data Access
- Change PCP
- My ID Card
- My Care Plan
- My Tasks

Step 7. Check the box for **New rewards program sign up**. Then click the **Next** button.



Step 8. Confirm your shipping address shown on the screen is correct or add your correct address. Type in your email address and phone number so we can reach you about your rewards if needed. When you're finished, click the **Submit** button.



9. Registration is complete. You'll see a screen that says your request has been successfully submitted. Click the **Finish** button.

Your rewards card will be sent to the address you provided in approximately 14 business days.



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). Talk to your doctor first about whether this is right for you.

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AetnaBetterHealth.com/Illinois-Medicaid

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**Aetna Better Health[®]
of Illinois**

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: 1-800-385-4104
(711). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
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 િન:શબ્દો ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-385-4104 (TTY: 711)**.

کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں - کال

Urdu: 1-800-385-4104 (TTY: 711) خبردار:

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: धय न द: यद आप ह द ब लत ह त आपक लए मफत म भ ष सह यत सव ए उपलबध ह। **1-800-385-4104 (TTY: 711)** पर क ल कर।

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)**.