

# Aetna Better Health Premier Plan MMAI (Medicare-Medicaid Plan)



MEMBER NEWSLETTER – WINTER 2023

[AetnaBetterHealth.com/Illinois](https://www.aetnabetterhealth.com/Illinois)



Aetna Better Health® Premier Plan MMAI

## MyActiveHealth

You deserve to lead a healthy life. And we can help. That's why we're bringing you MyActiveHealth, an easy-to-use personal wellness website to take charge of your health.

You will be able to find:

- healthy recipes
- get wellness advice and more.

As a member of your health plan, you'll get MyActiveHealth at no cost to you. Go to your health plan's website, click on Member Portal. <https://www.aetnabetterhealth.com/illinois/members/portal>

You'll find:

- Videos and podcasts – Learn more about your health and other wellness topics. And get information about the resources offered by your health plan.
- Healthy lifestyle programs – Get the help you need to meet your goals. Programs include: Quitting smoking, healthy eating, managing stress and more.
- Recipes, social communities and more interactive personal tools and trackers.

**For more information,  
please visit  
[AetnaBetterHealth.com/  
Illinois](https://www.aetnabetterhealth.com/Illinois)**

**WINTER 2023**

IL-23-08-04

Distributed: November 2023

H2506\_23MBRNWSTR WNTR

APPROVED

Aetna Better Health Premier Plan MMAI  
3200 Highland Ave.  
Downers Grove, IL 60515

# Illinois Medicaid Redetermination FAQs

What is Medicaid redetermination? Medicaid redetermination is the process through which all Medicaid members report their household income to the Illinois Department of Healthcare and Family Services (HFS) every 12 months to redetermine their eligibility for Medicaid. This is also referred to as Medicaid renewal.

Medicaid members should watch for the Medicaid Benefits Renewal Form from HFS in the mail. Members can complete the form or create a Manage My Case account to apply for benefits online or make any changes to their case by visiting [abe.illinois.gov](https://abe.illinois.gov).

Medicaid members can also call the DHS Hotline **(1-800-843-6154)** for assistance or questions about paperwork.

If Medicaid members do not complete the form and provide the required eligibility documents, their Medicaid benefits may be terminated.

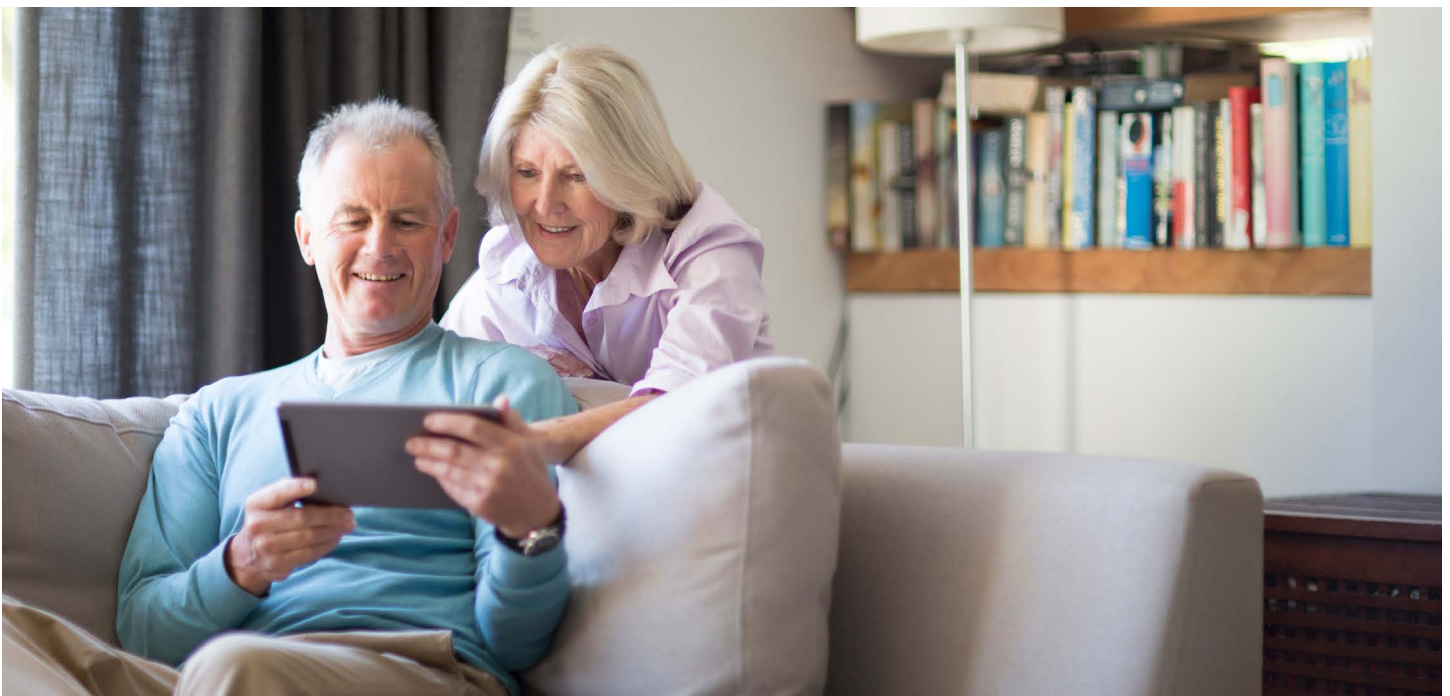
## When is Medicaid redetermination?

Members need to renew their health care benefits every 12 months. HFS will notify members prior to their Medicaid redetermination date. This process was on hold for more than two years due to the COVID-19 pandemic.

HFS is now required to restart the redetermination process, which began in April 2023. It will continue over a 12-month period until all Medicaid members have been contacted for an eligibility update. This will be an annual process moving forward.

Aetna Better Health® Premier Plan MMAI (Medicare-Medicaid Plan) is not involved in the Medicaid redetermination process. The Illinois Department of Healthcare and Family Services determines eligibility.

Aetna Better Health Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.





## Telemonitoring Program: Your care at home

Our Telemonitoring Program is a program that gives members the tools they need to monitor and manage their chronic conditions in the comfort of their own home. This can increase your independence in managing your conditions and provides the opportunity for early intervention, should problems arise. Telemonitoring is also used to manage chronic health conditions. That means health issues that recur or last a long time, including heart failure, diabetes, chronic obstructive pulmonary disease (COPD), asthma, high blood pressure and kidney disease. Changes in weight, blood sugar levels, oxygen levels and lung function are monitored remotely (from your home) to alert our dedicated care management team and doctors if there are changes in your health. This type of early

detection means that issues are identified early, and it can reduce the need to go to the emergency room. This can help members take control of their medical conditions at home.

If you are a member and are interested in joining the Telemonitoring Program, please let your assigned Care Manager know, or call Member Services at **1-866-600-2139** (TTY: 711), 24 hours a day, 7 days a week to get connected to a Care Manager representative.

# Budget-friendly healthy snacks your whole family will crave

Handing out the right snacks can do double duty: It can fuel good energy and health now, and boost immunity to help fight off illness as we enter cold and flu season. But common go-to's like packaged chips, cookies and candy can be pricy and harm your health over time. Instead, try these easy, kid-friendly snacks. They're good for your health and kind to your wallet.

## Greek yogurt

It's thick and creamy, and loaded with calcium and protein. Throw in some banana slices for potassium. Or add berries (fresh or frozen) for vitamin C and antioxidants.

## Apple slices and peanut butter

Together, they serve up healthy fats, protein and important vitamins and minerals like vitamin E and potassium.

## Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger. Plus, you're drinking up immune-boosting minerals like calcium, and vitamins A and D.

## Need more ideas?

Nuts like almonds and walnuts, air-popped popcorn with a shake of salt, sliced veggies with hummus, frozen grapes, oatmeal and fruit are all great options.



# Keeping your personal information safe

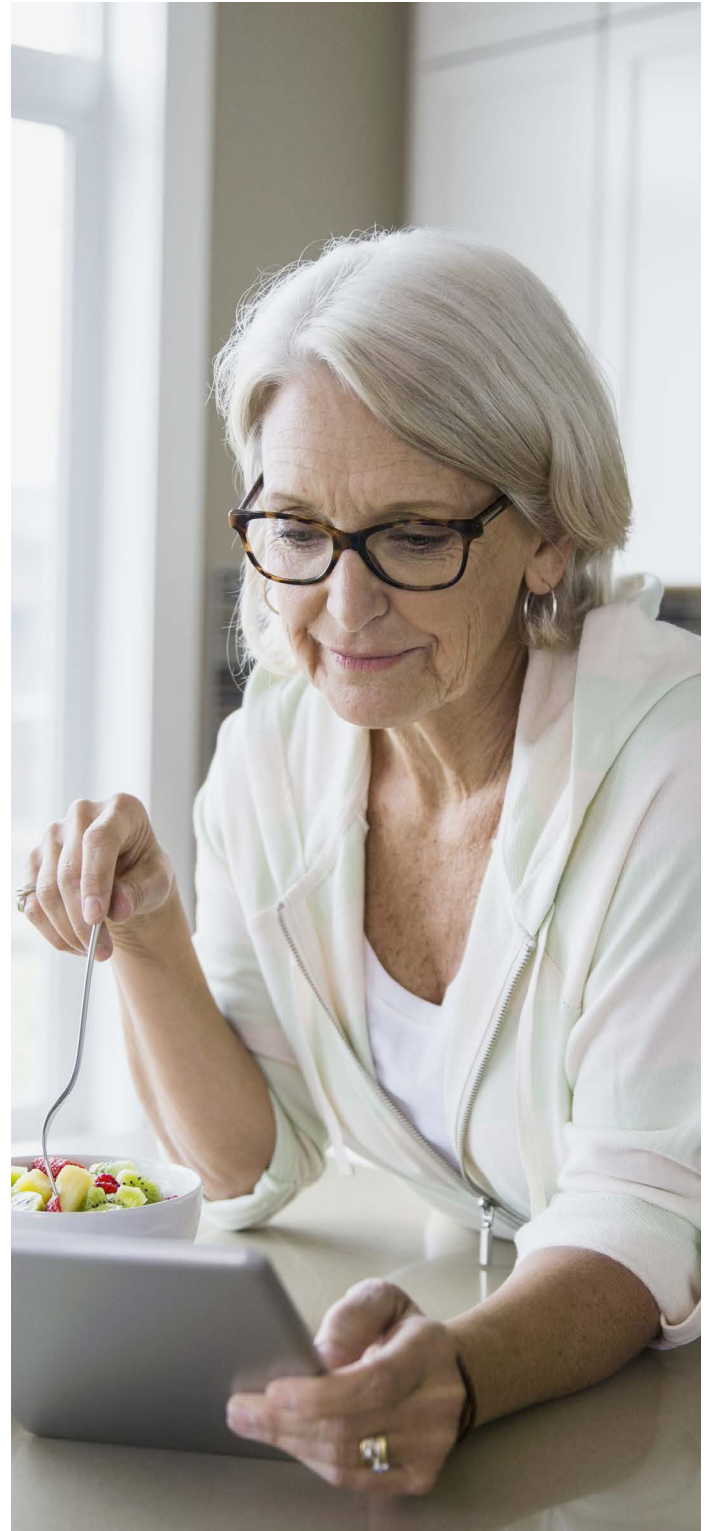
Your member ID number gives you access to your health information. For this reason, it is important to keep your member ID number and other personal information — such as date of birth, Social Security number and address — safe.

Aetna Better Health Premier Plan MMAI will never ask for your Social Security number. If you call and speak with Member Services, they will ask you to provide your name, member ID, date of birth and may also ask for your mailing address, phone number and email address to verify who you are.

If you are ever worried about someone calling you on behalf of Aetna Better Health Premier Plan MMAI, we encourage you to write down the caller's information and then contact us by calling the number on the back of your ID card. If you think someone may be using your member ID number or you have any suspicions of fraud, waste or abuse, you can contact Aetna Better Health Premier Plan MMAI in the following ways:

- Call Aetna Better Health Premier Plan MMAI's Fraud, Waste and Abuse Hotline at **1-866-670-6885**. All calls are anonymous.
- Call the Special Investigations Unit (SIU) at **1-800-338-6361** if you have questions or to report fraud.
- Use the fraud and abuse reporting form on the Aetna Better Health Premier Plan MMAI website [AetnaBetterHealth.com/Illinois](https://www.AetnaBetterHealth.com/Illinois). You will see a link to "Fraud & Abuse" at the top of the page.

Aetna Better Health Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.



# Stay active with SilverSneakers® to help prevent falls

Healthy activities like walking, gardening, golfing, exercising, and doing chores around the house are great ways to stay active and social. But, if a fear of falling keeps you from enjoying life, below are tips to help.



- **Talk to your doctor.**

- If you are worried about falls or things that affect your movement, talk with your doctor.
- Your doctor can help you find things that may add to your risk of falling.
- He or she can watch you walk to figure out how steady you are.
- Your doctor can also give you food and exercise ideas.

- **Safeguard your home. Check your home for dangers to prevent falls.**

- Put grab bars in the shower and beside the toilet.
- Use a nonslip mat in the shower.
- Fix handrails on both sides of any staircase and use them.
- Clear hallways and pathways of mess.
- Pick up loose rugs or anything else you can trip over.
- Make sure lighting is bright enough.
- Use a [checklist from the Centers for Disease Control](#)<sup>1</sup> to make your home safe and reduce your risk.

- **Stay active.**

- Daily activity can help you improve your sense of balance, flexibility, muscle strength and walk, and reduce your risk of falling.
- Most exercises can be done in a seated position.
- Your SilverSneakers benefit provided by Aetna Better Health Premier Plan MMAI is a good place to start.

- **Activate your SilverSneakers benefit today. SilverSneakers is a lifestyle and fitness benefit created for seniors. SilverSneakers includes:**

- Memberships to thousands of fitness locations<sup>2</sup> (visit as many as you like)

- Group exercise classes<sup>3</sup> created for all abilities including,
  - ♥ 12-week Fall Prevention Series
  - ♥ SilverSneakers Stability® class
  - ♥ Balance Builder Workshops
- Instructors trained in senior fitness
- Fun activities held outside the gym<sup>3</sup>
- [SilverSneakers LIVE](#) full-length classes and workshops (exercise with others from the comfort of home)
- [SilverSneakers On-Demand](#) online workout videos for at-home workouts, available 24/7
- SilverSneakers GO mobile app with workout programs, location finder and more

SilverSneakers is a way of life. It may help you gain confidence to continue doing the things you want to do. Do not let a fear of falling keep you from living your best life. Go to [SilverSneakers.com](#) to get your SilverSneakers ID number today.

**Always talk with your doctor before starting an exercise program.**

<sup>1</sup> [CDC.gov/steady/pdf/check\\_for\\_safety\\_brochure-a.pdf](https://www.cdc.gov/steady/pdf/check_for_safety_brochure-a.pdf)

<sup>2</sup> Participating locations (PL) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

<sup>3</sup> Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.



## Seasonal Affective Disorder

Everyone can experience a change in mood at times, especially when there's something specific bringing you down, like the death of a loved one or dealing with health problems. In some cases, these mood changes are more serious, last longer, affect how you feel, think and your ability to live your life normally. If you have noticed these severe changes in your mood as the season changes, you may be suffering from a condition known as Seasonal Affective Disorder (SAD). SAD symptoms usually worsen in the fall and winter months and then get better in the spring and summer. Occasionally, some people have symptoms that worsen during spring and summer and improve in the fall and winter.

SAD is usually a type of depression. So, in many ways, the symptoms are much like typical depression — they just either start or get worse with the changing of seasons.

Symptoms of major depression may include:

- Feeling depressed most of the day, nearly every day
- Losing interest in activities you once enjoyed
- Experiencing changes in appetite or weight



- Having problems with sleep
- Feeling sluggish or agitated
- Having low energy
- Feeling hopeless or worthless
- Having difficulty concentrating
- Having frequent thoughts of death or suicide

If you have winter depression, you may also notice the following symptoms:

- Oversleeping
- Overeating (craving carbohydrates)
- Weight gain
- Social withdrawal

Doctors do not fully understand what causes SAD. Some research has shown that people with SAD may have a low brain chemical called serotonin. Serotonin helps to keep your mood stable. Less sunlight in the winter may cause your brain to produce less serotonin. A low Vitamin D level may also contribute to the symptoms of SAD.

We do know that you're at a higher risk of SAD if you already have another mental health disorder, such as major depression or bipolar disorder.

The good news is you don't have to wait until the season change to feel better. If you are diagnosed with SAD there are treatments out there that can help. The same activities that normally work to lift mood can be helpful for easing symptoms of SAD. On the list: getting regular exercise, keeping in touch with friends and eating healthy. But there

are a few treatments that are specifically recommended for SAD.

**1. Light Therapy-** Light therapy involves sitting in front of special, bright lamps during the day. This therapy should be done with the help of a doctor or counselor.

**2. Medications-** If your symptoms are severe, your doctor may also suggest that you try an antidepressant. These medications work very well to treat SAD. Some examples of antidepressants your doctor may recommend include:

- Sertraline (Zoloft or generic)
- Fluoxetine (Prozac or generic)
- Venlafaxine (Effexor or generic)

**3. Counseling-** If your depression does not respond to light therapy plus medications your doctor may suggest you also speak to a therapist.

Whether you try medication or another treatment, working with your doctor and taking an active approach to overcoming SAD can help you feel better and get back to enjoying the season — whatever season it may be.

Sources

<sup>1</sup>UpToDate. Seasonal affective disorder: Treatment. July 2022.

<sup>2</sup>UpToDate. Seasonal affective disorder: Epidemiology, clinical features, assessment, and diagnosis. July 2022.

# Improve your balance to prevent falls

Falling is the leading cause of injuries for seniors<sup>1</sup>, making it a common concern for many older adults. But you don't have to let that fear stop you from doing what you love. There are things you can do to reduce your risk of falling.

Learning about fall prevention and working on better balance may help you stay independent longer, giving you the freedom to do your daily activities.<sup>2</sup> Improving your balance can help strengthen your muscles and improve coordination to give you the confidence you need.

## Improve your balance

Regular physical activity can help you improve balance, flexibility, muscle strength and gait, and reduce your risk of falling.<sup>3</sup>

- Find the workout that is right for you. Think about what you enjoy and where you are in your fitness journey.
- Many exercises can be done in a seated position so you can stay active without worrying about losing your balance.
- Do exercises that make your legs stronger to help improve your balance.

Always talk with your doctor before starting any exercise program.

<sup>1</sup>[ncoa.org/article/get-the-facts-on-falls-prevention](https://ncoa.org/article/get-the-facts-on-falls-prevention)

<sup>2</sup><https://www.nia.nih.gov/health/older-adults-and-balance-problems>

<sup>3</sup><https://www.cdc.gov/falls/index.html>





## Don't risk a gap in your Medicaid coverage

Update your contact information with your state Medicaid agency. This way, they'll be able to reach you to renew your Medicaid coverage.

Medicaid members can update their addresses by calling the state Medicaid agency at **1-877-805-5312** from 7:45am–4:30pm. If you use a TTY, call **1-877-204-1012**, or visiting <http://medicaid.illinois.gov/>

Illinois enrollees can also update their address via the HFS website here: <https://www2.illinois.gov/hfs/MedicalClients/Pages/addresschange.aspx>.

## Have a health question? Help is a phone call away

Not sure if you should go to the emergency department or urgent care?

The Aetna Better Health Premier Plan MMAI Nurse Line can help. For answers to your questions, call Member Services at **1-866-600-2139** (TTY: 711), 24 hours a day, 7 days a week.

---

**Contact us**

Aetna Better Health® Premier Plan MMAI  
3200 Highland Ave.  
Downers Grove, IL 60515

24 hours a day  
Member Services: **1-866-600-2139**  
**AetnaBetterHealth.com/Illinois**

---

This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own healthcare needs. Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have. Aetna Better Health® Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille or audio. Call **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Aetna Better Health® Premier Plan MMAI Member Handbook.

**ATTENTION:** If you speak Spanish, language assistance services, free of charge, are available to you. Call **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

**ATENCIÓN:** Si habla español, tiene a su disposición servicios de idiomas gratuitos. Llame al **1-866-600-2139 (TTY: 711)**, las 24 horas del día, los 7 días de la semana. Esta llamada es gratuita.

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website or call the phone number listed in this material.

In addition, your health plan provides auxiliary aids and services, free of charge, when necessary to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Your health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, call Customer Service at the phone number on your benefit ID card.

If you believe that we have 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 Grievance Department (write to the address listed in your Evidence of Coverage). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card (**TTY: 711**). If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at [https://ocrportal.hhs.gov/ocr/cp/complaint\\_frontpage.jsf](https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf).

**ESPAÑOL (SPANISH):** Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

**繁體中文 (CHINESE):** 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。