



Aetna Better Health[®] of Illinois E-newsletter

Spring 2023

Get ready to renew your coverage

Members haven't needed to renew Medicaid coverage since the Covid-19 pandemic began. Illinois is starting renewals again to see if people are still eligible.

Select Manage My Case at [ABE.Illinois.gov](https://www.ABE.Illinois.gov) to:

- ✓ Verify your mailing address under "Contact Us"
- ✓ Find your due date (the "redetermination" date) in your "Benefit Details."

Watch your mail and complete your renewal right away.

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the [fraud report website](#) or the Medicaid fraud hotline at [1-844-453-7283](tel:1-844-453-7283) / [1-844 ILFRAUD](tel:1-844-ILFRAUD)

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois, [GetCoveredIllinois.gov](https://www.GetCoveredIllinois.gov).

Adding your baby to your plan

Illinois Department of Healthcare and Family Services (HFS) recommends that you add your baby to your medical card within 45 days of birth. To do this, you can:

- Ask the hospital to add them, or
- Call Application for Benefits Eligibility (ABE) at **1-800-843-6154 (TTY: 1-800-447-6404)**, or
- Go to your local Family and Community Resource Center (FCRC)

Once your baby has a medical card, they'll automatically be enrolled in your health plan.



Earn rewards for maternal and baby health

Aetna Better Care® Rewards is a program that rewards you for focusing on your health. You'll earn reward dollars for completing healthy activities like annual screenings, wellness exams and more.

In 2023, you can earn **rewards** when you complete the following:



Health risk screening



Notification of pregnancy
Prenatal visits
Postpartum visit



Well baby checkups

After you complete your first eligible activity, you'll receive a gift card pre-loaded with your reward dollars. New rewards will be added each time you complete a qualifying activity.

Learn more about Aetna Better Care Rewards at [AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/betterhealth/illinois-medicaid).



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](#).

Your feedback matters

We want to understand our members' preferences as well as find opportunities for improvement.

You may receive a letter in the mail or a phone call from an independent survey firm asking you to participate in a member satisfaction survey. If you're contacted, we hope you'll take part. Your participation helps us be a better partner in your health care journey.

Keeping smiles healthy with routine dental services

The American Dental Association recommends visiting the dentist at least once a year.

With your Aetna Better Health® of Illinois dental benefits, checkups are covered twice a year with dentists in our network.

Read our latest [blog](#) to find out how you can help the children in your life develop healthy dental habits.

Find a dentist [here](#) or call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).



Behavioral health program for young members

Pathways to Success is a program for members under age 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

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).



Never miss an appointment with MyOwnDoctor

Find it hard to keep appointments or follow a prescription plan? We've added MyOwnDoctor to your benefits to put a health care team in the palm of your hand. MyOwnDoctor gives you access to online appointments for medical and mental health care. It also provides you with a care navigator — a person you can call when you need to:

- See a doctor online or in person
- Get help to lose weight, quit smoking or eat healthy
- Find a job
- Get food and rental assistance
- And more

Take the first step to better health and well-being. Use your MyOwnDoctor benefit today. Call [1-773-395-1830](tel:1-773-395-1830) to speak to a care navigator.

Stay connected with us

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.

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.

Safely dispose of medicines

When you're finished with a medicine or the date has expired, it's important to safely dispose of it. CVS Pharmacy® stores provide safe options for disposing of medicine. Disposal kiosks are located in many stores. Locations without a kiosk offer drug disposal packets known as DisposeRx.

[Find a safe disposal location near you.](#)



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

You can also share your voice through our Family Leadership Council. It meets four 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.

We're here for you

Call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) 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

Use our mobile app

Our mobile app lets you access your member benefits and personal health information at all times. The app makes it easy to find:

- Your ID card
- A provider or specialist
- Your PCP contact information
- Benefit information and more



Download the Aetna® app on your mobile phone. For more information, call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Connect with us on social media.



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
4500 East Cotton Center Boulevard
Phoenix, AZ 85040

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 **<http://www.hhs.gov/ocr/office/file/index.html>**.

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: ધુવના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા 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).

Don't risk losing your benefits

Be sure your correct contact information is on file with HealthChoice Illinois. Update your address, phone number or email by calling [1-800-720-4166](tel:1-800-720-4166) or [online](#).



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

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