



# Happiness



[AetnaBetterHealth.com/Maryland](https://AetnaBetterHealth.com/Maryland)

Aetna Better Health® of Maryland

## Why vaccines are a safe, smart idea.

Every year, vaccines are given to millions of people to keep them safe from dangerous diseases. But are the vaccines safe?

The short answer is yes. Vaccines are tested very carefully before they can be used on people. Once they're authorized or approved, doctors keep a close eye on any reports of problems. Plus, each new batch is tested to make sure it's clean and works the way it's supposed to.

### How do vaccines work?

When a germ attacks your body, your body fights back by making something called antibodies. These weaken or kill the germ. Even after the germ is gone, you still have the antibodies.

Vaccines trick your body into making antibodies before you get sick. Because the germs in vaccines are already weak, dead or incomplete, they can't hurt you. But they teach your body how to fight that germ if it tries to make you sick in the future.

### Stay safe at every age

Kids are born immune to many diseases, but that fades in the

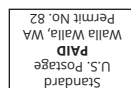
first year of life. So they need vaccines. Adults need shots to protect them from some diseases too. Sometimes one shot can protect you for life. Sometimes you'll need booster shots. It depends on the germ.

Talk with your doctor to be sure your whole family gets the shots they need.

*Sources: Centers for Disease Control and Prevention; U.S. Department of Health and Human Services*

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Aetna Better Health® of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090-2256

## Diabetes Prevention Program.

Aetna Better Health of Maryland is offering a Diabetes Prevention Program to those who have prediabetes, which is when your blood sugar levels are too high. Prediabetes can lead to heart disease, stroke and type 2 diabetes. The program will have group meetings to teach you how to eat healthy, exercise and deal with stress.

Do you think you qualify? Contact us at [WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com), or call **1-866-827-2710 (TTY: 711)** and ask to speak with a case manager.



## Affirmative statement about incentives.

Aetna Better Health of Maryland makes Utilization Management (UM) decisions based only on appropriateness of care and service and existence of coverage. We do not reward practitioners, employees or other individuals for issuing denials of coverage. Any financial incentives Aetna Better Health of Maryland may provide to UM decision makers do not encourage them to make decisions that result in underutilization of services. We also do not use employee incentives or disincentives to encourage barriers to care and service.

If you have any questions about this statement, please call our toll-free telephone number: **1-866-827-2710 (TTY: 711)**.

## Population Health Management Program.

We know that health is more than just the great clinical care you receive. Knowing that, we offer different services to help our members. These services can help members to better manage their health and live healthier lives. Best of all, these resources are free!

### Care management

Our care management nurses can help you:

- Get the services and care that you need
- Learn more about your condition
- Make a care plan that is right for you
- Get services after normal business hours for crisis situations
- Get care for children with special health care needs

Other programs include:

- Educational mailers
- Care and member transitions
- Chronic disease management
- Care coordination
- Behavioral health

### Referral process

If you have questions or if you would like to participate in any of the programs, please give us a call at **1-866-827-2710 (TTY: 711)**. You can also email us at [AetnaBetterHealthMDCM@Aetna.com](mailto:AetnaBetterHealthMDCM@Aetna.com).

Members may disenroll at any time from programs. More information can also be found on our website: [AetnaBetterHealth.com/Maryland](https://www.AetnaBetterHealth.com/Maryland).

## Reporting fraud, waste and abuse.

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health Member Services: **1-866-827-2710 (TTY: 711)** or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **DHMH.Maryland.gov/OIG/Pages/Report\_Fraud.aspx**
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**


Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you can remain anonymous when you make the report. Provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions from government entities and exclusion from future participation in Medicaid and any services provided by state and federal governments.

## Check out our website. **AetnaBetterHealth.com/ Maryland**

What you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management and Quality Improvement programs
- Information about our Utilization Management (UM) Program and how to access our UM team
- Clinical Practice Guidelines

 If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you the written information as needed.



## Medicaid member pharmacy information.

You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at **AetnaBetterHealth.com/Maryland**. This can be found under the "For Members" tab: Click on "Pharmacy," then "Formulary Drug List." This will lead you to the Preferred Drug List (PDL). Please note that the formulary can change at

any time. This is due to the ever-changing world of medicine. If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

## How to file a complaint, grievance or appeal.

To file a grievance or appeal, you can call us at **1-866-827-2710 (TTY: 711)**. Our customer service representatives will assist you with filing a complaint, grievance or appeal. You will need to confirm the appeal request in writing, unless it is an expedited request. We will send you a simple form that you can sign and mail back. We will assist you in completing the form as needed. For more information about appeals and grievances, see pages 42 to 45 of your Member Handbook.




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Find a full description of your rights and responsibilities in the Member Handbook or at [AetnaBetterHealth.com/Maryland](https://www.AetnaBetterHealth.com/Maryland).

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## Helpful information.

 **Member Services:**  
**1-866-827-2710** (toll-free)  
24 hours a day, 7 days a week

**Services for Hearing and Speech-Impaired (TTY):** Call **711**

**24-Hour Nurse Line:**  
**1-866-827-2710** (toll-free)  
24 hours a day, 7 days a week

**Vision: 1-800-879-6901**  
(toll-free)

**Behavioral Health:**  
**1-800-888-1965** (toll-free)

**Dental: Avesis, 1-833-241-4249**

**Mailing address:**  
Aetna Better Health of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090

**Interpreter service:** You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).

**Maryland Medicaid Enrollee Help Line: 1-800-284-4510**

**Emergency (24 hours):** If you have a medical condition which could cause serious health problems or even death if not treated immediately, call **911**.

**Website: [AetnaBetterHealth.com/Maryland](https://www.AetnaBetterHealth.com/Maryland)**

Visit **[AetnaBetterHealth.com/Maryland](https://www.AetnaBetterHealth.com/Maryland)** for the updated pharmacy formulary and latest Member Handbook. For a printed copy of anything on our website, call Member Services at **1-866-827-2710 (TTY: 711)**.

To learn more about health education, call **1-866-827-2710** and ask to speak to a case manager or email **[WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com)**

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This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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## Nondiscrimination statement.

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email **MedicaidCRCoordinator@Aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Aetna Better Health of Maryland relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD)**.

Complaint forms are available at: **<http://www.HHS.gov/OCR/Office/File/Index.html>**. Such complaints must be filed within 180 days of the date of the alleged discrimination.

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## Nondiscrimination statement.

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Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

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## Language accessibility statement

*Interpreter services are available for free.*

### Español/Spanish

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

### አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆኑ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስማት ለተሳናቸው: **711**).

### العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

### Bàsɔ̀̀ Wùdù̀̀/Bassa

Dè de nìà ke dyèdè gbo: ɔ̃ jũ ké m̃ dyi Bàsɔ̀̀-wùdù̀̀-po-nyò jũ ni, ñi à wuɖu kà kò d̃ò po-poò bé m̃ gbo kpáa. Ðá **1-800-385-4104** (TTY: **711**).

### 中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

### فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارائه می‌گردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

### Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

## ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે.  
કોલ કરો **1-800-385-4104** (TTY: **711**).

## Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

## Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dịjiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

## 한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

## Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**).  
Estes serviços são oferecidos gratuitamente.

## Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

## Tagalog

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

## اردو/Urdu

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ **1-800-385-4104** (TTY: **711**) پر کال کریں۔

## Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị.  
Gọi số **1-800-385-4104** (TTY: **711**).

## Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófèṣẹ́, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).