Get more out of your health benefits - 2026

TEXAS Health and Human Services | TEXAS STAR Your Health Plan ★ Your Choice

aetna®

Aetna Better Health® of Texas

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We've got your back

Case management is available to help members manage their health. Case managers are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your primary care provider to help answer medical questions
- Work with your doctors on specialist referrals
- Promote communication between your care provider, family and medical specialists
- Help with home health requests
- Make sure all your health care needs are being met

Children who need more medical or behavioral health needs than other children their age can get special help if they are in a case management program.

Reloadable Card Program

Members can earn reloadable cards when they complete wellness activities such as well-child/Texas Health Steps exams and our PROMISE program for healthy pregnancies.

Well-Child/ Texas Health Step Eligible Members	Reward	Wellness Activity
Age birth to 6 months	$50	Member completes a Texas Health Steps/well-child checkup at 2 weeks, and 2, 4 and 6 months (all 4 visits)
Age 9 months	$25	Member completes a Texas Health Steps/ well-child checkup
Age 12 months	$25	Member completes a Texas Health Steps/ well-child checkup
Age 15 months	$25	Member completes a Texas Health Steps/ well-child checkup
Age 18 & 30 months	$25	Member completes a Texas Health Steps/well-child checkup (a total of 2 gift cards for completing both checkups)
Age 3-20 years	$25	Member completes a Texas Health Steps/well-child checkup (gift card for completing each annual checkup)

PROMISE Program for Pregnant Members	Reward	Wellness Activity
Enroll in case management	$25 plus pregnancy book	If **new members** who are pregnant enroll in case management within 30 days of enrollment
Enroll in case management	$25 plus pregnancy book	If **current members** who are pregnant enroll in case management within 30 days
3 prenatal visits	$50 worth of diapers/ baby wipes or similar items	Pregnant member completes 3 prenatal visits
3 additional prenatal visits and one postpartum visit	$50 worth of diapers/ baby wipes or similar items	Pregnant member completes 3 more prenatal visits (6 in total) and one postpartum visit after the baby is born

Members who become pregnant receive a $100 reloadable card for enrolling in Aetna pregnancy case management and notifying HHSC of their pregnancy within 30 days of pregnancy diagnosis to prevent gaps in care during and after pregnancy, gain access to member education and services, and ensure that newborns are enrolled in Medicaid for at least one year after birth.

Covered benefits/plan benefits

- Office visits
- Urgently needed care
- Emergency care
- Ambulance services (for emergencies)
- Inpatient hospital care
- Outpatient services/surgery
- Mental health and substance use services
- X-rays/lab services
- Flu/pneumonia vaccines
- Wellness exam
- Transportation

Value-added benefits – at no cost to you

24-hour nurse line	Get help from a nurse anytime, day or night at **1-800-248-7767** (Bexar Service Area) or **1-800-306-8612** (Tarrant Service area).
Extra help getting a ride	Get bus passes for WIC visits, events and classes.
Disease management	Get up to $50 on a reloadable card if you're 18–65 and have diabetes—$25 for an eye exam and $25 for an A1c or kidney test.
Dental services	STAR members can get up to $500 per year in dental benefits, including 2 regular cleanings, 1 set of X-rays, simple extractions, limited fillings, and fluoride treatments.
Extra vision	STAR members can get extra help paying for vision care and eyewear.
OTC Health Solutions	Get $25 every quarter for health and grocery items, delivered to your home or available in-store.
Sports & school physicals	Sports physicals are available for members ages 2–19.
Help for members with asthma	Members enrolled in the Asthma Care Management Program may receive asthma-related support items and services.
Extra help for pregnant women	Pregnant members enrolled in case management receive a pregnancy handbook, and can earn reloadable cards ($25-$200 value) and diapers/wipes for completing their prenatal/post partum visits.
Home visits	A virtual home visit with a lactation consultant for all new moms.
Health & wellness services	Get help with weight loss from a nutritionist or dietitian for non-pregnant members ages 3–30, BMI is above the 85th percentile.
Healthy play & exercise	Aetna Activate Kids Health Club members get two $50 on a reloadable card each year; one for eligible after-school program and one for eligible swim programs.

Value-added benefits – at no cost to you (continued)

Gift programs	Reloadable cards for completing Texas Health Steps visits/well-child checkups ($25-$200 value) at various ages. Upon completion, members call Member Services to redeem. Members 20 years old or younger who become pregnant receive a $100 reloadable card for enrolling in Aetna pregnancy case management and notifying HHSC of their pregnancy within 30 days of pregnancy diagnosis to prevent gaps in care during and after pregnancy, gain access to member education and services, and ensure that newborns are enrolled in Medicaid for at least one year after birth.
Behavioral health services	$25 reloadable card for members who complete a follow-up visit with their behavioral health provider within 7 days of leaving a behavioral health inpatient hospitalization.
Online mental health resources	Members can access information about mental and emotional well-being, substance use disorders and mental health disorders at **AetnaBetterHealth.com/Texas/members/behavior**.

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at **AetnaBetterHealth.com/Texas**.

The covered benefit information in this brochure is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. If you have any questions about how to make the most of your benefits and services, give us a call or visit **AetnaBetterHealth. com/Texas**. We are here to help.

Member Services is available 8 AM-5 PM Monday-Friday, 7 days a week.

1-800-248-7767 (Bexar)

1-800-306-8612 (Tarrant)

TTY **1-800-735-2939**

We want you to get the most out of your benefits

Notice of Nondiscrimination

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, sex, health status or need for health care services.

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
PO 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, call 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 **hhs.gov/ocr/office/file/index.html**.

This notice is available at the Aetna Better Health website: **AetnaBetterHealth.com/Texas**.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Multi-language interpreter services

TTY: 711

English: To access language services at no cost to you, call **1-800-385-4104**.

Spanish: Para acceder a los servicios de idiomas sin costo, llame al **1-800-385-4104**.

Vietnamese: Nếu quý vi muốn sử du ng miễn phí các di ch vu ngôn ngữ, hãy go i tới số **1-800-385-4104**.

Chinese: 如欲使用免費語言服務，請致電 **1-800-385-4104**。

Korean: 무료로 언어 서비스를 이용하려면 **1-800-385-4104** 번으로 전화하세요.

Arabic:
للحصول على خدما ت الل غ ة م حا نًا، ا تصل على **1-800-385-4104**.

Urdu:
1-800-385-4104 نلا ق یم ت ز نا ن سے م یغل قہ خدما ت خاصل کر نے کے ل یے ت ر نا ت کرت ں۔

Tagalog: Upang ma-access ang mga serbisyo sa wika nang wala kang babayaran, tumawag sa **1-800-385-4104**.**French:** Afin d'accéder aux services langagiers sans frais, composez le **1-800-385-4104**.

Hindi: आपके लिए बिना बकसी कीमत के भाषा सेवाआं का उपयोग करने के लिए, **1-800-385-4104** पर कॉल करं।

Persian:
نرای دس یرسی نة خدما ت ز نا نی زات گ ا ن، نا سمازه **1-800-385-4104** تماس نگ یرت د.

German: Um kostenlos auf Sprachdienste zuzugreifen, rufen Sie unter **1-800-385-4104** an.

Gujarati: તમને કોઈપણ ખર્ચ વિના ભાષા સિાઓ મેળિા માટે, **1-800-385-4104** પર કૉલ કરો.

Russian: Чтобы получить бесплатные услуги перевода, позвоните по номеру **1-800-385-4104**.

Japanese: 無料の言語サービスをご利用いただくには、**1-800-385-4104** にお電話ください。

Laotian: ເພ່ືອເຂ້ົາເຖິງການບໍລິການພາສາໂດຍບ່ໍເສຍຄ່າໃຊ້ຈ່າຍແກ່ທ່ານ, ໂທ **1-800-385-4104**.

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