



Aetna Better HealthSM Premier Plan



Happy times

Spring 2018

Healthy teeth means a healthier you

Do you have a dentist you visit on a regular basis? Do you know that your benefits cover two dental exams and cleanings per year? These are just a few of your dental benefits to help keep your teeth and mouth healthy.

Aetna Better Health wants to help you care for your smile and to help you have healthy teeth and gums to support your overall health.

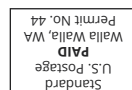
Our teeth are meant to last a lifetime. A healthy smile is important for everyone at every age. It is important to take proper care of our teeth with regular brushing, flossing, a balanced diet and regular dental visits.

To find a dentist, you may call DentaQuest at **1-800-416-9185** or visit **aetnabetterhealth.com/illinois**.

For help or other questions, call Member Services toll-free at **1-866-600-2139**. You may call 24 hours a day, 7 days a week.

For urgent or emergent dental needs, most dentists have openings built in their daily schedules. A member should call their dentist if they have tooth or gum pain, bleeding, a broken tooth, or other non-trauma problems.

For member transportation assistance, members may call MTM at **1-888-513-1612**. One to three days of advance notice is required. Members should have their appointment information and dental office address available when making the call. There is no charge for transportation services.



Aetna Better HealthSM Premier Plan
333 W. Wacker Drive, Suite 2100, MC F646
Chicago, IL 60606

Help us fight fraud

Is your doctor billing for services that were not performed?

Is your homemaker billing for more hours than they are actually working?

Is someone else using your name to receive medical services?

Each year billions of dollars are lost to healthcare fraud. Help us fight back.

You can report suspected fraud or abuse directly to Aetna Better Health of Illinois by calling the Special Investigative Unit (SIU) hotline at **1-800-338-6361**.

Or call our Health Plan hotline at **1-877-436-8154**. All calls are anonymous.

Note: Even if you provide your contact information, your identity will be kept confidential.

We can make a difference if we all work together.



Tell us how we are doing

Take the CAHPS survey

Aetna Better Health Premier Plan cares about you. We also care about the services you receive from your doctors. We want to make sure that you get the best care. We want to hear from you! This will help us to improve and get you the care you want and need.

Soon you will be receiving a CAHPS survey. It is a member satisfaction survey that asks you to tell us how we are doing and how your doctors are doing. The results of the survey help us make improvements to our health plan. It is our goal that 100 percent of our members are happy with the services and benefits they receive from Aetna Better Health.

We want to make sure:

- You get the needed care for tests, treatments or scheduling appointments with a specialist as soon as you need it.
- You get appointments and care quickly for regular checkup visits or sick visits. It includes that you are seen within 15 minutes of your appointment time.
- Your doctors communicate well with you and explain things in a way that is easy to understand. We want to make sure that doctors spend enough time with you and listen to and respect what you have to say.

- Your doctors have all your medical information. This includes during your visit and any follow-up on results of tests you may have had. This also includes your medication. We want your doctors to help you coordinate any care you need with other doctors or specialists.
- You're happy with our customer service. That you are treated with courtesy and respect by the Aetna Better Health staff.
- You receive reminders about your prescriptions from your doctor or your pharmacy.
- You get your needed prescriptions.
- You get your annual flu vaccine, along with information about the benefits of the vaccine.
- You rate the healthcare quality based on all services that you have received in the prior six months of the survey.
- You rate the drug plan based on the pharmacies that you use covered by Aetna Better Health.
- You rate the health plan: Aetna Better Health Premier Plan, based on the customer service, healthcare services and any other services that you receive.

If you have questions or require additional assistance in completing the survey, please call Member Services or your Care Manager at **1-866-600-2139**.

Illinois Employment First

In an earlier newsletter, we talked about Illinois Employment First. Illinois Employment First is supported by Illinois state law, executive order and policies. This means that in Illinois, there are laws and policies to support the idea that ALL Illinois citizens, regardless of disability, are able to fully participate in their communities. That includes the ability to get a job.

Employment can help you gain self-confidence, earn more income, make friends in the community, and provide meaningful activity. Have you thought about how work could help you change your life?

Happy new year, IL Employment First Community of Practice!

The IL Employment First Community of Practice is a group of people focused on bringing people together around employment. It is made up of people with disabilities, employers, community rehabilitation providers, teachers, government representatives, family members, direct service staff and advocacy groups. They focus on creating new educational opportunities and showing employment success around Illinois.

2018 Employment First work is beginning with a sense of camaraderie and solidarity. That means we are all working together to improve employment and economic opportunities for persons with disabilities.

This path isn't always an easy one. Change can be difficult. Our goal is to give information about employment opportunities for people with disabilities. This takes many different people in the community working together. This also includes peer-to-peer conversations. That means involving people with disabilities in the discussion. We are looking forward to continuing to reach for change, to overcome challenges and to work toward progress in the coming year.

We are stronger together. We are working hard. We are trying to learn from one another. We can figure this out together. Teamwork makes the dream work.

If you would like to be added to the Employment First list serve, which includes resource updates, please contact **Tania.Morawiec@illinois.gov**.



How National Coverage Determinations affect your plan

The Centers for Medicare & Medicaid Services (CMS) sometimes change coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit **aetnabetterhealth.com/illinois**. Then go to "For Members," select "Aetna Better Health Premier Plan" and then "Member Benefits."

You can also visit **cms.gov** for more information. Once on the website, click on "Medicare" then type "National Coverage Determination" in the search box.

Or call us at **1-866-600-2139** (on your member ID card).

Use your voice!

Join the Member Advisory Council (MAC)

You are one of the experts in your own healthcare. Together you work with your healthcare team that is made up of your doctor, specialist, Aetna Better Health Care Manager and other supports (like your family and friends). You are an empowered member of this team. This means you can take an active role in healthcare decisions. When you are empowered it means that you are stronger and more confident. It can also mean that you know your rights.



In earlier newsletters, we talked about many different ways to be empowered. Today, we're going to discuss one way to use your voice through Aetna Better Health's Member Advisory Council (MAC).

Who is part of the Council?

- Members of Aetna Better Health
- Family members or caregivers of a member
- Community organizations that work with members

What does the Council do?


- Share ideas
- Give examples of what is working well
- Discuss what can be improved

Who decides what you discuss at the meeting (the agenda)?

- The agenda is decided on by Council members

What happens during the meeting and after?

- Aetna Better Health staff listen to what is important to members
- Aetna Better Health staff report back to the Council on any changes that may have been made based on the ideas that the Council talked about

 **Do you want your voice to be heard?** For more information on how to join the MAC, please contact your Care Manager or Member Services at **1-866-600-2139**.

Employment

Did you know?

Everyone has the right to work if they would like. Employment can improve how you feel about yourself. In this newsletter, you read about Employment First. Aetna Better Health is part of the community that supports employment opportunities for people with disabilities.

In earlier newsletters, we discussed how Prerak Mehta and the Community Outreach team send our staff a "Disability Advocacy" email each month. This email focuses on disability rights and awareness. Below is some information from the email that was sent in January 2018.

Our Care Managers want members to be successful in the community. This can

include helping a member learn about employment. The first step is hearing from our members on what their goals are. Our Care Managers work with members to focus on their strengths. This means hearing what the member feels that they can do well. Next steps are working with the member to create their employment goals and connecting them to programs and supports in

the community to reach these goals.

Our Care Managers can help to empower members. This means supporting a member's decision to have a job if they would like. Our work with members can help them believe that they can.

Your primary care provider (PCP)

A partner in your health

Aetna Better Health cares that you stay or get healthy so that you can live your life to the fullest. If you want to stay or get healthy, it takes more than visiting the doctor when you are sick. Your doctor is a partner in health, not only in sickness. When you have a partner in health, your doctor helps you feel your best, and he or she gives you the best care when you don't. Start your partnership in health by visiting your doctor.

Why should you get to know your PCP?

Having one main doctor, called a primary care provider (PCP), is a smart way to get the best care possible. Your PCP:

- Makes sure you get the tests and checkups you need based on your age, gender and existing health conditions
- Gets to know you over time so he or she is able to tell if your health conditions change

- Works with you to make sure that the treatment options you receive are working for you

Get the right PCP for you

Through Aetna Better Health, you have your own PCP:

- If you don't have a PCP, call the number on your Member ID card. We will help you find the right doctor for you. We will also help you make your first appointment so you can begin your partnership in health.
- If you want to change the PCP listed on your Member ID card, call the number on your Member ID card. We can help you choose a new PCP in our plan.
- Always take your Member ID card with you when you visit your PCP.

Call Aetna Better Health for more information and assistance.

Your PCP is there to help you

- Tell your PCP how you feel, what you are doing or not doing to improve your health, and about any problems you may be having.
- Ask your PCP about any tests or vaccines you should get.



- Visit your PCP at least once every year.
- Make your PCP your first call if you become sick or injured.

Your PCP is the doorway to the best care that is right for you.

Contact us



Aetna Better HealthSM Premier Plan
333 W. Wacker Drive, Suite 2100, MC F646
Chicago, IL 60606



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



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 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 HealthSM Premier Plan (Medicare-Medicaid Plan) 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 in Spanish, or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139** and TTY/TDD is **711**, 24 hours a day, 7 days a week. The call is free. The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better HealthSM Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better HealthSM Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

IL-17-12-28

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:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o 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>.

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

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub 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。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں - اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि: शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **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 numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS : **711**).

GREEK: ΠΡΟΣΟΧΗ: Εάν μιλάτε Ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στο πίσω μέρος της ταυτότητάς σας ή στο **1-800-385-4104** (Λειτουργία TTY: **711**).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.