



Aetna Better HealthSM Premier Plan



Happy times

Summer 2019

Healthy teeth and gums

Do you have a dentist you visit on a regular basis? Did 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.

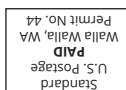
For help or other questions, call Member Services toll-free at **1-866-600-2139**. You may call 24 hours a day, 7 days a week.

For urgent or emergency 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' 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.

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

Tell us what matters to you

Soon you may get a survey in the mail asking you about behavioral healthcare services from Aetna Better Health. Behavioral healthcare services include therapy and treatment for mental and emotional health. Do we offer services that are helpful to you? Does your doctor treat you with respect and make you feel better? Let us know so that we can make services better for you.

We want to hear from you!

If you get the survey in the mail, please fill it out and mail it back. Your answers will let us know if your needs are being met. If you do not send the survey back, you will get a phone call to take the survey over the phone. We want to hear from you! Thank you for taking the time to fill out the survey.

Help when you need it most

Sometimes managing a chronic condition or multiple conditions can become overwhelming. To offer you support, your doctor, hospital discharge planner or other provider may refer you to Care Management. Or a nurse on our health information line may refer you. However, don't wait for a referral if you need help. You can self-refer by you or your caregiver calling us at **1-866-600-2139** and asking for Care Management. Our care management program provides assistance to members with the management of chronic conditions (disease management) and with getting the help they need.

Once you are engaged in care management, you will get a call from your case manager.



Our case managers can:

- Help you understand your covered benefits
- Show you how to get specialty, behavioral health or hospital services
- Talk with your doctors and other agencies to ensure you get needed services
- Teach you more about your disease or condition
- Help you locate community resources to meet your needs

Let nothing stand between you and taking your medication

We understand how easy it can be to skip a dose of your medications. We also know that it may be hard to pick up your medication from the pharmacy. But if you have conditions such as diabetes, hypertension

or high cholesterol, it is very important that you take your medication just like the doctor ordered it. Taking these medications regularly can help to keep these conditions under control. Speak with your

doctor and learn more about how to take your medication correctly at your next checkup. If you need help with learning to take your medication, contact us here at Aetna Better Health

of Illinois for assistance: **1-866-600-2139**. We will be glad to help you make an appointment to speak with your doctor. It's important to us that you take your medication, get better and stay healthy.

What to do after you go home from a hospital stay

If you have been admitted to a hospital for medical reasons, it is important for you to complete a follow-up appointment with your doctor within 30 days after you go home. Your doctor will check your medications, so bring all your medications with you. Your doctor will assess how you are getting along and will help you with other needs you might have. This post-hospital discharge follow-up visit allows you to ask questions and might even prevent you from having any issues to keep you from having to go back to the hospital. Sometimes, it is helpful to have home visits or telehealth if you are not able to get out. Your care manager can assist you if you have any questions or need any assistance.

For help or other questions, call Member Services toll free at **1-866-600-2139 (TTY/TDD: 711)**. You may call 24 hours a day, 7 days a week.



For member transportation assistance, members may call Medical Transportation Services (MTM) at **1-888-513-1612**. One to three days' advance notice is

required. Members should have their appointment information and office address available when making the call. As a reminder, there is no cost for you to schedule transportation.

Taking charge of your health

Managing a chronic condition can feel overwhelming. Your primary care provider can help you with managing your chronic condition to improve your overall health and wellness. When you see your primary care provider, they may do things like:

- Take your height and weight
- Talk to you about physical activity and healthy eating

- Review all of the medications that you are taking
- Ask if you are experiencing any pain
- Ask if you are having any difficulty with everyday tasks and activities
- Order tests or ask specific questions about your chronic condition

With any chronic condition, such as diabetes, high blood pressure

or COPD, it is important to take any medications that you are prescribed exactly as the instructions say. It is also important to understand how your behaviors or lifestyle may be impacting your chronic condition. Small lifestyle changes can make a big difference. Talk to your doctor about some changes that you might be able to make and how they might impact your well-being.

How national coverage decisions affect your plan

The Centers for Medicare & Medicaid Services (CMS) sometimes changes 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 > Aetna Better Health Premier Plan (Medicare-Medicaid Plan) > 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.

You can also contact your Care Manager or Member Services at **1-866-600-2139** (TTY/TDD: 711).

Community Spotlight on National Alliance on Mental Illness (DuPage)

The following article is brought to you by National Alliance on Mental Illness (NAMI) DuPage

National Alliance on Mental Illness (NAMI) DuPage is part of a nationwide mental health advocacy organization. This means that they offer a wide variety of support and education programs to the community. Two programs that are offered are the Peer Counselor program and the Living Room.

The Peer Counselor program provides support and assistance to those who have a mental health condition or their family members. In this program you can meet with a Peer Counselor who has experience with a mental health condition. They have completed specific training so that they can meet with clients. They are

further along in their own mental health journey and often have had similar experiences to share with individuals. It's important to note that this is not a replacement for therapy. Peer support is nationally recognized, which means it has been shown to play an important role in supporting a person's recovery. For more information about the program, you can contact NAMI DuPage directly.

The Living Room is an alternative to the emergency room for individuals experiencing an increase in mental health symptoms. This means that individuals who may be experiencing a mental health crisis can go to the Living Room.

It offers a safe and calm place in a non-clinical setting. While at the Living Room you can talk with a Peer Counselor. They can listen to you and suggest ways to assist and provide resources. The Living Room is offered Monday through Friday from 3 to 8 p.m. While in the Living Room, individuals are connected with resources so they can continue receiving the help they need.

For more information about NAMI DuPage and their programs, please contact NAMI DuPage directly by phone at **630-752-0066** or visit **namidupage.org**.

Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ smartphone.

We know how important it is to stay connected to healthcare, jobs, emergency services and family. That's why Aetna Better Health Premier Plan is partnering with Assurance Wireless Lifeline service.

Each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited texts
- Voice minutes

Plus an Android smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more, visit aetnabetterhealth.com/illinois.

Gearing up for the 2019–2020 flu season

The new 2019–2020 flu season is just around the corner, and it will be time for you to get your yearly flu shot. All adults need the flu shot every year. The flu shot is the best way to help you and your family from getting the flu. For most, the flu can be a mild illness, but some adults are at high risk for severe illness, hospitalization or even death. The new flu shot will be ready starting in September. It is best to get your flu shot by the end of October for the best protection. You can still get the flu shot as long as there is flu activity, even throughout the winter and into the early spring months.

Call your doctor to get a flu shot. flu shots are also offered at most retail pharmacies in our network. Check the Pharmacy Locator for a pharmacy near you. It is posted on our health plan website, aetnabetterhealth.com/illinois,



under "Find a Provider/Pharmacy." The pharmacy network changes monthly and yearly, so check back often. Make sure your local pharmacy is giving flu shots before you go. For more information, contact Member Services and ask for your care manager: **1-866-600-2139 (TTY/TDD: 711)**, 24 hours a day, 7 days a week.


Contact us



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 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 (TTY/TDD: 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.

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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 કાર્ડના પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ 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.