



# Putting your needs first

## Rewarding healthy behaviors

Pregnancy	Rewards
6 prenatal appointments	Cribette
1 post-partum appointment within 21-56 days of having your baby	\$50 gift card
Enroll in NAS program	Cribette or baby wrap carrier
Complete the NAS program	Educational toy
Preventive dental program	Up to 2 check-ups during pregnancy
Walking program	Rewards
Receive a pedometer and log for tracking your steps	\$25 gift for completing an 8-week program
Diabetes	Rewards
Enroll in diabetic education program and complete A1C testing*	\$25 gift card
Diabetic dental program	Routine teeth cleaning
Diabetes Management Program	Free glucometer
Good health practices	
Health education events (well-child and well-woman yearly visits, etc.)	\$25 gift card
Timely behavioral health follow-up appointment (within 7 days)	
Targeted preventive care	
Healthy activities	
Health-related summer camps for children	Camp scholarships

\*Available in certain counties






Aetna Better Health® of West Virginia

**aetna**®





[aetnabetterhealth.com/westvirginia](http://aetnabetterhealth.com/westvirginia)

Aetna Better Health of West Virginia gives you a choice and offers more benefits than the standard state Medicaid plan. Contact Member Services at **1-888-348-2922** for complete details.






## Stay connected

-  Our informed health line is available 24 hours a day, 7 days a week. Just call **1-855-200-5975**.
-  **Text4baby** text messages to keep baby and mother healthy
-  Free cell phone with 350 minutes and unlimited text messaging, including unlimited calls to our Member Service department
-  Wellness and appointment text reminders that do not count against your monthly free cell phone allowance
-  Web-based health risk screening with self-management tools











## Case management/care coordinator program

-  Certified diabetes management program Allows our members to take a more active role in their health care
-  Care coordination through baby's first year for mothers with high risk or substance abuse during pregnancy and for NICU babies with chronic or complex conditions
-  Respiratory therapist on site for individualized education
-  Specialized care managers:
  - Neonatal abstinence syndrome
  - NICU
  - High-risk OB
  - Regional face to face case management with high-risk members
  - Behavioral health care managers

## Education

-  Asthma care kit with education materials and peak flow meter with enrollment in our asthma program
-  Diabetic education and cooking demonstrations at statewide events
-  **WV Tobacco Quitline** line, including a certified counselor on staff to help you stop using tobacco. Just call **1-800-QUIT-NOW (1-800-784-8669)**
-  Congestive heart failure wellness tools, including a bathroom scale and tracking booklet
-  Cub Club membership for children under 13

## Additional programs and services

-  Personal, face-to-face, SSI application assistance for Medicaid members who qualify for the SSI benefit
-  Statewide community outreach programs and wellness education for all ages
-  Care managers to help our members manage medications, disease and improve overall health
-  Licensed psychologists on staff for behavioral health issues
-  Certified lactation counselor available for one-on-one consultations
-  Targeted health care drives
-  Dental hygiene kits (pediatric or adult toothbrush, toothpaste and floss) available upon request
-  Opportunity to participate in the Member Advisory Committee
-  Family Information, Support, and Help (FISH) Program – recognizing children's emotional problems and knowing where to turn
-  Pillboxes to help manage medications

Aetna Better Health of West Virginia is available to eligible members in **ALL 55** counties.

Member Services **1-888-348-2922** (TTY: 711)  
[aetnabetterhealth.com/westvirginia](http://aetnabetterhealth.com/westvirginia)





## 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](mailto: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**).

**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**)。

**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**).

**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.

**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**)

**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**).

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

**JAPANESE:** 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または **1-800-385-4104** (TTY: **711**) までご連絡ください。

**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**).

**ITALIAN:** Atención: Se fala portuguê, encontram-se disponíveis serviços linqüísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104** (TTY: **711**).

**THAI:** ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)

**NEPALI:** ध्यान दिनुहोस्: दि तपयाई नेपयाली भयाषया बोलनुहुन्छ भने तपयाईकया लयागि गन:शुलक रूपमया भयाषया सहयातया सेवयाहरू उपलब्ध छन्। तपयाईको आइडी कयाडुको प्छयागड रहेको नमबर वया **1-800-385-4104** (TTY: **711**) मया फोन निुडहोस्।

**PERSIAN:** اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

**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**).

**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۔