



Aetna Better HealthSM Premier Plan



Full life

Fall 2019

Meet our Community Liaison Recovery Specialist: Asha Rondinella, CRSS

Asha Rondinella joined Aetna Better Health in the role of a Community Liaison Recovery Specialist in July 2016. As a Recovery Specialist, Asha works with members to provide recovery support. Recovery can be described in many ways. Aetna Better Health Premier Plan works with members to help them become involved in their own recovery process. This process is one where you can improve your health and wellness. It also means having options about your healthcare. Recovery means living, working, learning and participating fully in your community.

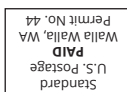
Asha holds a Certified Recovery Support Specialist (CRSS) certification. This means that Asha completed training, education, and personal experience so she can

work with others on recovery. She works with Aetna Better Health Care Coordination staff together with members to encourage wellness. Asha can share information about recovery and wellness from her personal and holistic experience. She discusses healthy lifestyle changes with members. She is able to relate to experiences based on what she has learned through her journey of recovery.

Understanding your pharmacy benefits

Visit aetnabetterhealth.com/illinois for the updated pharmacy formulary and latest Member Handbook. For a printed copy of anything on our website, call Member Services toll-free at **1-866-600-2139 (TTY/TDD: 711)**.

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Aetna Better HealthSM Premier Plan
3200 Highland Ave.
Downers Grove, IL 60515

Need help? Your Member Handbook has the answers

Check out the following information in your Member Handbook and on our website at aetnabetterhealth.com/illinois:

- Benefits and services included in your health plan as well as those not covered
- Pharmaceutical management procedures
- Copayments
- Benefit restrictions outside Aetna's service area
- How to get language assistance
- How to submit a claim
- How to get information about doctors in Aetna's network
- How to get primary care services
- How to get specialty care and behavioral healthcare services
- How to get care after normal business hours
- How to get emergency care or call **911**
- How to get care and coverage outside of Aetna's service area
- How to submit a complaint
- How to appeal a decision
- How Aetna evaluates new technology to include in coverage

Your care after hospital discharge: Transition of care

We understand that being in a hospital can be stressful. As your health plan, it is our goal to make sure that all your healthcare needs are met. This is especially important once you leave the hospital. We highly recommend that you follow up with your healthcare provider within 1 to 2 weeks after you leave the hospital.

This follow-up visit is very important to your healthcare needs. Your provider will make sure that all the medications that you are taking (new and old) are safe, are not the same, and do not cause potentially life-threatening interactions. Also, during this visit your provider will check on your recovery and will look to see if you have any other needs that

will help you recover successfully. Our case management team is here to help you as well. Our case managers may call you when you are in the hospital to start your discharge plan. You can also call your case manager once you leave the hospital so we can help you coordinate all the healthcare needs you may have.



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.

To your health!

Each of our members are on their own personal healthcare journey. We can guide you in managing and improving your health. To learn more about how we can help you with your healthcare, call Member Services toll-free at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. Below are some of the programs we offer to help you stay healthy:

- **Case Management.** A case manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. Your case manager will help you if:
 - You are going to the Emergency Room a lot
 - You are having trouble getting things your doctor has ordered
 - You need information about a disease or treatment
 - You need help with activities of daily living
 - And so much more!
- **Getting all your discharge needs met after you have been in the hospital.**
- **Diabetes Management and Hypertension (high blood pressure) Management.** If you have diabetes or high blood pressure, we will teach you how to take care of yourself. You will learn:
 - How to take care of your diabetes or high blood pressure conditions
 - How to watch your blood sugar or blood pressure
 - Healthy habits so you feel better
- **Medication Safety.** We want you to be informed about the different medicines you may need to take. We can help you with questions you should always ask your provider, like:



- Why am I taking this medicine?
- How should the medicine be taken?
- Are there any side effects or possible allergic reactions to this medicine?

- **Healthy Adults.** Along with your doctor, we will partner with you to get you the best care and help you feel your best. We want you to get tests or vaccines that will help you stay healthy, like:
 - Breast cancer screenings
 - Colorectal cancer screenings
 - Flu shots
 - Eye exams

- **Health Homes.** Some providers use Health Homes, which focus on working with you and your healthcare team to plan and coordinate your care.

At times, you may not need much assistance from a case manager; however, conditions can change and can be overwhelming. To offer you support, your doctor, hospital discharge planner or other provider may refer you to case 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 calling us at **1-866-600-2139** and asking for case management.

We want to help you stay healthy and make sure that you are getting the care and service you deserve. Call Member Services toll-free at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week, to learn more about how we can help you.

Gift cards for your health: Member incentive

We're approaching the end of the year — have you gotten all of your recommended health screenings? Aetna Better Health of Illinois is proud to offer \$25 for completing certain preventive health services before the end of the year. You may have already received a gift card from us in the mail if you have completed these services already. This gift card is reloadable, and each time you complete a qualified screening or visit in 2019, \$25 will be loaded to your card. So do not throw it away! If you have questions about services you should complete to receive this, or if you are not sure if you got a gift card, you can call your care manager or Member Services at **1-800-600-2139**.

Important steps for your mental health: Behavioral health follow-up

If you are admitted to the hospital or go to the emergency department for mental health reasons, it is very important that you follow up with your primary care or behavioral health provider after leaving the hospital. Your provider can help you to manage your condition after leaving the hospital and help to connect you with other resources that you might need. They may even be able to help you from having to go back to the hospital. It's important to bring all the medications that you are taking with you to the appointment. If you need help making an appointment with a primary care or behavioral health provider, call your care manager or Member Services at **1-800-600-2139**.



Working with you to get the right care

Our utilization management (UM) program ensures you get the right care in the right setting when you need it. UM staff can help you and your doctors make decisions about your healthcare. Our UM program helps make sure you get the right services at the right place. When we make decisions, it's important for you to remember the following:

- We make UM decisions by looking at your benefits and choosing the most appropriate care and service. You also must have active coverage.
- We don't reward doctors or other people for denying coverage or care.
- Our employees do not get any incentives to reduce the services you get.

You can speak to a person to ask questions about UM by calling Member Services toll-free at **1-866-600-2139 (TTY/TDD: 711)**, 24 hours a day, 7 days a week. Language translation is also provided for free by calling **1-800-385-4104**.

Clean hands!

Germs are everywhere. They are on everything we touch. It is easy to spread from person to person with just one touch.

If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.

Alcohol-based hand sanitizers work well but don't kill all germs. Do not use them if your hands are visibly dirty or greasy. It is important to know when to wash your hands and which method to use.

Handwashing with soap and water is the best way to prevent the spread of germs and reduce the risk of infection.

Make sure to wash your hands with soap and water after coughing, blowing your nose or sneezing, touching your mouth or eyes or doorknobs, or using the restroom. If you're in the hospital, remember to wash your hands after touching the bed rails, bedside tables, remote controls or phones. If

you're unsure when to wash, wash your hands. Remember: Clean hands count!

[cdc.gov/handwashing/show-me-the-science-hand-sanitizer.html](https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitizer.html)

[cdc.gov/features/handhygiene/index.html](https://www.cdc.gov/features/handhygiene/index.html)



Community spotlight on Healthcare Alternative Systems

The following article is brought to you by Healthcare Alternative Systems (H.A.S.).

Healthcare Alternative Systems (H.A.S.) is an organization that has provided comprehensive, bilingual behavioral healthcare in English and Spanish for more than 40 years. H.A.S. is located

in Chicago's Humboldt Park neighborhood. The Men's Residential Treatment program offers adult males with substance use disorder a highly structured environment to help them on their recovery journey. The program offers: case management services, medication monitoring,

mental health counseling, outpatient and intensive outpatient substance use treatment, medication-assisted treatment, linkages to primary healthcare, and housing placement and transitional housing services. All services are offered in both English and Spanish. To learn more about H.A.S., please contact them directly by calling **773-252-2666**.

Flu vaccination

The flu season is upon us again. We care about your well-being and want to make sure that we answer any questions you may have about the annual flu shot. We recommend that all adults get their flu shot as early in the season as possible. While the flu can be mild for some people, it can also be serious for others and can cause severe enough symptoms where

you can end up in a hospital. Flu is very contagious, and one of the most effective ways to protect yourself is to have the flu shot every year. You can get your flu shot at your doctor's office, your pharmacy or community centers near you. If you have any questions or concerns about the flu shot, please call us at **1-866-600-2139**. Our case management team will give you the information you need about the flu shot.

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](https://www.aetna.com/illinois)**. Then go to: For Members > Aetna Better Health Premier Plan > Member Benefits.

You can also visit **[cms.gov](https://www.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)**.

Controlling your blood pressure

When was the last time you had your blood pressure checked? If you have high blood pressure, you should have your blood pressure checked throughout the year. Blood pressure that is not well-controlled puts extra stress on the heart and can lead to serious or life-altering events like a heart attack, stroke, kidney disease and others. For most people, a blood pressure of less than 120/80 is a good target. Schedule an appointment with your provider before the end of the year to get your blood pressure taken. Your provider can talk to you about what a good blood pressure goal is for you. To meet your goal, it is important to take your medications. Some other things your doctor might talk to you about to control your blood pressure are:

- A low-salt diet
- Light exercise
- Meditation

Know your rights and responsibilities!

We work with you to make sure you receive the best care available. You have certain rights and responsibilities. These help you to receive the best service.

As an Aetna Better Health Premier Plan member, you have these rights:

- A right to receive information about Aetna, our services, our practitioners and providers, and member rights and responsibilities
- A right to be treated with respect and recognition of your dignity and your right to privacy
- A right to participate with practitioners in making decisions about your healthcare
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage

- A right to voice complaints or appeals about Aetna or the care we provide
- A right to make recommendations regarding Aetna's member rights and responsibilities policy

You also have responsibilities:

- A responsibility to supply information (to the extent possible) that Aetna and our practitioners and providers need in order to provide care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible

Safety first!

We care about your safety, health and welfare. It is important to recognize signs of abuse, neglect and exploitation and report them. This will allow you to be safe and get the care you need. If you are or suspect

that you are being abused, neglected or exploited, please call the appropriate number below to report, prevent or stop the abuse, neglect or exploitation.

To report regarding members who are disabled adults 18 through 59 years of age who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	<ul style="list-style-type: none"> • 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To report regarding members who are 60 years of age and older who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	<ul style="list-style-type: none"> • 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To report regarding members in nursing facilities, call the Department of Public Health Nursing Home Complaint Hotline.	<ul style="list-style-type: none"> • 1-800-252-4343
To report regarding members in supportive living facilities, call the Supportive Living Facility Complaint Hotline.	<ul style="list-style-type: none"> • 1-800-226-0768
Call Member Services or your care coordinator at any time to report abuse, neglect and exploitation. You can contact us 24 hours a day, 7 days a week.	<ul style="list-style-type: none"> • 1-866-600-2139 (toll-free) • 711 (TTY)

For more information, please visit our website at aetnabetterhealth.com/illinois.

Your case manager is here for you

As a member of Aetna Better Health Premier Plan, you have your own case manager as part of our case management program. Your case manager can help you find the right care and services. Your case manager will contact you soon after you are enrolled with Aetna Better Health Premier Plan.

A case manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. The goal is to build a care plan just for you to help you live a healthier life. Your case manager will meet with you by phone or where you live as often as needed.

At times, you may not need much assistance from a case manager. However, conditions can change and can be overwhelming. To offer you support, you may be connected to case management by your doctor, hospital discharge planner or other provider. Or a nurse on our health information line may



connect you. However, if you need assistance, you can contact us directly and ask for a case manager by calling **1-866-600-2139**. You don't need to wait until one of your providers connects you.

A case manager can help guide you if:

- You are going to the Emergency Room a lot
- You are having trouble getting things your doctor has ordered
- Your doctor just told you that you have a disease such as congestive heart failure or diabetes, but you

would like to get more information about a disease or treatment

- You need services to help you at home and need help getting long-term services and support
- Your doctor wants you to see a specialist, but you don't know what to do

If you want to discuss your healthcare needs and questions with your case manager, call Member Services at **1-866-600-2139** to ask to speak to your case manager. Your case manager is there for you!


Contact us



Aetna Better HealthSM Premier Plan
3200 Highland Ave.
Downers Grove, IL 60515



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

 This newsletter contains general health information that 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.

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 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.