

Aetna Better Health® of California

PO Box 982971

El Paso, TX 79998



<Member Name>

<Date>

<Member ADDR_LINE_1>

<Member ADDR_LINE_2>

<CITY, STATE ZIP>

Dear [Member Name],

We are writing with very important news about **Aetna Better Health of California**.

Aetna Better Health of California will not be available in your county starting January 1, 2024. You will need to choose a new Medi-Cal health plan.

You will get important letters in the mail in the next month from the California Department of Health Care Services (DHCS), the state agency that oversees Medi-Cal. The letters will tell you more about this change. The letters will also help you choose a new Medi-Cal health plan.

If you do not choose a new Medi-Cal health plan by December 22, 2023

Medi-Cal will assign you to a new Medi-Cal health plan that starts January 1, 2024.

Your Medi-Cal and Medicare eligibility and benefits will not change

The change in health plans does **not** affect your Medi-Cal eligibility and benefits. You do not need to call your eligibility worker unless you need to update personal information. If you have changes to report, call us at **1-855-772-9076** or **TTY 711**, 24 hours a day, 7 days a week. We can contact your local Medi-Cal office for you. Or you can contact your local Medi-Cal office. You can find a list of county offices at www.dhcs.ca.gov/services/med-cal/Pages/CountyOffices.aspx.

If you also have Medicare coverage, this change in your Medi-Cal health plan will **not** change your Medicare benefits, providers, or Medicare Advantage plan.

Learn more

Read more about this change in the *Notice of Additional Information About Your Rights and Benefits (NOAI)* at www.dhcs.ca.gov/Pages/MCP-Transition-Member-Information.aspx.

You can also use your smartphone to scan the Quick Response (QR) code at the bottom of this letter to read the NOAI. The NOAI has more information about Medi-Cal health plan

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enrollment, your Medi-Cal health plan choices, Medicare and Medi-Cal services, continuity of care, and resources on who to call for questions.

If you want a printed copy of the NOAI mailed to you, call **1-855-772-9076** or **TTY 711**, 24 hours a day, 7 days a week. If you want this notice in another language or format like large print, audio, or Braille, call **1-855-772-9076** or **TTY 711**, 24 hours a day, 7 days a week.

Aetna Better Health of California is here to help you

Aetna Better Health of California is still your Medi-Cal health plan until December 31, 2023. We will cover your health care services until then. We are committed to making this change as easy as possible for you. We will work with you, your doctors, and your new Medi-Cal health plan to make sure you keep getting the care you need. We will:

- Keep giving your medical, pharmacy, and transportation benefits while you're enrolled with our Medi-Cal health plan through December 31, 2023.
- Give your new Medi-Cal health plan important information about your existing authorizations or approvals for your care or to see a specialist.
- Make sure your doctor understands the "continuity of care" process required for all Medi-Cal health plans. If you want to keep the doctor you have now, but your doctor you have now does not work with your new Medi-Cal health plan, you can ask your new Medi-Cal health plan for continuity of care. Continuity of care may let you keep them for 12 months. If you want continuity of care, talk to your doctor. Then call your new Medi-Cal health plan's member services once Medi-Cal tells you about the new Medi-Cal health plan. You must call at least 30 days before the new Medi-Cal health plan starts.

Questions?

If you have questions or need help, call **1-855-772-9076** or **TTY 711**, 24 hours a day, 7 days a week. You can also call Medi-Cal Health Care Options (HCO) or the Medi-Cal Ombudsman for more information and help:

- Call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at **1-800-430-4263** (TTY: **1-800-430-7077**). The call is free. Or go to Medi-Cal HCO at www.healthcareoptions.dhcs.ca.gov.
- The Medi-Cal Ombudsman can help you with concerns, complaints, or grievances. You can call the Medi-Cal Ombudsman Monday – Friday 8 a.m. – 5 p.m. at **1-888-452-8609**. The call is free. Or email MMCDombudsmanOffice@dhcs.ca.gov.

Thank you,

Aetna Better Health of California

