

A photograph of a man and a woman walking a golden retriever in a forest. The man is wearing a red puffer jacket and blue jeans, and the woman is wearing a blue jacket and a purple scarf. They are walking on a dirt path surrounded by trees and ferns.

Your Aetna Better Health® of Illinois E-newsletter

Fall 2022

AetnaBetterHealth.com/Illinois-Medicaid

You and your PCP

Your primary care provider (PCP) is your first stop for medical care. PCPs can be doctors, nurse practitioners or physician assistants.

Visit your PCP for your annual checkup, or whenever you're sick or hurt. Some offices have evening and weekend hours to make it more convenient to get care.

Your PCP gets to know you and your health history. Begin this important relationship if you haven't already.

Your PCP is listed on your Member ID card. You can change your PCP at any time — call Member Services to make the change, and we'll send you a new ID card. Aetna Better Health® of Illinois has a **large network** of PCPs, specialists, dentists, therapists and more. Make sure a provider is in network before you get care.

Take care of your health with preventive care

Getting routine care can help you stay healthy or catch health issues early. Preventive care includes:

- Exams
- Screenings and vaccines
- Honest talks about lifestyle habits
- Support for chronic conditions

A healthy smile goes a long way

Dental care is an important part of your overall health. A visit with a dentist can help prevent pain and infections.

Checkups are covered two times each year with DentaQuest providers in our network.

Find a dental provider [here](#) or call Member Services at **1-866-329-4701 (TTY: 711)**.



Aetna Better Health® of Illinois

Get a clear picture of your breast health

The best way to find breast cancer early is by getting a regular mammogram. Breast cancer screenings can find breast cancer in its early stages and lower the risk of death from breast cancer.

An annual screening mammogram is covered for Aetna Better Health® of Illinois members, starting at age 40. Prior authorization may be needed, so check with your provider's office.

Women ages 50 to 74 who receive a breast cancer screening may receive rewards through the **[Aetna® Better Care Rewards program](#)**.

Ask your doctor about scheduling a mammogram or call Member Services at **1-866-329-4701 (TTY: 711)**.



Expecting a baby?

You can give your baby a great start by taking care of yourself while you're pregnant. If you're pregnant, please call Member Services and let us know. Or, you can tell us by filling out the **[Notification of Pregnancy form](#)** on our website. Please do this within the first 28 weeks of pregnancy and we'll send information to help with your pregnancy.



Call 988 for mental health support

Just as dialing **911** during a medical emergency brings quick help, the number **988** connects callers to mental health support 24/7. You can call or text **988** or chat at **[988lifeline.org](https://www.988lifeline.org)** for yourself, or if you are worried about a loved one who may need crisis support. Trained, local counselors provide support and resources to help callers manage their mental health.

Added services are available for veterans and Spanish-speaking individuals.

Connect to care and services with findhelp

Aetna Better Health of Illinois offers an easy way for our members to find and connect with support. The **[findhelp platform](#)** has the largest network of services and programs to assist you.

You can find local programs that can help with your finances, food, medical care, and other free or reduced-cost help. Start browsing at **[Aetna-IL.findhelp.com](https://www.aetna-il.findhelp.com)**.

[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna-betterhealth.com/illinois-medicaid)

Flu season is ahead

Getting a flu shot each year is the best way to protect yourself from serious illness and death from influenza. It can also help prevent passing the virus to others.

Flu shots are recommended for everyone ages 6 months and older. Get your flu shot today — it's covered by your plan.

Protect against COVID-19

One of the easiest ways to stay well this fall is by getting your COVID-19 vaccine — or a booster if you're eligible.

Vaccines to protect against COVID-19 are available to people ages 6 months and older. Most people ages 5 years and older are encouraged to get a booster in addition to their primary vaccination series. You can find out when you or your family should get your boosters with this [helpful tool from the CDC](#).

What is monkeypox?

Monkeypox is a disease caused by a virus that easily spreads from one person to another. An infected person usually has a rash that lasts for several weeks, starting as pimples or blisters before developing into open sores.

Monkeypox spreads through contact with an infected person's rash, scabs or bodily fluids such as during sexual activity. It can also spread from a pregnant person to their baby and when someone touches items used by an infected person. A person is contagious from the time the rash appears until it heals and new skin forms. Avoid contact with someone who has a visible rash and wash your hands often to help reduce the chance of getting the virus.

A person is at greatest risk for monkeypox if they:

- Have had close contact with an infected person
- Had sex in the past 2 weeks with an infected person
- Had multiple sexual partners in the past 2 weeks in an area where monkeypox is spreading
- Work in a setting that may expose them to monkeypox, such as health care

Health experts encourage those who have been exposed to monkeypox or are more likely to get monkeypox to get a vaccine. [Learn more about vaccines](#). If you have questions about monkeypox or think you are at risk for the disease, talk to your primary care provider (PCP).



Save a step and schedule your flu shot and COVID-19 vaccine or booster at the same time. It's safe

to receive both vaccines during the same visit with your primary care provider, at your local CVS Pharmacy® or MinuteClinic®.



Community gardens are growing

Aetna Better Health® of Illinois built its first two community gardens this summer.

A community garden at Good Hope Freewill Baptist Church in Chicago opened in late June. We were excited to open the second garden at Larkin Village in Joliet in August. Farmers market pop-ups held during the garden events shared fresh fruit and vegetables with community members.

Plans are in the works for more gardens in other neighborhoods. Stay tuned!

Dr. Marilyn Griffin, medical director for Aetna Better Health of Illinois, (right) opened the Larkin Village community garden with (l-r) Larry Lewis of Aetna Better Health of Illinois and State Representative Natalie Manley.



We're in your neighborhood this fall

Our community outreach team has fun and educational events planned this fall in communities across Illinois. Check out [AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetnabetterhealth.com/illinois-medicaid) for these event dates and details:

- Laundry & Literacy Days
- Pamper Me Pink
- Giving Thanks for Your Health
- Winter Wellness

We want to hear from you!

Our Member Advisory Committee brings members, providers and plan representatives together to work on improvements to services such as:

- Medical care and outreach plans
- Member materials
- Communication and care for members who speak a language other than English
- Phone support
- Transportation services

To join a Member Advisory Committee meeting, call **1-833-216-7279 (TTY: 711)**.

Connect with us on social media

Follow us on



[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetnabetterhealth.com/illinois-medicaid)

Rights and responsibilities

Your rights:

- Be treated with respect and dignity at all times.
- Have your personal health information and medical records kept private except where allowed by law.
- Be protected from discrimination.
- Receive information from Aetna Better Health® of Illinois in other languages or formats such as with an interpreter or Braille.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- Receive information necessary to be involved in making decisions about your healthcare treatment and choices.
- Refuse treatment and be told what may happen to your health if you do.
- Receive a copy of your medical records and in some cases request that they be amended or corrected.
- Choose your own primary care provider (PCP) from the Aetna Better Health of Illinois. You can change your PCP at any time.
- Be free from any form of restraint or seclusion used as a manner of coercion, discipline, convenience or retaliation.
- Exercise your rights, with the assurance that the exercise of those rights will not adversely affect the way you're treated.
- Request and receive in a reasonable amount of time, information about your Health Plan, its providers and policies.

Your responsibilities:

- Treat your doctor and the office staff with courtesy and respect.
- Carry your Aetna Better Health of Illinois ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them.
- If you cannot keep your appointments, cancel them in advance.
- Follow the instructions and treatment plan you get from your doctor.
- Tell your health plan and your caseworker if your address or phone number changes.
- Read your member handbook so you know what services are covered and if there are any special rules.

We're here to help



Call Member Services at
1-866-329-4701 (TTY: 711) Monday through Friday, 8:30 AM to 5:00 PM to:

- Schedule an appointment
- Get help with your benefits
- Arrange transportation

Aetna Better Health® of Illinois

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

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>.

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English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń 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 **1-800-385-4104** (TTY: **711**)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

Arabic: **711**). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: ملحوظة).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-385-4104** (TTY: **711**).

Urdu: کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال **1-800-385-4104** (TTY: **711**)۔ خبردار:

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104** (TTY: **711**).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **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 **1-800-385-4104** (ATS: **711**).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-800-385-4104** (TTY: **711**).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

Don't risk losing your benefits

Be sure your correct contact information is on file with HealthChoice Illinois. Update your address, phone number or email by calling **1-800-720-4166** or [online](#).