



Aetna Better Health® of Illinois E-newsletter

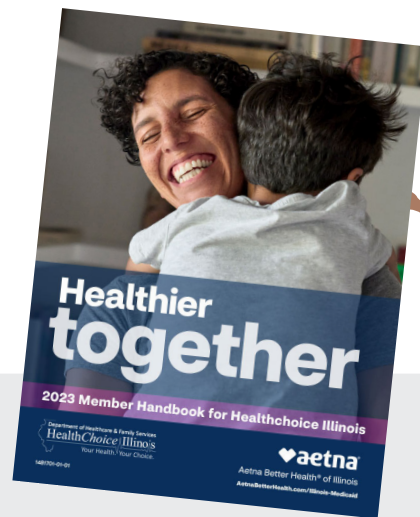
December 2022

Focus on wellness in the new year

The new year is a great time to start your journey to better health. Kick off 2023 by scheduling a visit with your primary care provider (PCP).

Aetna Better Health® of Illinois covers an annual wellness visit at no charge. You and your PCP can talk about any health concerns and screenings you may need.

Your assigned PCP is listed on your member ID card. Schedule a visit by calling your PCP's office. You can also call Member Services at **1-866-329-4701 (TTY: 711)**.



The 2023 Member Handbook
is now available!

[View your new handbook here.](#)

Healthier together

Value-added benefits for 2023

Aetna Better Health® of Illinois members can qualify for value-added benefits for completing annual wellness visits and other healthy activities. Value-added benefits for 2023 include:



Behavioral health support membership

Members ages 12 and older can receive access to a behavioral health support app, which provides tools and resources for mental health.



Pregnancy & healthy kids

Members who are pregnant can receive a convertible car seat and a diaper bag.



Gym membership

Members ages 13 and older can receive a free gym membership (either digital or in-person, based on age).



School clothing

Parents of members ages 5–18 can receive three shirts, three pants and three sweaters.



Weight management membership

Members ages 18 and older can receive access to a weight management app.



After-school care

Parents of members ages 6–18 can receive a voucher to assist with after-school care fees at participating Boys and Girls Clubs locations.

Learn how you may qualify for value-added benefits [on our website](#) or call Member Services at 1-866-329-4701 (TTY: 711).

Common winter illnesses

Cold, flu and other types of respiratory illness are more frequent during the winter months. As the weather gets colder, here are some tips for staying healthier:

- Avoid close contact with people who are sick
- Wash your hands often
- Avoid touching your face
- Clean surfaces like doorknobs, phones and bathroom surfaces

If you do get sick, check with your doctor about medicines or other treatment you may need. Be sure to get plenty of rest and always call your doctor's office if symptoms get worse.

Learn more about winter illnesses in our [blog](#).



It's not too late for a flu shot

An annual flu shot is the best protection against serious illness, hospitalization and death from influenza. Flu shots are recommended for everyone ages 6 months and older. If you haven't had a flu shot yet, get one today. It's covered by your plan.

Aetna Better Health® of Illinois members ages 18 and older who get a flu shot between September 15, 2022, and March 31, 2023, can receive a \$15 gift card. [Learn more here.](#)



Treating COVID-19

Several treatment options are now available for those ages 12 and older with mild to moderate illness from COVID-19. Treatments include medicines that are taken by mouth as well as those that are given by infusion.

If you are diagnosed with COVID-19, ask your doctor if you are eligible for one of these treatments. [Learn more about COVID-19 here.](#)



Supporting our communities

Aetna Better Health® of Illinois has been hosting **Laundry & Literacy Days** at laundromats across Illinois. These events offer free laundry services and fresh produce items.

We've also created spaces where children can read and do homework while their parents do laundry.

Dr. Marilyn Griffin, behavioral health medical director for Aetna Better Health of Illinois, (left) helped Gigi Hinton open the book nook at Your Neighborhood Laundromat in Kenwood.

Find us in your neighborhood

This winter, our community outreach team will visit communities throughout Illinois. We'll host a series of Winter Wellness events. These events will offer free health screenings and education.

For event dates and details, visit AetnaBetterHealth.com/Illinois-Medicaid



We want to hear from you!

Our Member Advisory Committee brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call **1-866-329-4701 (TTY: 711)**.

You can also share your voice through our Family Leadership Council. It meets four times each year and helps us improve care coordination for children with behavioral health needs. Find details for the council's next meeting on our [News and Events page](#).



Your opinion matters

We value your feedback. It helps us improve the experience for our members.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey helps us learn more about our members' experiences with providers and services. In 2022, our members said we improved in:

- Getting needed care
- Coordination of care (how well your primary care provider and your specialists communicated about your care)
- Ease of getting urgent care
- How well doctors communicate
- Customer service
- Ease of seeing a specialist



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

Use our mobile app

Our mobile app lets you access your member benefits and personal health information at all times. The app makes it easy to find:

- Your ID card
- A provider or specialist
- Your PCP contact information
- Benefit information and more



Download the Aetna® app on your mobile phone. For more information, call Member Services at **1-866-329-4701 (TTY: 711)**.

Connect with us on social media.



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>.

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 کریں: **1-800-385-4104** (TTY: **711**).

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 हर्दी 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](#).



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