

# Live well



[AetnaBetterHealth.com/Maryland](https://www.aetna.com/better-health/maryland)

Aetna Better Health® of Maryland

## Make time for wellness visits.

Doctor visits aren't just for sick days. You and your family need wellness visits too — even when you're feeling fine.

During your visit, your doctor may:

- Find some health issues before you notice a problem
- Give you shots to protect you from serious diseases
- Discuss any changes in your body
- Ask about conditions or diseases that run in your family
- Give you advice about diet, exercise, smoking, alcohol or stress
- Help you get screening tests that may be right for you at this time

This visit is also a good time to ask any questions you might have.

### Well-child visits

Regular well-child visits can help keep your child healthy too. These visits give you the chance to:

1. **See if their growth is on track.** The doctor will check your child's height and weight. You'll also talk about whether your child is learning

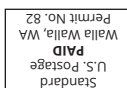
and moving as they should. If not, finding out early can help make sure your child gets the help they need.

2. **Keep current on vaccines.** Staying up-to-date is the best way to protect your child from serious illnesses.
3. **Talk about parenting concerns.** If you have questions about nutrition, sleep or behavior problems, this is a great time to ask.

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## Make time for wellness visits.

*Continued from front page*

### When to go

Well-child visits start when your child is only a few days old. At first, your doctor will want to see your child every month, then every few months. Later, the checkups become a yearly visit.

For you and the rest of your family, it's a good idea to schedule a visit once a year.

If you have delayed a checkup during the pandemic, talk to your doctor about the best time to reschedule.

### Specialty care

Most of the care you and your family receive comes from your doctor. But if you have a specific need, like an injury, you may need to see a specialist. Find a list of in-network specialists at [AetnaBetterHealth.com/Maryland/find-provider](https://www.aetna.com/maryland/find-provider).

*Sources: American Academy of Family Physicians; American Academy of Pediatrics; U.S. Department of Health and Human Services*

## Population Health Management Program.

We know that health is more than just the great clinical care you receive. Knowing that, we offer different services to help our members. These services can help members to better manage their health and live healthier lives. Best of all, these resources are free!

### Care management

Our care management nurses can help you:

- Get the services and care that you need
- Learn more about your condition
- Make a care plan that is right for you
- Get services after normal business hours for crisis situations

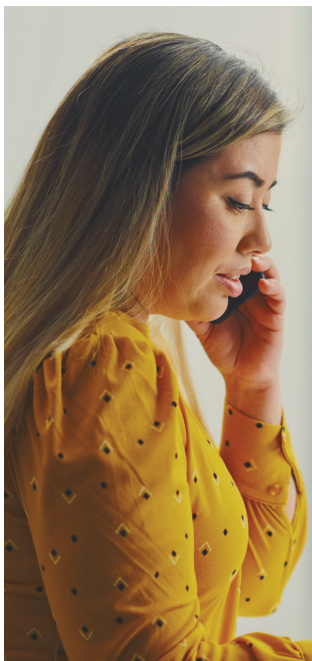
- Get care for children with special health care needs

Other programs include:

- Educational mailers
- Care and Member Transitions
- Chronic Disease Management
- Care Coordination
- Behavioral Health

### Referral process

If you have questions or if you would like to participate in any of the programs, please give us a call at **1-866-827-2710 (TTY: 711)**. You can also email us at [AetnaBetterHealthMDCM@Aetna.com](mailto:AetnaBetterHealthMDCM@Aetna.com). Members may disenroll at any time from programs. More information can also be found on our website: [AetnaBetterHealth.com/Maryland](https://www.aetna.com/maryland).



## Aetna Better Health of Maryland cares about you.

Keeping you and your family healthy is important to Aetna Better Health of Maryland. Our Quality Improvement Program tracks the quality of care our members receive. This helps us improve members' health. We also look for areas that need improvement.

Visit our website at [AetnaBetterHealth.com/maryland/quality-improvement-program.html](https://www.aetna.com/maryland/quality-improvement-program.html) for more information about our quality program goals and progress. If you do not have internet access, call **1-866-827-2710 (TTY: 711)** and a copy of the information can be sent to you.

## Medicaid member pharmacy information.

You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at **AetnaBetterHealth.com/Maryland**. This can be found under the “For Members”

tab: Click on “Pharmacy,” then “Formulary Drug List.” This will lead you to the Preferred Drug List (PDL). Please note that the formulary can change at any time. This is due to the ever-changing world of medicine.

If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

## Reporting fraud, waste and abuse.

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health Member Services: **1-866-827-2710 (TTY: 711)** or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **[http://DHMH.Maryland.gov/OIG/Pages/Report\\_Fraud.aspx](http://DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx)**
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **<https://OIG.HHS.gov/Fraud/Report-Fraud/Index.asp>**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you can remain anonymous when you make the report. Provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions from government entities and exclusion from future participation in Medicaid and any services provided by state and federal governments.




## Check out our website.

**AetnaBetterHealth.com/Maryland**

What you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical Practice Guidelines

 If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you the written information as needed.


## How to file a complaint, grievance or appeal.

To file a grievance or appeal, you can call us at **1-866-827-2710 (TTY: 711)**. Our customer service representatives will assist you with filing a complaint, grievance or appeal. You will need to confirm the appeal request in writing, unless it is an expedited request. We will send you a simple form that you can sign and mail back. We will assist you in completing the form as needed. For more information about appeals and grievances, see pages 42–45 of your Member Handbook.

A full description of the Rights and Responsibilities can be found on the Aetna Better Health website at [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland) and in the Member Handbook.



## Helpful information.

 **Member Services:**  
**1-866-827-2710** (toll-free)  
24 hours a day, 7 days a week

**Services for Hearing and Speech-Impaired (TTY):** Call **711**

**24-Hour Nurse Line:**  
**1-866-827-2710** (toll-free)  
24 hours a day, 7 days a week

**Vision: 1-800-879-6901**  
(toll-free)

**Behavioral Health:**  
**1-800-888-1965** (toll-free)

**Dental:** Avesis, **1-833-241-4249**

**Mailing address:**  
Aetna Better Health of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090

**Interpreter service:** You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).

**Maryland Medicaid Enrollee Help Line: 1-800-284-4510**

**Emergency (24 hours):** If you have a medical condition which could cause serious health

problems or even death if not treated immediately, call **911**.

**Website: [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland)**

Visit [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland) for the updated pharmacy formulary and latest Member Handbook. For a printed copy of anything on our website, call Member Services at **1-866-827-2710 (TTY: 711)**.

To learn more about health education, call **1-866-827-2710** and ask to speak to a case manager.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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## Nondiscrimination statement.

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email **MedicaidCRCoordinator@Aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Aetna Better Health of Maryland relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD)**.

Complaint forms are available at: **<http://www.HHS.gov/OCR/Office/File/Index.html>**. Such complaints must be filed within 180 days of the date of the alleged discrimination.

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## Nondiscrimination statement.

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Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

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## Language accessibility statement

*Interpreter services are available for free.*

### Español/Spanish

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

### አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆነ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስማት ለተሳናቸው: **711**).

### العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

### Bàsòò Wùdù/Bassa

Dè de nià ke dyédé gbo: ɔ jũ ké m̄ dyi Bàsòò-wùdù-po-nyò jũ ní, niì à wuɖu kà kò d̄ò po-poò b̄é m̄ gbo kpáa. Ɖà **1-800-385-4104** (TTY: **711**).

### 中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

### فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارایه می‌گردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

### Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

## ગુજરાતી/Gujarati

ઘ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે.  
ફોન કરો **1-800-385-4104** (TTY: **711**).

## Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

## Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

## 한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

## Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**).  
Estes serviços são oferecidos gratuitamente.

## Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

## Tagalog

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

## اردو/Urdu

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

## Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị.  
Gọi số **1-800-385-4104** (TTY: **711**).

## Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọ́wọ́ lórí èdè, lófẹ́ẹ́, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).