



Together



AetnaBetterHealth.com/NewJersey

Aetna Better Health® of New Jersey

We want to hear what you think

Your opinion matters. Every year, we hold multiple meetings to talk about what is working for our members and what needs improvement during our Member Advisory Committee (MAC). Join us and tell us what you think.

Plan members, providers and representatives join to form the MAC. Together, we come up with ways to improve:

- Member medical care and our outreach plans.
- Member materials.
- Communication and care for members who speak a main language other than English.

- Phone services for members.
- Transportation services for members.

Who can join?

All plan members, including those eligible for MLTSS and FIDE-SNP benefits or legal guardians of members, advocates and community stakeholders can join the MAC. Committee members can also be family members and providers.

Participants are automatically entered into a raffle and have the chance to win a prize for attending.

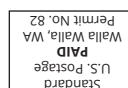
Register for our upcoming MAC meeting by visiting AetnaBetterHealth.com/newjersey/member-advisory-committee.html.



Questions? Just call Member Services at **1-855-232-3596 (TTY: 711)**. We're here for you, day or night.

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Aetna Better Health® of New Jersey
3 Independence Way, Suite 400
Princeton, NJ 08540-6626




See your provider from the comfort of your home

Our plan covers telehealth services, allowing you to get care from the comfort and safety of home. You can meet with a provider via video chat or phone with no copay. This process makes getting care easier by removing the hurdle of getting to the provider's office. If your provider doesn't offer these services, we can help find you one who does. Just call Member Services at **1-855-232-3596 (TTY: 711)** or use our Find a Provider tool at [AetnaBetterHealth.com/newjersey/find-provider](https://www.aetna.com/betterhealth/newjersey/find-provider).

Some of the advantages of telehealth

- No transportation time or costs.
- Less time spent in the waiting room.
- No need to take time off work.
- Eliminate child care or elder care issues.
- Access to specialists.
- Less chance of catching a new illness.

Our 24-hour nurse line

 Take charge of your health care by using our nurse line. Nurses are available 24 hours a day, 7 days a week to answer your health care questions.

The nurse line does not take the place of your PCP or primary care dentist (PCD). If it is late at

night or you can't reach your PCP or PCD, the nurses can help you decide what to do.


The nurses can also give you helpful hints on how to help you feel better and stay healthy. When a pain is keeping you awake, it is nice to know that, with this service, you won't be up alone. Call us at **1-855-232-3596 (TTY: 711)**.

Benefits at your fingertips

Did you know you can access your plan benefits and health goals from anywhere? You can also use your Aetna Better Health® app to take your benefits on the go. Sign up for our member portal to get started!

You can do a lot inside your Member Portal. Just log in. Then you can:

- See your member ID card or ask for a new one.
- Change your primary care provider (PCP).
- Update your contact info.
- See your health history.
- Track your health goals.
- Find a pharmacy in your area and more!

 Visit AetnaBetterHealth.com/newjersey/member-portal.html to learn more and to sign up for our Member Portal. You can also call us at **1-855-232-3596 (TTY: 711)**. We're here for you 24 hours a day, 7 days a week. Be sure to have your member ID and email address handy.



Language services

If you speak a language other than English, we can help. Just call us at **1-855-232-3596 (TTY: 711)**. Then ask for an interpreter. You'll get this service at no cost to you.

You can also request a Member Handbook or other member material in your preferred language by calling Member Services at **1-855-232-3596 (TTY: 711)**.

Other ways to get information

If you are deaf or hard of hearing, please call the New Jersey Relay at **711**. They can help you call our Member Services at **1-855-232-3596**. If you have a hard time seeing or hearing or you do not read English, you can get information in other formats such as large print or audio. Call Member Services at **1-855-232-3596 (TTY: 711)** for help.



Need help finding a provider?

Our members need to use one of our network providers to obtain all covered non-emergent health care services.

You can contact Member Services to obtain a provider directory. It is also online at **[AetnaBetterHealth.com/newjersey/find-provider](https://www.aetna.com/newjersey/find-provider)**. It lists health care providers and hospitals in our network. The directory has the names of PCPs, specialists, and behavioral health, pharmacy, dental and vision providers in your area.

If you want help finding a provider for any of our services, call Member Services at **1-855-232-3596 (TTY: 711)**. We will be happy to help you. You can also call Member Services if you want a provider to be added to our network. We will try to make that happen.

You may see an out-of-network provider if you need special care and we do not have a network provider with the right specialty. The provider must first get approval from us to see you, or you may have to pay for these services. See our Member Handbook for more information on getting pre-approval (service authorization) for services.

Transportation services

For an emergency medical condition, call **911**. The plan covers ambulance rides on the ground and air transportation in a medical emergency for all members. Members can receive other non-emergency medical transportation services through a Medicaid-contracted vendor. To find out more about getting a ride to your provider visits, call

Modivcare (formerly known as LogistiCare) at **1-866-527-9933 (TTY: 1-866-288-3133)**.

If you have any problems with the service you receive, you can call the Modivcare Complaint Hotline at **1-866-333-1735**. Transportation appointments must be scheduled at least two business days in advance.

Please have the following information when calling to schedule your transportation:

- Name of the provider.
- Address.
- Telephone number.
- Time of appointment.
- Type of transportation needed (e.g., regular car or wheelchair accessible van).



Member rights and responsibilities



As a plan member, you have rights and responsibilities. If you need help understanding your rights and responsibilities, call Member Services at **1-855-232-3596 (TTY: 711)**.

You can also check your materials and forms page at [AetnaBetterHealth.com/newjersey/member-materials-forms.html](https://www.aetna.com/betterhealth/newjersey/member-materials-forms.html) for your Member Handbook. Inside you'll find your full rights and responsibilities. You can also find a listing of rights and responsibilities on our website at [AetnaBetterHealth.com/newjersey/medicaid-rights-responsibilities.html](https://www.aetna.com/betterhealth/newjersey/medicaid-rights-responsibilities.html).

Upon request, this information can also be mailed directly to you. Just call Member Services at **1-855-232-3596 (TTY: 711)** to make this request.

Member Handbook

Your Aetna Better Health of New Jersey Member Handbook is a great resource for all your needs. It has everything you need to know about your health care plan. It contains information about your covered benefits and everything else you need to know as a member. Inside, you will find a variety of topics and important phone numbers. You can also find information about:

- How to file a grievance or appeal.
- Utilization Management (UM) availability and decision making.
- How we evaluate new technology as a covered benefit.
- Programs available to you and much more.

Your Member Handbook is updated annually, and you can find it online at



[AetnaBetterHealth.com/newjersey/member-materials-forms.html](https://www.aetna.com/betterhealth.com/newjersey/member-materials-forms.html)

Need a physical copy of the Member Handbook? We've got you covered. You can request that a physical copy of the Member Handbook be mailed

to you by calling Member Services at **1-855-232-3596 (TTY: 711)**. Please let Member Services know if you'd like the Handbook translated in your preferred language or if you need the Handbook in a larger font.

Contact us



Member Services
1-855-232-3596

24 hours a day, 7 days a week
TTY: 711

[AetnaBetterHealth.com/NewJersey](https://www.aetna.com/betterhealth.com/NewJersey)

24-hour nurse line

1-855-232-3596

24 hours a day, 7 days a week
TTY: 711

MARCH Vision

1-844-686-2724

TTY: 1-877-627-2456

LIBERTY Dental Plan

1-855-225-1727

TTY: 711

Modivcare

www.modivcare.com

(medical transportation only)

1-866-527-9933

TTY: 1-866-288-3133

Access Link

(non-medical transportation — initial approval may take up to 30 days)

973-491-4224

TTY: 1-800-955-6765

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

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AETNA BETTER HEALTH® OF NEW JERSEY

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.

NJ-17-08-13

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak a language other than 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)**.

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.

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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 કોલ કરો (TTY: 711).

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **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).

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).

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)**.

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)**.

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104 (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।

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)**.

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)**.

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۔

NJ-17-08-13