



## Aetna Better Health<sup>SM</sup> Premier Plan



# Growing

Spring 2020

### Do's & don'ts of COVID-19

#### Do

- Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.
- Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.
- Call your healthcare provider if you have symptoms. Let them know you may have the virus.
- Wear a cloth face mask in public.

#### Don't

- Touch your eyes, nose and mouth with unwashed hands.
- Spend time with people who are sick.
- Go out in public if you're sick unless it's to get medical care.
- Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

*Source: Centers for Disease Control and Prevention*

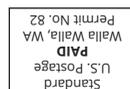
### Our Quality Improvement Program

We want to make sure you get quality healthcare and services. Aetna Better Health of Illinois' Quality Management program includes:

- Health management programs for you
- Easy access to quality medical and behavioral healthcare
- Help with any chronic conditions or illnesses
- High satisfaction with your doctors and with us

*Continued on the next page*

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Aetna Better Health<sup>SM</sup> Premier Plan  
3200 Highland Ave.  
Downers Grove, IL 60515

## How to keep yourself healthy: Preventive screenings

Cancer screenings are an important part of ongoing preventive care. Ask your primary care provider (PCP) what screenings might be right for you. Two common ones that your doctor might suggest to you are breast cancer screenings and/or colorectal cancer screenings.



A breast cancer screening is a test called a mammogram that takes a picture of the breast tissue to check for cancer. A colorectal cancer screening looks for cancer in the colon. There are different kinds of tests for colon cancer screening; talk to your doctor about the different options and which one might be right for you.

Having early and regular screenings can help to identify any cancer tissue in its early stages. Catching cancer early often means a better chance of treating the cancer.

If your PCP orders one of these tests and you need or want help scheduling your appointment, reach out to your care manager or call Member Services and we will be happy to help you with setting up your screening appointment.

## Our Quality Improvement Program

*Continued from front page*

Our quality improvement activities each year include:

- Contacting you to remind you to get the needed care
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive healthcare
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information
- Making sure that you are satisfied with all services and care you receive as a member of our health plan

Throughout the year, we evaluate our quality programs and all information related to how our members receive healthcare and preventive care services. We compare our findings to national practice guidelines. We will share this information with you on the website and through member newsletters. You can call Member Services at **1-866-600-2139 (TTY: 711)** to request a copy of our Quality Management Program or Quality Management Program Evaluation and to learn more about what we're doing to improve your care.

## Help us fight fraud

Is your doctor billing for services that were not performed? Is your homemaker billing for more hours than they are actually working? Is someone else using your name to receive medical services?

Each year billions of dollars are lost to healthcare fraud.

### Help us fight back

You can report suspected fraud or abuse directly to Aetna Better Health of Illinois in the following ways:

- Call Aetna Better Health of Illinois' Fraud, Waste and Abuse Hotline at **1-866-670-6885**. All calls are anonymous.
- Call the Special Investigations Unit (SIU) at **1-800-338-6361** if you have questions or to report fraud.
- Use the fraud and abuse reporting form on the Aetna Better Health of Illinois Website: **AetnaBetterHealth.com/Illinois**. You will see a link to Fraud & Abuse at the top of the page.

### Do you have medications you need to dispose of?

Join Aetna Better Health of Illinois and the US Drug Enforcement Administration (DEA) with our fight against prescription drugs finding their way into the wrong hands.

Note: Even if you provide your contact information, your identity will be kept confidential.

We can make a difference if we work together.



**Keep prescription drugs safe.** Clean them out and help us take them back! Visit **TakeBackDay.DEA.gov** or **Safe.Pharmacy/Drug-Disposal** for a collection site near you.



## Protect yourself and your loved ones from pneumonia

Chances are you've heard about how important the Flu vaccine is, but did you know there is another vaccine worthy of our attention? Here's what you need to know about the Pneumonia vaccine.

For adults 65 and over, the Pneumonia vaccine can be lifesaving. This is because as we age, the risk for developing Pneumonia gets higher, especially if you also have other health conditions or are a smoker.

Pneumonia is caused by types of bacteria called Pneumococcal bacteria. It is spread by sneezing, coughing, or even close contact with items that have droplets from the mouth or nose. It can lead to serious infections of the lungs, ears, brain and blood. Thankfully there are two vaccines available that can protect you from many common types of Pneumococcal bacteria. The Pneumonia vaccine is conveniently available at your local pharmacy or primary care doctor's office. Talk to your doctor today about which one is right for you!

Source: [CDC.gov/Pneumococcal/Index.html](https://www.cdc.gov/Pneumococcal/Index.html)

## Cell service at no cost to you!

### See if you're eligible for Assurance Wireless Lifeline cell service, plus an Android™ smartphone

We know how important it is to stay connected to healthcare, jobs, emergency services and family.

That's why Aetna Better Health Premier Plan is partnering with Assurance Wireless Lifeline service.

Each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited texts
- Voice minutes

## How national coverage decisions affect your plan

The Centers for Medicare & Medicaid Services (CMS) sometimes change coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois). Then go to: For Members > Aetna Better Health Premier Plan > Member Benefits.

You can also visit [CMS.gov](https://www.cms.gov) for more information. Once on the website, click on "Medicare" then type "National Coverage Determination" in the search box.



**You can also contact your Care Manager or Member Services at 1-866-600-2139 (TTY/TDD 711).**

## Plus an Android smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP). To apply now or learn more, visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois).

## Behavioral Health follow-up needs

If you have recently been in a hospital for behavioral health reasons, it is important for you to follow up with your Behavioral Health provider. Your follow-up should occur between 7 and 30 days of leaving the hospital so that your provider can help you manage your condition,



medications or help you connect with any other resources you may need. The sooner you follow up with your behavioral health provider, the sooner they will be able to start helping you meet all your discharge needs. Having the resources to meet your discharge needs brings you closer to a successful recovery. If you need any assistance with finding a behavioral health provider or scheduling an appointment, contact your case manager or Member Services at **1-866-600-2139**.

If your provider has recently talked to you about your treatment options for either drug or alcohol use, it is very important that you participate in these programs. It is recommended that you not only start your treatments as soon as possible, preferably within 14 days of your referral, but that you continue with your treatment for at least 6 to 8 weeks. Studies have shown that these treatment options are very effective in the management of alcohol or drug use. We are here to help you live a quality life — call our Member Services at **1-866-600-2139** if you need assistance in finding a treatment program near you.

## Safety first!

We care about your safety, health and welfare. It is important to recognize signs of abuse, neglect and exploitation and report it. This will allow you to be safe and get the care you need. If you are or suspect that

you are being abused, neglected or exploited, please call the appropriate number below to report, prevent or stop the abuse, neglect or exploitation.

To make a report regarding members who are disabled adults 18 through 59 years of age who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	<ul style="list-style-type: none"><li>• <b>1-866-800-1409</b> (voice)</li><li>• <b>1-888-206-1327</b> (TTY)</li></ul>
To make a report regarding members who are 60 years of age and older who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	<ul style="list-style-type: none"><li>• <b>1-866-800-1409</b> (voice)</li><li>• <b>1-888-206-1327</b> (TTY)</li></ul>
To make a report regarding members in Nursing Facilities, call the Department of Public Health Nursing Home Complaint Hotline.	<ul style="list-style-type: none"><li>• <b>1-800-252-4343</b></li></ul>
To make a report regarding members in Supportive Living Facilities, call the Supportive Living Facility Complaint Hotline.	<ul style="list-style-type: none"><li>• <b>1-800-226-0768</b></li></ul>
Call Member Services or your care coordinator at any time to report abuse, neglect and exploitation. You can contact us 24 hours a day, 7 days a week.	<ul style="list-style-type: none"><li>• <b>1-866-600-2139</b> (toll-free)</li><li>• TTY: <b>711</b></li></ul>

 **For more information,** please visit our website at **[AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois)**.

## How to manage your chronic conditions

Dealing with chronic health conditions can be overwhelming, but Aetna Better Health is here to help. Let's talk about a few common conditions and how medications and other treatment options can help you to manage them.

### **COPD stands for chronic obstructive pulmonary disease**

When doctors say "COPD," it usually means a combination of emphysema and chronic bronchitis. COPD affects the way you breathe. It's usually caused by smoking or air pollution, which affect the way our lungs expand over time.

When you have COPD, you can keep symptoms under control by doing things like quitting smoking, knowing your triggers and taking your COPD medications. COPD usually gets worse over time. Medicines are important because they help control symptoms, like shortness of breath and coughing. They can also reduce the amount of flare-ups you get. Your doctor may prescribe inhaler medications that make it easier for you to breathe and prevent flare-ups, but your medications can only work best if you take them the way your doctor prescribed. You should tell your doctor if you have side effects of your COPD medications. Keep in mind some medications work over time, and you may not notice immediate changes. Talk to your doctor first if you don't think a medication is working well for you.

 [CDC.gov/COPD/Basics-About.html](https://www.cdc.gov/COPD/Basics-About.html)  
[WebMD.com/Lung/COPD/Default.htm](https://www.webmd.com/Lung/COPD/Default.htm)



### **CKD means chronic kidney disease**

Our kidneys remove waste from our bodies through urine. When the kidneys are damaged, this is called kidney disease. CKD develops over time. The kidneys can be damaged if you've had very high blood pressure or very high blood sugar for a long time. In addition, some people who have kidney disease may need to take medications that help take fluid off the body, since the kidneys aren't working as well. If you have high blood pressure or diabetes, that's why it's vital to take your blood pressure medications and keep your blood sugar under control to prevent kidney damage. Ask your doctor if you are taking the right medications to help prevent kidney damage.

 [CDC.gov/KidneyDisease/Basics.html](https://www.cdc.gov/KidneyDisease/Basics.html)

### **CHF stands for congestive heart failure**

If you have CHF, this means that your heart doesn't pump blood to the rest of your body as well as it should. This causes fluid to back up throughout your body. Excess fluid in the body may cause your weight to increase rapidly. Most people who have CHF will weigh themselves daily to see if this is happening.

Some things you can do to care for yourself when you have CHF include paying close attention to your weight, eating a low-sodium diet and taking your medicines. CHF medications help to take some of the work from your heart by making it easier for it to pump blood. This makes it easier for you to breathe and helps your heart carry oxygen to your body. When CHF is under good control, many people find that they can be more active and go to the hospital less often. Some medicines, like diuretics, also help your body to eliminate excess fluid. This can improve your breathing and reduce swelling.

To help you stay on track with your CHF medications, make a list of what medications you take. Include how much of the medications you take and when you take them. Show the list to all your doctors, especially if you see specialists in addition to your primary care provider. Your CHF medications will work their best if you take them the way your doctor recommends. Talk to your doctor or pharmacist before taking over-the-counter medications. They can check for any interactions with your CHF medications.

 [Heart.org/en/Health-Topics/Heart-Failure](https://www.heart.org/en/Health-Topics/Heart-Failure)

## Case Management Programs

As a member of Aetna Better Health Premier Plan, you will have your own case manager as part of our case management program. Your case manager can help you find the right care and services. Your case manager will contact you soon after you are enrolled with Aetna Better Health Premier Plan.

A case manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. The goal is to build a care plan just for you to help you live a healthier life. Your case manager will meet with you by phone or where you live as often as needed.

Each of our members is on their own personal healthcare journey. We can guide you in managing and improving your health. To learn more about how we can help you with your healthcare, call Member Services at **1-866-600-2139** (toll-free), 24 hours a day, 7 days a week, TTY Relay Illinois **7-1-1**.

Below are some of the programs we offer to help you stay healthy:

### Keeping members healthy

Along with your doctor, we will partner with you to get the best care. We want you to get tests or vaccines that will help you stay healthy, like:

- Breast cancer screenings
- Colorectal cancer screenings
- Annual adult well visits with your provider

### Managing members with emerging risk

If you have diabetes or high blood pressure, we will help you manage your condition. You will learn:

- How to take care of your diabetes or high blood pressure
- How to watch your blood sugar or blood pressure
- Why it is important to take your medications and how they work in your body
- Healthy habits and lifestyle so you feel better

### Patient safety and outcomes across settings

If you were recently in a hospital, we will help you meet all your discharge needs. Our case managers will work with you, your support systems and your providers to help you set up all necessary and timely follow-up appointments with the right providers. We will work with you to make sure you understand all the medications that you were prescribed when leaving the hospital and help you obtain any other health services you may need to assist you on your road to recovery.



### Managing multiple chronic conditions

A case manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. Your case manager will help you if:

- You are going to the emergency room a lot
- You are having trouble getting things your doctor has ordered
- You need information about a disease or treatment
- You need help with activities of daily living

At times, you may not need much assistance from a case manager; however, conditions can change and can be overwhelming. To offer you support, your doctor, hospital discharge planner or other provider, or a health information line nurse may refer you to Case Management for further assistance with managing your health. You do not need to wait for a referral if you need help. You can self-refer by calling us at **1-866-600-2139** and asking for Case Management.



**We want to help you stay healthy and make sure that you are getting the care and services you need.** Call Member Services at **1-866-600-2139** (toll-free), 24 hours a day, 7 days a week, TTY Relay Illinois **7-1-1** to learn more about how we can help you.

## Keeping a healthy smile/dental benefits

Dental health is important to your overall health. Preventive care can help make sure small problems don't become big ones. Regular dental visits are important for people of all ages. Your dentist can catch problems early, when they are easier to treat. For example, cavities are easier to fill when they are small. And gum disease can be reversed if caught early.

It's important to take care of your teeth and gums. It's never too early to start good dental health habits, which means:

- Brushing two times each day
- Using fluoride toothpaste
- Flossing daily
- Eating a healthy diet
- Seeing a dentist two times each year

Tell your dentist if you have had a change in your health. Medical conditions may affect your teeth, especially if you have:

- Tooth sensitivity
- Puffy or bleeding gums
- Persistent bad breath
- Pain or swelling in your mouth

- Dry mouth
- Diabetes, heart disease, an eating disorder or HIV
- A family history of tooth decay or gum disease
- A history of smoking or tobacco use

To find a dentist, you may call DentaQuest at **1-800-416-9185** or visit **AetnaBetterHealth.com/Illinois**.

For help or other questions, call Member Services toll-free at **1-866-600-2139**. You may call 24 hours a day, 7 days a week. For urgent or emergency dental

needs, most dentists have openings built in their daily schedules — a member should call their dentist if they have tooth or gum pain, bleeding, a broken tooth, or other non-trauma problems.

For member transportation assistance, members may call MTM at **1-888-513-1612**. One to three days' advance notice is required. Members should have their appointment information and dental office address available when making the call. There is no charge for transportation services.



### Contact us



Aetna Better Health<sup>SM</sup> Premier Plan  
3200 Highland Ave.  
Downers Grove, IL 60515



24 hours a day  
Member Services: **1-866-600-2139**  
**AetnaBetterHealth.com/Illinois**

 This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own healthcare needs. Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have. Aetna Better Health<sup>SM</sup> Premier Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document in Spanish or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139 (TTY/TDD: 711)**, 24 hours a day, 7 days a week. The call is free. The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better Health<sup>SM</sup> Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better Health<sup>SM</sup> Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

## 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.

## Multi-language Interpreter Services

**ENGLISH: ATTENTION:** If you speak 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).

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

**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).

**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).

**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).

**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 કૉલ કરો (TTY: 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۔

**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).

**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).

**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।

**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).

**GREEK: ΠΡΟΣΟΧΗ:** Εάν μιλάτε Ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στο πίσω μέρος της ταυτότητάς σα ή στο **1-800-385-4104** (Λειτουργία TTY: 711).

**GERMAN: ACHTUNG:** Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: 711) an.