



Caring



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

Aetna Better Health® of California

Get your flu shot!

Immunization is the No. 1 best way to prevent the flu. With rare exceptions, everyone 6 months and older needs a yearly flu vaccine. The flu can bring miserable symptoms and lead to missing work or school. Influenza makes some people seriously ill. Every year, flu complications lead to hospital stays — and even deaths.

Viruses tend to change each flu season. Scientists review U.S. flu vaccines yearly to make sure they best match circulating viruses.

Influenza spreads. Be ready — get vaccinated as promptly as possible. Flu vaccines have a

solid safety record. Vaccines can't give you the flu — and serious side effects are very rare.

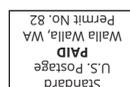
Shot or spray? You can have it your way. Flu vaccines are available as shots or nasal sprays.*

**The nasal spray is an option for healthy people ages 2 through 49 years who are not pregnant.*

Source: Centers for Disease Control and Prevention

 You can get the flu shot at no cost. Talk to your doctor or call Member Services at **1-855-772-9076 (TTY: 711)** to find a location near you.

Winter 2020
86.22.306.1-WI



Aetna Better Health® of California
10260 Meanley Drive
San Diego, CA 92131

Your health, your goals, your care, your voice.

Are you interested in providing feedback to Aetna Better Health of California for improving health care services? Call us at **1-855-772-9076 (TTY: 711)** to join our Member Advisory Committee (MAC) and Public Policy Committee (PPC).

When you join, you can:

- Share your thoughts about Aetna Better Health of California
- Connect with other Aetna Better Health members who live in your community
- Learn about resources and services available to you and your family
- Receive a \$50 gift card as a thank-you for your participation

 Your feedback on our program is important. We will use your opinions to make our program and your experience better. Rides are available; just call us. Learn more about the MAC and PPC by visiting AetnaBetterHealth.com/California/members/.



Neonatal Abstinence Syndrome (NAS) program.

Aetna Better Health of California is proud to offer the Neonatal Abstinence Syndrome program to our members. Neonatal Abstinence Syndrome, known as NAS, is a form of drug withdrawal in infants. This can happen when a mom uses certain medicines or drugs during pregnancy. After being born, the baby is no longer getting the drugs from the mother and goes through withdrawal. Babies going through this withdrawal can be very sick. Both street drugs and some prescription medicines can cause a newborn to go through withdrawal. A baby can start showing signs of withdrawal hours to a few days after being born.

NAS connects moms at risk of having a baby with NAS with one of Aetna Better Health of California's care managers, who will help them get special care during their pregnancy and after the child is born. NAS also connects moms with a baby that has NAS with one of our care managers, who will also help them get special care up to one year after the child is born.

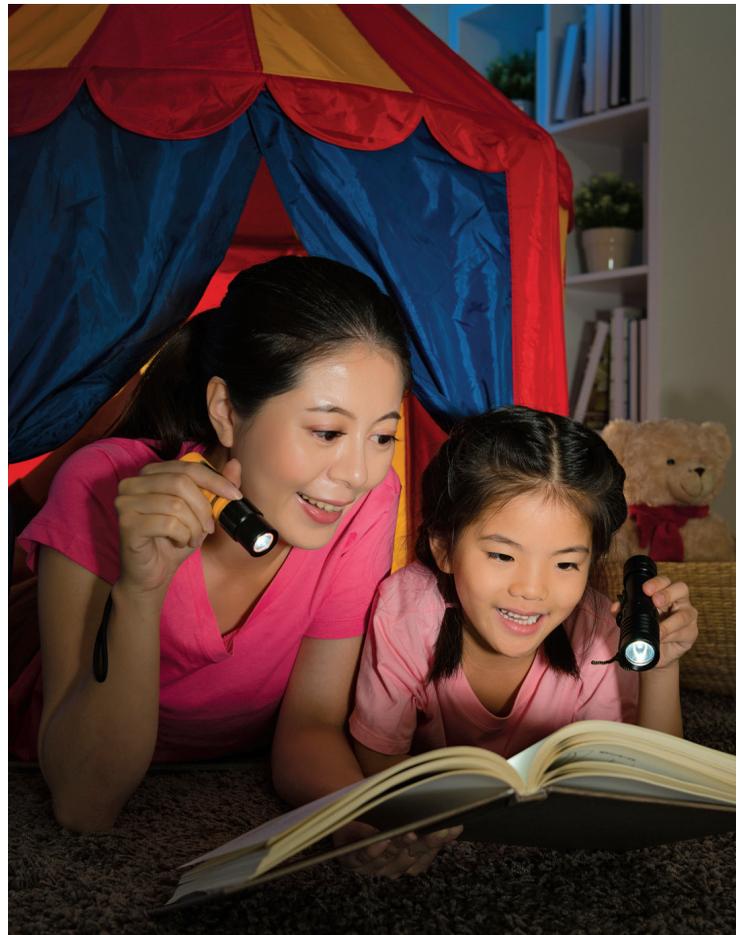
NAS will be available to eligible members starting in 2021. Call **1-855-772-9076** for help enrolling in NAS.

Programs to keep you healthy.

Aetna Better Health of California has a personal approach to health care. We want to make sure you have everything you need to understand and keep up with your health care. To help with this, we have set up the following programs, and more programs will be added in the future. Call our care management team at **1-855-772-9076 (TTY: 711)** to learn more.

- **Chronic Conditions Management Program:** Helps members manage identified chronic illnesses, such as diabetes, depression, asthma, high blood pressure and more. The program includes diet counseling, caregiver training and more.
- **Healthy Adults Program:** Works to make sure suggested health tests are up-to-date and given to members at the right time. Education and other information about disease prevention and overall wellness are shared.
- **Healthy Kids Program:** Focuses on children and teenagers. Shares information about suggested screenings. Includes reminders about screening needs using the rules of Early and Periodic Screening, Diagnostic and Treatment (EPSDT) and more.
- **Diabetes Prevention Program:** A new lifestyle change program that may help you take on healthy habits, lose weight and decrease your risk of having type 2 diabetes.

- **Health Homes Program:** Program services help direct medical and behavioral health services and community-based long-term services and supports (LTSS) for members with chronic conditions. To join, you must have an eligible condition. To find out if you are eligible, call us or speak with your doctor.



Your covered care.

Want to be sure your medical care is necessary and covered? The utilization management department (UM) staff can help you and your doctor make the best medical decisions for your care.

The UM staff uses guidelines, medical criteria and more to make UM decisions based on:

- Medical need
- Covered benefits

Aetna Better Health of California does not reward health care providers who:

- Deny needed care
- Limit needed care
- Deny tests or services that are medically necessary

Call Member Services at **1-855-772-9076 (TTY: 711)** if you have any questions about covered services.



Keep your Medi-Cal benefits.

Every year, the local county health and human services departments check that all Medi-Cal members still meet requirements to keep their Medi-Cal benefits. This is called the redetermination process. If the county needs further information, they will send a form requesting additional information. If you receive this request for more information, you must complete and return the form requested to keep your Medi-Cal benefits.

You may respond by mail, fax, or over the phone with your local county office:

- Sacramento: **916-874-3100**
- San Diego: **1-866-262-9881**

 If you have any questions or need assistance, you may also call Aetna Better Health of California's Member Services team at **1-855-772-9076 (TTY: 711)**.

Prescription coverage changes: Medi-Cal Rx.

Starting on April 1, 2021, you will get your Medi-Cal covered prescriptions through Medi-Cal Rx instead of Aetna Better Health of California.

By now, you should have received several letters in the mail informing you of the change to the way you will get your medications through Medi-Cal. Starting on April 1, 2021, you will need to take your Medi-Cal Benefits Identification Card (BIC) when you go to the pharmacy. The pharmacy will

use the BIC to look up your information and give you your medications. If you did not receive your BIC or it is lost or stolen, you may ask for a new BIC from your county social services office.

If you have questions about your medication or other pharmacy services before April 1, 2021, please call your doctor or Aetna Better Health of California Member Services at **1-855-772-9076 (TTY: 711)**.

If you have questions about the letters you have received or have general Medi-Cal Rx questions, contact the Medi-Cal Member Help Line at **1-800-541-5555**, Monday through Friday, 8 AM to 5 PM.

After April 1, 2021, please call the Medi-Cal Rx Call Center Line at **1-800-977-2273**, available 24 hours a day, 7 days a week, or visit **Medi-CalRx.DHCS.CA.gov**.

Did you know your pain medicine can be bad for you?

Some medicines given to you by your doctor for pain can be as bad for you as street drugs. These medicines are called opioids. Opioids are a class of drugs naturally found in the opium poppy plant. Opioids are primarily used for short-term acute pain use, and alternatives should be thought about.

To keep yourself and your family from the dangers of opioid medicines:

- Only use as prescribed
- Properly store medicine
- Talk to your doctor about other medicine you could use for pain and alternative pain management approaches

We have an Opioid Management Program that can help you better manage or stop use of opioids. Our care management team will provide help getting other doctors to understand the cause of your pain, give other medicine options and more. You can opt in or out of the program at any time.

If you want more info or help with the use of opioids, call **1-855-772-9076 (TTY: 711)** and ask to talk to a care manager. Do not stop taking any medicine without consulting your doctor first.



Information in other languages and formats.

Did you know you can get copies of member materials in other languages or formats such as Braille, large-size print or audio? We provide these materials at no cost. To request one, call our Member Services Department at **1-855-772-9076 (TTY: 711)**.

We cover transportation.



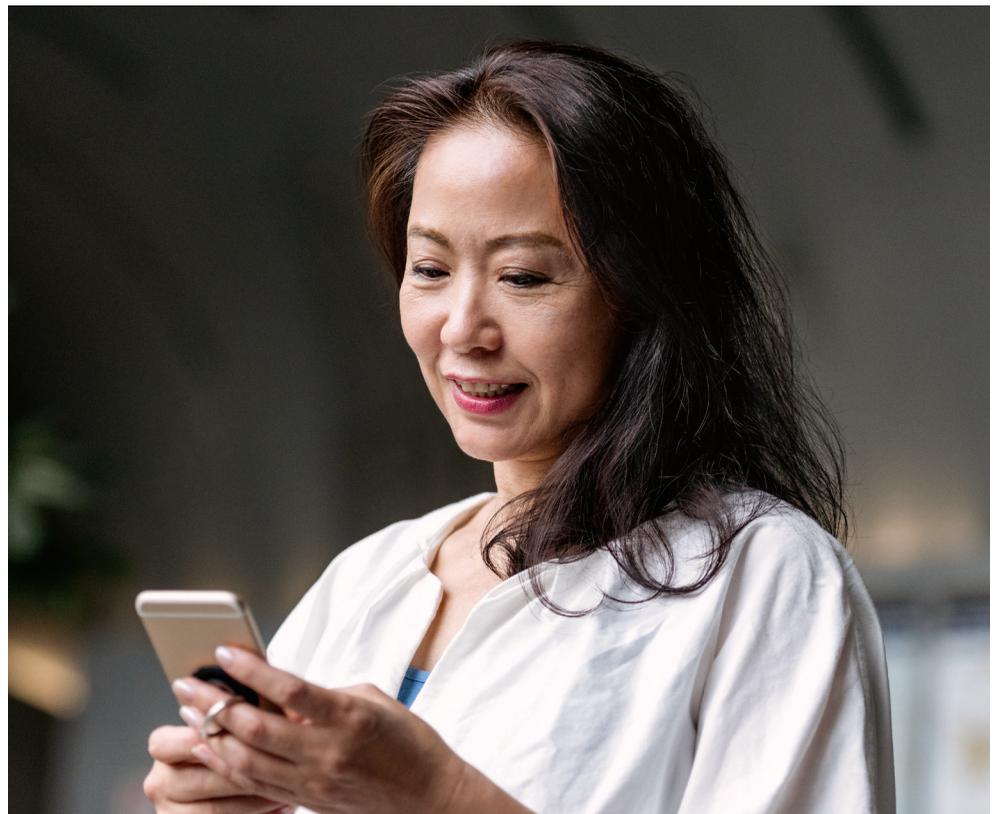
Did you know you can get no-cost transportation for traveling to and from a medical appointment or services related to your Medi-Cal benefits? To get more information or to request transportation services, call Aetna Better Health of California at **1-855-772-9076 (TTY: 711)** at least three days before your appointment, or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

Check out our website.

Get all the information you need about care and services available from your health plan. Go to **AetnaBetterHealth.com/California** and check out our website and the latest Member Handbook.

You will find:

- Care management information
- Pharmacy benefits
- Your rights and responsibilities
- Benefits and services included and excluded with your plan
- When you may have to pay for services
- How we look at new technology
- Benefit restrictions for services out of network
- Translation and interpreter services
- How to file a claim
- Information about doctors



- How to choose a primary care or behavioral health provider, specialist, and hospital services
- How to get after-hours care, emergency care or **911** services
- How to file a complaint or an appeal
- How to get care when in or out of the service area

Your privacy matters.

We respect your privacy. As required by the Health Insurance Portability and Accountability Act, Aetna Better Health of California provides you with important information about how your medical and personal information may be used and about how you can access this information. Please review the Notice of Privacy Practices in your Evidence of Coverage handbook carefully. If you have any questions, you may call Member Services at **1-855-772-9076 (TTY: 711)**.

Maternity Matters Program.

Starting in 2021, Aetna Better Health of California will have a new program, called Maternity Matters, for pregnant members and new moms. It is important to have a healthy pregnancy, and Maternity Matters is here for support. Pregnant members and members who are new moms who complete healthy activities can get rewards for items like diapers, wipes, pack 'n' plays and baby formula. Call **1-855-772-9076** for more information and for help getting started with the Maternity Matters Program.

Aetna Better Health billing and member costs.

Aetna Better Health of California serves people who qualify for Medi-Cal. Aetna Better Health of California members do not have to pay for covered services, premiums or deductibles. You are **not** responsible to pay a provider for any amount owed by Aetna Better Health of California for any covered service.

Aetna Better Health of California offers these types of services:

- Outpatient (ambulatory) services
- Emergency services
- Hospice and palliative care
- Hospitalization
- Maternity and newborn care
- Prescription drugs
- Rehabilitative and habilitative services and devices
- Laboratory services
- Preventive and wellness services and chronic disease management
- Mental health services
- Substance use disorder services
- Pediatric services
- Vision services

- Non-emergency medical transportation (NEMT)
- Non-medical transportation (NMT)
- Long-term services and supports (LTSS) for San Diego county members only
- Transgender services

If you get a bill for a covered service, call Member Services right away at **1-855-772-9076 (TTY: 711)**.

If you pay for a service that you think Aetna Better Health of California should cover, you can file a reimbursement request. Call **1-855-772-9076 (TTY: 711)** to ask for a reimbursement request; provide the amount charged, the date of service and the reason for the bill. Aetna Better Health of California will review your reimbursement request to see if you can get money back.



Contact us



Aetna Better Health® of California
10260 Meanley Drive
San Diego, CA 92131

Member Services: **1-855-772-9076 (TTY: 711)** 24 hours, 7 days a week
[AetnaBetterHealth.com/California](https://www.AetnaBetterHealth.com/California)

Here For You is published as a community service for the friends and members of Aetna Better Health® of California. This newsletter contains information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. This content was reviewed for accuracy in September 2020. Models may be used in photos and illustrations.

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AETNA BETTER HEALTH® OF CALIFORNIA

Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

How to file a grievance

If you believe that Aetna Better Health of California 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 Aetna Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

By phone: Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

In writing: Fill out a complaint form or write a letter and send it to:

Aetna Better Health of California
10260 Meanley Drive
San Diego, CA 92131

In person: Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

Electronically: Visit Aetna Better Health of California website at aetnabetterhealth.com/california

Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

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)**.

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)**。

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)**.

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)**.

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.

ARMENIAN: ՈւՆԵՆՈՒՄԻՆՈՒՅԻՆՆԵՐ՝ եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակազմ աջակցության ծառայություններ: Զանգահարե՛ք ձեր ID քարտի հետևի մասում գտնվող հեռախոսահամարով կամ **1-800-385-4104 (TTY (հեռախոս)՝ 711):**

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104 (TTY: 711)** تماس بگیرید.

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)**.

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104 (TTY: 711)**までご連絡ください。

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقةك الشخصية أو على **1-800-385-4104 (للصم والبكم: 711)**.

PUNJABI: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਆਪਣੇ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਨੰਬਰ ਜਾਂ **1-800-385-4104 (TTY: 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

MON KHMER: ប្រយ័ត្ន: បសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេ វាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ ទៅលេខនៅខាងក្រោយនៃ អត្តសញ្ញាណប័ណ្ណ (ID Card) របស់អ្នក ឬ **1-800-385-4104 (TTY: 711)** ។

HMONG: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau tus nab npawb xov tooj nyob rau sab qab ntawm koj daim ID lossis **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।

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104 (TTY: 711)**

LAOTIAN: ເຂົນຂາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104 (TTY: 711)**.