



Aetna Better Health[®] of Illinois E-newsletter

Summer 2023

Get ready to renew your coverage

Members haven't needed to renew Medicaid coverage since the Covid-19 pandemic began. Illinois has started renewals again to see if people are still eligible.

Select Manage My Case at [ABE.Illinois.gov](https://abe.illinois.gov) to:

- ✓ Verify your mailing address under "Contact Us"
- ✓ Find your due date (the "redetermination" date) in your "Benefit Details."

If you're no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois, [GetCoveredIllinois.gov](https://getcoveredillinois.gov).

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the [fraud report website](#) or the Medicaid fraud hotline at [1-844-453-7283](tel:1-844-453-7283) / [1-844 ILFRAUD](tel:1-844-ILFRAUD)

Got Medicaid?
Get ready to renew!
You can do it today!



Watch your mail
and complete your
renewal right away.

Stay informed on men's health

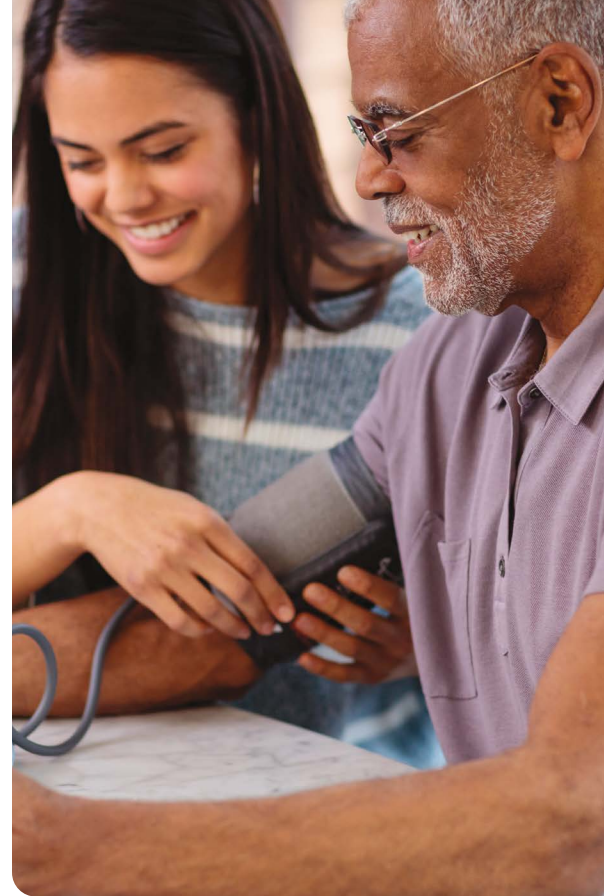
According to the [Mayo Clinic](#), men older than 50 should have a physical exam every year. Men younger than 50 should have a physical exam every three to five years.

Regular checkups with your doctor can help identify signs of health conditions. Your doctor can also decide if you need more testing or screening. Early detection can lead to prevention.

Take simple steps like staying up to date with immunizations. Shots recommended for men include:

- **Tetanus-Diphtheria (Td) or Tetanus Diphtheria and Pertussis (Tdap):** every 10 years
- **Flu:** every year
- **Shingles:** two doses, separated by two to six months starting at age 50
- **Pneumonia:** one at age 60 and one more after age 61
- **COVID-19:** as recommended by your doctor

Read our latest [blog](#) for more tips on how to stay healthy.



Summer safety tips

With state temperatures averaging in the 80s, it's important you're prepared to deal with the heat when spending time outdoors. Remember to:

- Check the weather before you head outside so you can dress accordingly
- Apply sunscreen
- Pack a refillable water bottle and first aid kit
- Know the risks and signs of heat exhaustion

Never leave children or pets alone in a car. It only takes about two minutes for cars to heat up to deadly levels. If you have children in car seats, consider putting something you need — like your purse, wallet, phone or shoes — in the backseat next to your child. This may help you remember to check the backseat and bring your children with you.



We're part of your community

Our community outreach team hosts events throughout the state every month. We share health resources, information and more with those who attend.

Join Aetna Better Health® of Illinois at an upcoming event in your area. Find out where we'll be on our [News and Events page](#).

Checking your blood pressure at home

Did you know you can get a monitor to check your blood pressure (BP) at home — at no cost?

Your plan covers a home monitor to help you keep track of your BP. Your provider can order a BP monitor for you. They can also give you information on keeping your blood pressure in a healthy range. You may be able to earn Aetna Better Care® Rewards for controlling your blood pressure. [Learn more on our website](#).

Staying active

Summer is a great time to enjoy your neighborhood park, swimming in the lake or exploring the many trails that Illinois has to offer. All these things can get your heart pumping.

Adults need a mix of activities to stay healthy:

- At least 150 minutes of moderate-intensity aerobic activity
- Two sessions of muscle-strengthening activity per week

Kids and teens need 60 minutes of activity every day. Playing ball, dancing together, jumping rope and summer sports are ways you can get your child to be active.

If you're interested in finding out how to receive a free gym membership, visit our [What's Covered](#) page.



Back to school reminders

Before they start school, children need to be up to date on their shots. Summer is the perfect time to make an appointment. Your child's doctor can tell you what vaccines are needed for their age. If a child is behind on their shots, their doctor can help them get caught up.

Some vaccines that are recommended for children before starting school include:

- Diphtheria, Pertussis, Tetanus
- Haemophilus influenzae type b (Hib)
- Measles
- Mumps
- Rubella
- Polio
- Varicella

An annual well-child visit is covered for members of Aetna Better Health® of Illinois. These visits are a great time to ask your child's doctor what vaccines they need to get ready to start school. You can also discuss any concerns you may have about your child's health or development.

If you need help finding a doctor, call Member Services at **1-866-329-4701 (TTY: 711)**. Always ask your child's doctor about their health care needs.

Free school clothing

Did you know that eligible members in grades K-12 can receive free school clothing? Three times a year, members can receive a shirt, pants and a sweater. To qualify, you need to:

- Complete a health risk screening
- Complete an annual wellness visit
- Be up-to-date on all immunizations

Visit our **[What's Covered](#)** page to learn more about this program and additional rewards you could receive.



We're here for you

Call Member Services at **1-866-329-4701 (TTY: 711)** Monday through Friday, 8:30 AM to 5:00 PM to:

- Make an appointment
- Get help with your benefits
- Arrange a ride to the doctor's office

Manage your wellness journey with MyOwnDoctor

Want to change your health habits, lose weight for good or balance your blood sugar levels? You can do that and more with [MyOwnDoctor](#).

MyOwnDoctor's team of dedicated care navigators partner with you to manage every part of your wellness journey. They will work with you to:

- Develop a personalized care plan and meet with you regularly to make sure you meet your goals
- Schedule your appointments
- Manage your prescriptions
- Connect you with community support programs to help you through unexpected events

Take the first step to better health and well-being. Use your new MyOwnDoctor benefit today. Call [1-773-395-1830](tel:1-773-395-1830) to speak to a care navigator.

Share your thoughts

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 \(TTY: 711\)](tel:1-866-329-4701).

You can also share your voice through our Family Leadership Council. It meets multiple 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. Contact your care manager or Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) to learn more.

Free language services

To help our members, Aetna Better Health® of Illinois can get you any information you need in Spanish or any other preferred language. This means you can ask for letters, benefit information and even your member handbook in another language. You can also get this information in a different format like large print, Braille and sign language. We can get you an interpreter in your language too if you need assistance. All of these services are free to you.

Please call [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) if you need help in another language. You can ask for materials to be mailed or emailed to you, like your member handbook or preferred drug list (PDL). You can also print some of these materials by visiting our website at AetnaBetterHealth.com/Illinois-Medicaid.

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 \(TTY: 711\)](tel:1-866-329-4701).



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**.



Aetna Better Health®
of Illinois

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 हिंदी 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**).

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). Talk to your doctor first about whether this is right for you.



**HealthChoice
Illinois**

Illinois Department of
Healthcare and Family Services



[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/betterhealth/illinois-medicaid)

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