



# Aetna Better Health<sup>®</sup> of Illinois E-newsletter

## Winter 2025-2026

### Stay healthy with an annual checkup

An annual visit with your primary care provider (PCP) can help you stay healthy or catch health problems early.

#### Your PCP:

- Gets to know you and your health history
- Makes sure you get the tests and screenings you need
- Monitors any health conditions you may have
- Works with you on treatment options

Your PCP's name is shown on your member ID card. Call today to schedule your annual visit. If you need help finding a PCP or making an appointment, call Member Services **1-866-329-4701 (TTY: 711)**.

### Protect yourself with a flu shot

Flu cases are on the rise in Illinois. It's not too late to get your flu shot. Flu shots are available for people 6 months and older during the flu season.

Getting the flu shot lowers your risk of getting sick from the flu. It can also protect others. And the flu vaccine can't cause the flu because it contains an inactive piece of the flu virus.

A flu shot is available at no cost to Aetna Better Health<sup>®</sup> of Illinois members.

Get your flu shot from your primary care provider (PCP), health clinic or a retail clinic including MinuteClinic<sup>®</sup> at CVS Pharmacy<sup>®</sup>. Visit [Vaccines.gov](https://www.vaccines.gov) to find a vaccine location near you.

## The 2026 Member Handbook is now available

View your new handbook [here](#) to learn about:

- Benefits and services that are covered and those that are not, including specific excluded services
- How to get your medicine and other rules about pharmacy benefits, including how to get a copy of the formulary, co-pays and how to ask for an exception
- Copayments and other expenses that may apply to you
- Benefit restrictions that apply to services obtained when you are outside of our service area
- How to get help in a language other than English, including a copy of the member handbook, on request
- How to submit a claim
- How to get information about our network providers, including names, addresses and phone numbers, specialty, professional qualifications and board certification status, and the medical school(s) they attended and where they completed their residency
- Getting primary care services
- How to get specialty care; this includes access to behavioral healthcare and hospital services, as well as care for specific conditions, the process to get a referral (if required), and any restrictions
- How to get care after normal office hours and how and when to use emergency room care
- Steps to get care outside of the service area, including covered and noncovered benefits when outside the service area



- How to submit a complaint verbally or in writing
- How to request an appeal for coverage and noncoverage decisions, including the information to include, where to send your appeal, time allowed to file an appeal, and the timeframe to expect our decision on your appeal
- How we make decisions about new technology we may include as a covered benefit

For a printed copy of the handbook, call Member Services at **[1-866-329-4701](tel:1-866-329-4701)** (**[TTY: 711](tel:1-866-329-4701)**).

## A plan with extra benefits

Aetna Better Health® of Illinois offers extra benefits and services to help you reach all your health goals and more. Here are some of our extra benefits for 2026.



### FREE baby essentials

Eligible members can get a car seat or highchair or play yard, plus a diaper bag and a stipend each month to spend on diapers.



### FREE behavioral health wellness support

Eligible members ages 12 and older can get a voucher to cover behavioral health wellness app membership.



### FREE educational support

Eligible members ages 18 and older can get career training, skill building and GED support.



### FREE extras for youth

Eligible members ages 5-21 can get an annual stipend for healthy activities or programs. Members in grades K through 12 (ages 5 through 18) can get a voucher for clothing.



### FREE grocery delivery

Eligible members ages 18 and up can get monthly subscription fees covered for certain grocery delivery apps.



### FREE gym membership

Members 18 and older can receive a digital or in-person membership at participating gyms. Eligible members ages 13 and up can get a voucher for a monthly digital membership.



### FREE nutrition services

Eligible members ages 18 and older can get personal nutrition counseling services and may also get food assistance.



### FREE weight management support

Eligible members ages 18 and older can get a voucher for digital weight management support.

Check out all your benefits at [AetnaBetterHealth.com/Illinois- Medicaid/Whats-Covered](https://www.aetna.com/better-health/illinois/medicaid/whats-covered)



## Get over-the-counter (OTC) products each month

As an Aetna Better Health® of Illinois member, your household gets a \$25 monthly allowance to order OTC products. Our product line includes many OTC health products, plus food essentials like milk, cereal, bread, eggs and much more. You can order these items online, by phone or at a CVS store. Visit

[AetnaBetterHealth.com/Illinois-Medicaid/OTC-benefit](https://www.aetna.com/better-health/illinois-medicaid/otc-benefit) to view the OTC catalog.



## Get ready to renew your coverage

When it's time to renew your Medicaid, HFS will contact you. Watch your mail and complete your renewal right away.

You can also use Manage My Case at [ABE.Illinois.gov](https://www.abe.illinois.gov) to:

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

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois, [GetCoveredIllinois.gov](https://www.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 / 1-844 ILFRAUD**.

## Menopause support on-demand

About **half** of women ages 40 through 64 have symptoms from perimenopause or menopause like hot flashes, insomnia, brain fog and mood changes. But only about 8% of those women are diagnosed. To help, we teamed up with Elektra Health, a virtual menopause and midlife care provider.

Elektra Health combines clinicians who specialize in menopause, health coaches and community support in one online program.

Aetna Better Health of Illinois members who qualify can book video visits in a few days, get prescriptions through their plan and work with coaches and peers during the menopause transition and after.

Find out more at [ElektraHealth.com](https://www.elektrahealth.com).



## Quitting for two: Tips to help you quit smoking while pregnant

Quitting smoking is one of the best things you can do for your baby and yourself. Smoking during pregnancy can cause early birth, low birth weight, miscarriage or even stillbirth. Stopping helps your baby grow stronger.

You do not have to quit alone. You can commit to quitting smoking by doing things like:

- Telling family and friends so they can support you
- Picking a quit day
- Avoiding places that make you want to smoke
- Trying healthy habits like walking or deep breathing

### Here are some ways to kick the habit:

- Text MOM to [222888](tel:222888) to enroll in a free service from [smokefree.gov](http://smokefree.gov) that offers daily tips, motivation and support to help you quit smoking or cut back. You'll receive customized messages based on your due date and goals and get support leading up to your quit date.
- Call a free quit line. You can talk to experts on quitting smoking. They can help you plan to quit. Call [1-866-QUIT-YES \(1-877-784-8937\)](tel:1-866-QUIT-YES) for resources on how to quit using tobacco or e-cigarettes.
- Chat with a quit smoking counselor at [livehelp.cancer.gov](http://livehelp.cancer.gov)

Quitting smoking is hard, but you can do it. And remember, your doctor can help. Talk to your prenatal doctor about safe options while pregnant.

## Free language services

To help our members, Aetna Better Health® of Illinois can provide 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 also get an interpreter in your language if you need assistance. All 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](http://AetnaBetterHealth.com/Illinois-Medicaid).



Aetna Better Health®  
of Illinois

## New help for substance use recovery: Meet Wayspring

Aetna Better Health® of Illinois now offers a new benefit to support members living with substance use challenges. You can get extra help through Wayspring — support that shows up, no matter where you are in your recovery journey.

Wayspring connects you with a dedicated care team and together, you'll make a plan that supports your physical, mental, emotional, and everyday needs. This gives you a stronger foundation for recovery.

### When you join Wayspring, you'll have access to:

- Community resource connections (housing, food, job help, and more)
- A supportive, compassionate care team
- Help during life transitions (hospital stays, rehab, incarceration, etc.)
- Physical healthcare (chronic condition management, medication, and more)
- Mental healthcare (therapy, counseling, and medication)
- Care coordination (navigating healthcare appointments)
- Substance use disorder treatment (therapy, medication, and more)

Getting started is simple. Just reach out to Wayspring, share your goals, and the team will help you build a plan to reach them.

### Ready to take the first step?

Visit [www.mywayspring.com](http://www.mywayspring.com) or call [888-929-7774](tel:888-929-7774).

### Member Spotlight: A steady step toward recovery

An Aetna Better Health of Illinois member had just left residential treatment and wanted to stay sober. He could not pay rent for his sober living home. He had no job and no strong support from family or friends. This money problem made him very anxious and put his recovery at risk.

Emily\*, a behavioral health case manager, worked with him to find help in the community. She knew he had social anxiety

and found it hard to make phone calls. Emily coached him, practiced what to say, and called local groups for him. She found a nearby faith-based program that might help and encouraged him to follow up after she made the first contact.

With Emily's support, the man got financial help to pay his rent. Having stable housing lowered his anxiety and helped him focus on recovery. He stayed in sober housing and kept making steady progress.

\*Names changed to protect privacy.

## Focus on your mental health this New Year

Start this year by focusing on your mental health. As an Aetna Better Health® of Illinois member, you have access to mental health tools with apps like:

**Moodfit** – a mental health app for members ages 13 and up that provides tools to help manage mental wellness. Users learn how to:

- Reduce stress
- Fight procrastinations
- Use relaxation techniques
- And much more

**Pyx Health**® – designed to help young and older adults reduce loneliness and improve health, this app connects you to resources in real time and has tools to support mental, social and physical health needs.

Call Member Services at **1-866-329-4701 (TTY: 711)** for information about your mental health benefits or visit our [Resources and services](#) page.



## Around the clock pediatric care with Blueberry

If you're an Aetna Better Health® of Illinois member living in Cook County, you may have access to Blueberry Pediatrics.



### Blueberry offers:

- **24/7 unlimited access in minutes:** Get diagnoses, care, advice and school notes in minutes from top-rated pediatricians. No appointments needed.
- **Real care with at home medical kit:** No more guessing. Handle more than 85% of childhood illnesses from home thanks to Blueberry's home medical kit. Rapid flu and strep tests are also available for members!
- **Always talk to a pediatrician:** You'll always chat with a team of board-certified pediatricians for every question, big or small.
- **Get support between visits:** Blueberry screens for behavioral, developmental and mental health concerns so that you know your child is thriving.

Receive your complimentary smart earscope, pulse oximeter and digital thermometer when you sign up. Learn more at [Blueberry Pediatrics](#).

## Introducing Backpack Health: Mental health care for our youngest members

Aetna Better Health of Illinois members ages 4–26 and their families may be eligible to get mental and behavioral health help through Backpack Health. Backpack makes it easier for people on Medicaid to get care.

What Backpack offers:

**Easy to use:** Simple health tools in five languages, a low-data option, and design that works for many reading and computer skill levels.

**Self-care tools that work:** Guided breathing, grounding, thinking tricks, sleep help and short programs made by clinical experts.

**Fast appointments:** New patients can get a first visit in under seven days with real-time scheduling and care coordination.

**Mood tracking and routines:** Easy mood tracking, short programs that adapt and reminders to build healthy habits.

**Privacy and security:** Strong protections and encryption to keep your health information safe.

**Safety and crisis tools:** Private safety plans you can make easily and one-tap access to emergency resources and local hotlines.

**Share safely:** You control if and what summary info is shared with providers, caregivers or care coordinators.

**Therapy and psychiatry:** Video visits are available for therapy and psychiatry.

Learn more at [hellobackpack.com](https://hellobackpack.com) or call Member Services [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

### Find a provider

The online [provider directory](#) lists information of all network providers, including names, addresses, phone numbers, specialties and qualifications, board certification status and more. You can also search our providers on [HealthGrades.com](https://HealthGrades.com) to get more information, such as medical school attended and residency completion.

## Your privacy matters

Aetna Better Health of Illinois is committed to protecting our members' privacy. We are required by law to keep your health information private. And we work to provide a safe and secure member experience. Learn more about our commitment to your privacy.

### [Your privacy rights](#)

## Rights and responsibilities

### Your rights:

- Be treated with respect and dignity at all times.
  - Have your personal health information and medical records kept private except where allowed by law.
  - Be protected from discrimination.
  - Receive information from Aetna Better Health® of Illinois in other languages or formats such as with an interpreter or Braille.
  - Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
  - Receive information necessary to be involved in making decisions about your healthcare treatment and choices.
  - Refuse treatment and be told what may happen to your health if you do.
  - Receive a copy of your medical records and in some cases request that they be amended or corrected.
  - Choose your own primary care provider (PCP) from the Aetna Better Health of Illinois. You can change your PCP at any time.
  - Be free from any form of restraint or seclusion used as a manner of coercion, discipline, convenience or retaliation.
  - Exercise your rights, with the assurance that the exercise of those rights will not adversely affect the way you're treated.
- Request and receive in a reasonable amount of time, information about your Health Plan, its providers and polices.
  - Voice complaints or appeals about the organization or the care it provides.
  - Make recommendations regarding the organization's member rights and responsibilities policy.

### Your responsibilities:

- Treat your doctor and the office staff with courtesy and respect.
- Carry your Aetna Better Health of Illinois ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them.
- If you cannot keep your appointments, cancel them in advance.
- Follow plans and instructions for care that you have agreed to with your practitioners.
- Tell your health plan and your caseworker if your address or phone number changes.
- Read your member handbook so you know what services are covered and if there are any special rules.
- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- Understand your health problems and participate in developing mutually agreed upon treatment goals, to the degree possible.



## Care management

Care managers teach you about your health conditions and ways to take care of yourself. They also teach you about your benefits and connect you with local resources. Your care manager can help you:

- ✓ Find a primary care physician
- ✓ Schedule doctors' visits
- ✓ Find specialists and behavioral health services near your home

- ✓ Get rides to your doctor, drug store or hospital
- ✓ Get medical and dental services, supplies and equipment
- ✓ Provide you with community resources and educational materials
- ✓ **Plan your pregnancy**
- ✓ Make sure you're getting the services you need
- ✓ **Manage chronic conditions**

And if you have a chronic condition, our care management team can help you get the treatment you need to be healthy. Our care management team will come up with a personalized care plan. The primary goal is to assist our members and their caregivers to better understand their conditions, update them with new information, and provide them with assistance from our staff to help them manage their disease. The care management team has nurses and social workers to help you:

- ✓ Get services and care, including information on how to get referrals to special facilities for highly specialized care
- ✓ Work with your health care providers and organizations
- ✓ Learn more about your symptoms
- ✓ Access services for crisis situations after normal business hours
- ✓ Arrange services for children with special health care needs, such as well-child care, health promotion, disease prevention and specialty care services

The care management program is voluntary. If you're interested, call us at **1-866-329-4701 (TTY: 711)** and ask to speak to care management.

Members can be referred to the complex case management program from a variety of sources, including our medical management programs, discharge planners, members, caregivers and providers. For a member referral into case management, call Member Services at **1-866-329-4701 (TTY: 711)** or visit the **Care Management** page on our website.



## Get rewarded for sharing your feedback

You can 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. And you can even receive a **\$25** incentive for attending your first Family Leadership Council Meeting. Find details for the council's next meeting on our [News and Events](#) page.

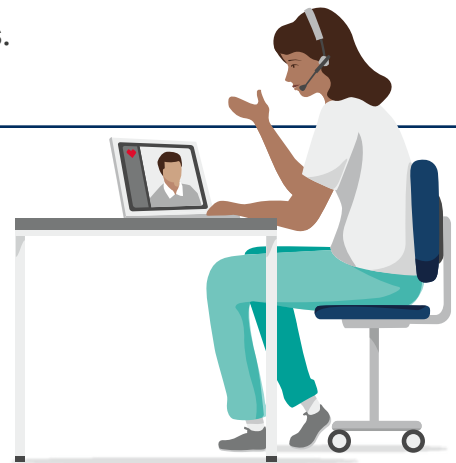
You can also contribute to our Member Advisory Committee. The group brings members, providers and plan representatives together to improve our services. You'll also receive **\$25** for attending. To join a Member Advisory Committee meeting, call [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

## Stay informed

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services.

Simply text **SIGN UP** to **72138**.

Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.



## We're here to help

Call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701)  
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



Connect with us on social media.

## 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  
P.O. Box 818001  
Cleveland, OH 44181-8001

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 **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**



**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 हंदी 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).

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

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**HealthChoice  
Illinois**

Illinois Department of  
Healthcare and Family Services



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