



Aetna Better Health® of Illinois E-newsletter

Spring 2026

Your benefits and SNAP, all in one app

As an Aetna Better Health® of Illinois member, you may be eligible for our Aetna® Medicaid 360 app. Aetna Medicaid 360 features a range of tools for behavioral, reproductive and general health care, and gives you direct access to your SNAP benefits in real-time without leaving the app. You can also keep track of your benefits information and health rewards and chat with us if you have questions.

Download the app in the [App Store](#) or [Google Play](#).

Your 2026 Member Handbook is now available

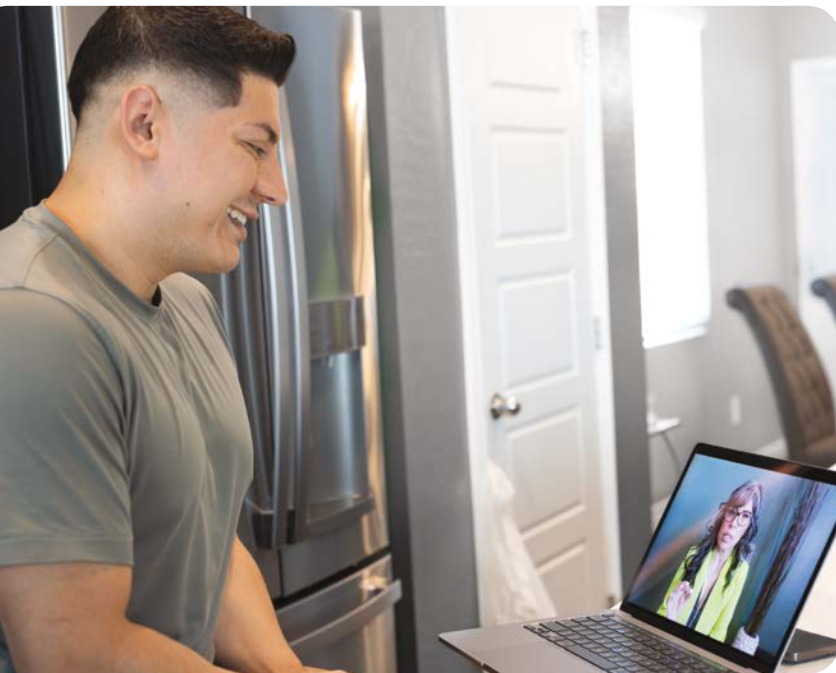
Don't forget to check out your new 2026 Member Handbook. Your handbook has important information about your benefits, how to submit a claim, copayments and more. View your new handbook here:

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



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/betterhealth/illinois-medicaid/otc-benefit) to view the OTC catalog.



Diabetes prevention support

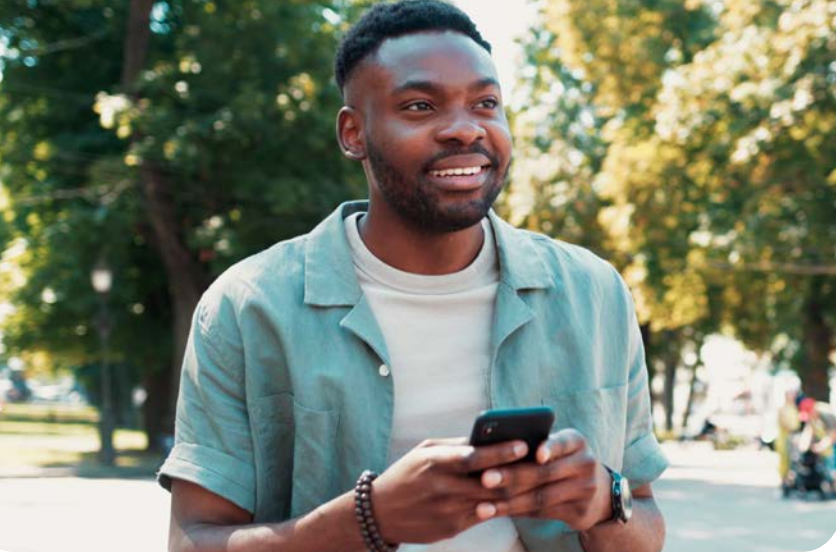
Aetna Better Health® of Illinois now offers a Diabetes Prevention Program (DPP) that helps reduce the risk of type 2 diabetes through personalized coaching and virtual support.

Through Fruit Street's virtual DPP, eligible members can receive no-cost diabetes support from the comfort of home. Services include:

- Live group sessions
- Ongoing support from certified lifestyle coaches
- Digital tools such as wireless scales to help you easily track your progress

You can also earn incentives through our [Aetna Better Care®](https://www.aetna.com/bettercare) rewards program for completing health milestones, like diabetes screenings, improving blood sugar control and managing blood pressure.

Visit [FruitStreet.com](https://www.fruitstreet.com) or call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) to learn more.



Stay informed about upcoming Medicaid changes

Changes are coming to Medicaid in 2027, and we want to make sure you have the information you need.

The federal government is making changes that may affect some Medicaid customers starting in January 2027. Many customers will not be affected. If these changes apply to you, Illinois Medicaid will contact you before you need to take any action.

Why updating your contact information is important

The most important step you can take right now is to make sure your contact information is up to date. This helps ensure you receive important notices about your coverage. If you receive mail from the State of Illinois, open it right away. Your Medicaid coverage may depend on it.

Update your Information today

Please make sure your address, phone number, and email are current.

You can update your information by:

- Visiting [ABE.Illinois.gov](https://www.abe.illinois.gov) and click “**Manage My Case.**” There you can view notices, check coverage, update your information and more – all in one place.
- Calling [877-805-5312](tel:877-805-5312)

Keeping your contact information up to date does **not** mean your benefits are changing. It simply helps us reach you if we need to share important information.

Thank you for taking this step to protect your coverage.

Connect with your plan in the Member Portal

You can do so much more with your health plan when you create an account in your [Member Portal](#). Log in to manage your benefits and health goals from anywhere. Check out health resources, redeem Aetna Better Care® Rewards, send us questions and more. Use the Aetna Better Health® app to take your health plan on the go. Download the app from the [App Store](#) or [Google Play](#).





From birth control to pregnancy care, we've got you covered

Aetna Better Health® of Illinois is working with [Twentyeight Health](#) to make health care easier for you. With this collaboration, you can talk to doctors online, get prescriptions sent to your home and get help at little or no cost.

Services include birth control, sexually transmitted infection treatment, pregnancy

care and sexual health support. You can also message your provider anytime to ask questions about your medications or health. Plus, Twentyeight Health gives you helpful info to make the best decisions about your health.

Getting started is easy: fill out a short online form, talk to a provider and get your medicine delivered free to your door.

Ready to take charge of your health? Visit [Twentyeight Health](#) to sign up.

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](#) to get more information, such as medical school attended and residency completion.

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](#).





Behavioral telehealth at your fingertips

As an Aetna Better Health® of Illinois member, you have access to many **behavioral health care services**. These services help with mental health care and/or substance use disorder treatment. You don't need a primary care provider (PCP) referral to access these services. You can get care from any provider in our network. Connect with a provider from your phone or computer using our **telehealth guide**.

Member spotlight: Rebuilding stability

Michael* struggled to stay connected to medical care after a serious accident and ongoing health challenges. Unstable housing, unreliable phone service and limited support made it difficult for him to manage his chronic conditions, leading to repeated hospital stays and setbacks.

Michael, who was also coping with depression and alcohol use, felt overwhelmed by his situation and unsure how to move forward. Without consistent access to care, his physical and emotional health continued to decline.

Laura*, a registered nurse and Aetna Better Health of Illinois case manager, worked persistently to engage Michael and reconnect him with essential services. Alongside the care team, she helped set up doctor appointments, identify safe housing with family support and helped him sign up for a **no cost cell phone and wireless plan**.

The team also arranged transportation and provided education to help Michael better understand and manage his health. With guidance and encouragement, he began attending appointments regularly and following his care plan.

Today, Michael lives in a stable home, remains engaged in case management and reports improvements in his physical, mental and emotional well-being. Through persistent outreach and coordinated support, he has regained confidence and independence.

**Names changed to protect privacy.*



Understanding gestational diabetes during pregnancy

By Dr. Muna Enshiwat, Chief Medical Officer

Pregnancy causes many changes in the body. Some changes may affect how the body handles sugar in the blood. When this happens, gestational diabetes (GDM) can develop.

GDM starts during pregnancy. It happens when the body cannot make enough insulin. Insulin helps keep blood sugar at a healthy level.

A GDM diagnosis can feel scary. But many women with GDM have healthy pregnancies. With the right care and support, both mom and baby can stay healthy.

You will be tested for this diabetes between 24 and 28 weeks of pregnancy. Some people may be tested earlier if they have a higher risk. You can be at a higher risk for GDM if you:

- Are overweight or obese
- Had GDM during a previous pregnancy or
- Have given birth to a baby weighing more than 9 pounds
- Have a family history of type 2 diabetes
- Are a Black, Hispanic, American Indian, Asian American, Alaska Native, Native Hawaiian or Pacific Islander person
- Have polycystic ovary syndrome (**PCOS**)

Testing helps with early detection. When problems are found early, care can begin sooner.



Keeping blood sugar at a healthy level can help lower the chance of problems during pregnancy, such as:

- High blood pressure during pregnancy
- Having a very large baby
- Problems during delivery
- Cesarean birth
- Low blood sugar in newborns

With the right care, these risks can often be reduced. Healthy habits and regular monitoring are key. Treatment may include:

- Healthy eating to help keep blood sugar levels steady
- Gentle exercise
- Checking blood sugar levels regularly
- Medication, such as insulin, if needed

A Continuous Glucose Monitor (CGM) can track blood sugar during the day. This helps show patterns. It can also alert you when levels are too high or too low. A dietitian can guide food choices with nutrition counseling.

They can also help with meal timing and portion sizes. Your OB-GYN can provide a referral for you. Virtual nutrition counseling is also available through your plan at [Maven](#).

Support is available when you need it. As a member of Aetna Better Health® of Illinois, helpful tools and resources are available through your health plan. CGMs are covered for eligible members. These monitors can make GDM easier to manage.

Care Managers can also help members stay on track with care and resources. They can also help if you are having a hard time accessing healthy food or transportation to your doctor's appointments. Call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) to learn more.

Care is still important after your baby is born. Postpartum care helps protect long-term health. After delivery, blood sugar often returns to normal. However, testing 4 to 12 weeks after birth and every 1 to 3 years after that is recommended because the risk of type 2 diabetes remains higher after GDM. Regular checkups can help catch changes early.

With the right care, [tools](#) and support, small steps during pregnancy can help support a healthy pregnancy and a healthy future for both parent and baby. Read our [Healthy you, healthy baby](#) guide to learn about the benefits available to you during this exciting journey. Healthy habits can make a big difference. Support from your care team can help every step of the way.

Care to fit your needs

You have access to case managers and additional programs that help support your health care journey. These voluntary programs are available for members who are managing conditions or just trying to stay healthy. These programs include but are not limited to:

- Wellness and preventive support for members with questions or needs for health education, preventive screenings, and flu and/or other immunizations
- Condition Management for eligible members diagnosed with conditions such as diabetes, heart disease, asthma, major depression and/or had a recent emergency visit or inpatient stay
- Maternity and pregnancy support for individuals who are pregnant or recently delivered a baby
- Opioid management to help understand medications, side effects and use patterns
- Integrated Care Management, the highest level of care available to members with arthritis, cancer, viral diseases, such as Hepatitis C and HIV/AIDS, diabetes, COPD, heart failure, asthma, depression or coronary artery disease

You can learn more about these programs, how to access care managers, and join or opt out by calling Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Protect your child's smile

It's never too soon to teach your child good oral health habits. Good oral hygiene can lead to healthy teeth, gums, tongue – and a lifetime of happy smiles. The American Academy of Pediatric Dentistry recommends every child see the dentist when their first tooth appears or by their first birthday.

Members under the age of 21 are covered for the following dental services:

- Teeth cleanings (1 every 6 months)
- Dental services provided in school dental programs
- Oral exams (1 every 12 months)
- Fluoride treatments (up to 3 per every 12 months, ages under 3; 1 every 6 months, ages 3-20)
- Oral surgery

Schedule your child's appointment today. You can find a dentist on our website, [AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/illinois-medicaid). Or call Member Services at [1-866-329-4701](tel:1-866-329-4701) (TTY: 711).



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 **\$50** incentive every time you attend a 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](tel:1-866-329-4701) (TTY: 711).

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](#)

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.

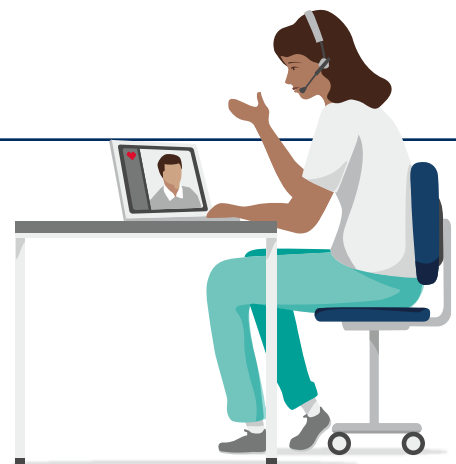
Simply text **SIGN UP** to **72138**.

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](tel: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



Connect with us on social media.

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

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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>**



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 हृदि 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/better-health/illinois-medicaid)

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