



Aetna Better Health[®] of Illinois E-newsletter

Fall 2025

Breast cancer awareness

October is Breast Cancer Awareness Month. It's important to know that breast cancer can affect anyone, especially women. Early detection can save lives, so make sure to get regular check-ups. This screening can provide peace of mind or spot health issues early when they are more treatable. Talk to your doctor to schedule your screening.

Pamper Me Pink community events

During the month of October, our Community Outreach team hosts breast cancer awareness events throughout the state. These events are open to the community and include:

- ✓ FREE health screenings
- ✓ Giveaways

- ✓ Breast cancer education
- ✓ Well-being resources
- ✓ Community resources

[Find an event near you](#)

Get rewarded for taking care of your health

Earn \$50 in Aetna Better Care[®] Rewards by completing an eligible breast cancer or cervical cancer screening.

[Learn more](#)



How to prevent lead exposure

Lead is a natural element that can be harmful to people in large amounts. Kids can get lead exposure when they touch, swallow or breathe in lead. This can happen from drinking water that comes from lead pipes, eating bits of chipping paint or inhaling dust from old paint.

Prevention is the key thing that parents, doctors and everyone can do. Here are some ways to make your home safer from lead:

- ✓ Talk to your child's doctor about getting a simple blood lead test. If you are pregnant or nursing, ask your doctor about sources of lead.
- ✓ Contact your local health department to test the paint and dust in your home for lead, especially if your home was built before 1978.
- ✓ If you're planning to renovate, do it safely. Common activities like sanding and cutting can create dangerous lead dust. Use contractors certified by the Environmental Protection Agency (visit [EPA.gov/lead](https://www.epa.gov/lead) for more information).
- ✓ Remove any recalled toys and toy jewelry safely. Stay informed about recalls by checking the Consumer Product Safety Commission's website: [CPSC.gov](https://www.cpsc.gov).

If you think your child might have been exposed to lead, talk to your child's doctor about getting a blood lead test. Aetna Better Health® of Illinois covers the cost of this testing for children in our plan. If you need help scheduling an appointment or getting your child to the doctor, call Member Services at [1-866-329-4701 \(TTY:711\)](tel:1-866-329-4701).

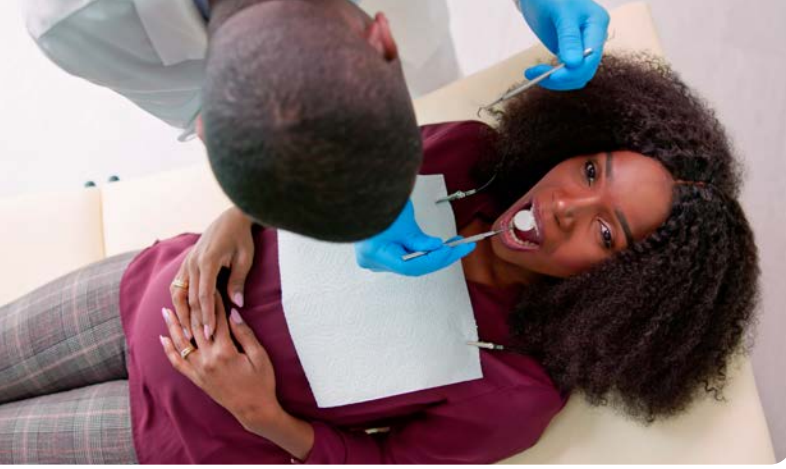
Be ready this flu season

With colder months ahead, it's important to keep yourselves and your loved ones healthy. One of the best ways to do this is by getting vaccinated against the flu. Getting a flu shot each year reduces your risk of getting the flu. It can also protect others. Plus, you can get your RSV vaccine and at the same time, if eligible.

The flu shot is available at no cost to Aetna Better Health® of Illinois members.

[Find a flu shot location near you.](#)





Everyone deserves a healthy smile

Your teeth can last a lifetime if you properly care for them. As an Aetna Better Health® of Illinois member, your dental services are covered. Here are some tips to keep your mouth healthy at every stage of life:

- Drink lots of fluoridated water to help wash away the bad effects of sugary or acidic foods and drinks.
- Floss at least once every day.
- Use fluoride toothpaste.
- Always brush your teeth before going to bed.
- Use mouthwash to help clean your gums and reduce acid in your mouth.
- Visit your dentist at least twice a year, even if you don't have any natural teeth or wear dentures.
- Avoid tobacco and alcohol. You can call the state's free Quit Line at [1-866-QUIT-YES](tel:1-866-QUIT-YES) for help with quitting smoking.
- Eat a healthy diet to stay strong.
- Chronic conditions like diabetes or heart disease can hurt your oral health if not treated. Be sure to keep all your doctor and dentist appointments to stay healthy.
- Some medicines can make your mouth dry. Ask your doctor if there's another medicine that won't do that. There are also over-the-counter products for dry mouth that your dentist may recommend.
- Chew sugarless gum to help keep your mouth healthy.

We're here to support you. If you need help scheduling a dental appointment, call Member Services at [1-866-329-4701 \(TTY:711\)](tel:1-866-329-4701). Your dentist can give you more tips and answer your questions about oral health.

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 \(TTY:711\)](tel:1-866-329-4701) or visit the [Care Management](#) page on our website.

Helpful tips to combat childhood obesity

By: Dr. Glen Davis, Chief Medical Officer

Childhood obesity is a serious issue. It affects about **1 in 5 children** in the United States. Kids who are overweight often face more health problems. They can develop type 2 diabetes, high blood pressure or asthma. They can also struggle with low energy or low self-esteem. Healthy routines at home and school can help prevent these challenges and support kids' overall well-being.

Here are some helpful tips for families:

1. **Pack smart lunches and snacks.**

Healthy food fuels kids for learning and playing. Pack lunches with a mix of fruits, vegetables, whole grains and lean proteins. Some options include chicken, turkey or beans. Swap chips for baby carrots or apple slices. Trade sugary drinks for water or milk. If buying meals is difficult, we can support. Eligible members ages 18 and older can get monthly subscription fees covered for certain grocery delivery apps. Learn more about what is covered through our [Benefits](#) page.

2. **Keep kids active.** Being active is just as important as healthy eating. Kids should aim for at least **60 minutes of activity** each day. This is not just organized sports. Being active is easy and accessible. Go outside! Ride bikes, walk the dog, dance or play. It all counts! Make it a family routine. If possible, walk to school or take a family walk after dinner. Exercise helps kids stay at a healthy weight, boosts their mood and even improves focus in school.

3. **Create screen-free time.** It's easy for kids to spend hours on screens. Too much screen time often leads to less movement and unhealthy snacking. Set limits on

screen use. Encourage other activities like reading, drawing or playing outside. A "no screens during meals" rule can also help families connect and support mindful eating.

4. **Prioritize sleep.** Sleep is key to a healthy routine. When kids don't get enough rest, it can affect their mood, school performance and health. Most children need **9-12** hours of sleep each night. A regular bedtime and turning off electronics at least an hour before bed can help kids wind down and get the rest they need.

5. **Build healthy family routines.** Kids learn by example. Eating dinner together as a family, planning active weekends and keeping healthy snacks at home sets healthy patterns. Replacing soda with water or going for a walk after dinner make a lasting impact. Remember to make it fun. Set a game night to kick off the weekend. This helps your family stay active and enjoy themselves.

6. **Use local resources.** You don't have to do this alone. Aetna Better Health® of Illinois offers members resources to make healthy living easier. Eligible members ages **5-21** can receive a yearly stipend for healthy activities or programs. This includes tools that support long-term health like nutrition tips and care managers who help families set health goals. There are also programs that promote exercise and community wellness events. We are here to help families feel supported every step of the way.

Your child's doctor can also offer support. If you need help scheduling an appointment, call Member Services at **1-866-329-4701 (TTY:711)** to take charge of your child's health.

*This is an excerpt from a blog. Full blogs can be found on our [Health and wellness blogs](#) page.



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.

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](#)

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 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](https://www.aetnabetterhealth.com/illinois-medicaid).





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://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://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).

Quit smoking for good

Have you or someone you know tried to stop smoking but didn't succeed? That's okay! Quitting is hard, and everyone has their own journey. If you want to quit smoking and need some help, here are three ways to get support:

1. **Talk to your doctor.** Your doctor can give you advice and medicines that can help you stop smoking. They will help you find the best options for you.
2. **Call a free quit line:** You can speak with experts who will help you plan to quit. Call [1-866-QUIT-YES \(1-877-784-8937\)](tel:1-866-QUIT-YES) for information on quitting smoking.
3. **Join a quit program:** The American Cancer Society offers an email program called [Empowered to Quit](#). When you join, you'll get helpful tools and support sent right to your inbox.



Quitting smoking is tough, but remember, with the right help, you can stop for good!

Understanding sickle cell disease

Sickle cell disease is a blood disorder that causes some red blood cells to look like a “C” or a banana. This shape makes it **harder for blood to flow**. It can cause pain, tiredness or other serious health problems. About **1 out of every 365** Black or African American baby is born with sickle cell disease. People **with the disease** often have kidney disease, strokes and problems with their liver and lungs, too.

It's important for families to learn about sickle cell disease so they can manage the symptoms and help their loved ones.



If you or someone you love has sickle cell disease, here are a **few tips** that may help:

- Regular checkups help prevent problems and keep you healthy.
- Taking your medication can help with pain, infections and other health issues.
- Staying hydrated helps your blood flow smoothly.
- Eating healthy foods like, fruits, vegetables, whole grains and protein keeps your body strong.
- Sleep and breaks are important when you feel tired.
- Extreme temperatures can trigger pain so be careful in hot or cold weather.
- Fever, severe pain or trouble breathing should be treated quickly.
- Care managers, support groups and community programs can guide families.
- Gentle exercise like walking or stretching helps your circulation and overall health.

If you have questions or need help, talk to your doctor or find local support groups like **Sickle Cell Disease Association of Illinois** that focus on sickle cell disease.

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**.

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.



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.

Share your thoughts

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. To join a Member Advisory Committee meeting, call [1-866-329-4701 \(TTY: 711\)](#).

Free smartphone program

As an Aetna Better Health® of Illinois member, you may be eligible to get free monthly data, unlimited texting, free monthly minutes plus a free smartphone through Assurance Wireless.

This program is available for only one account per household. Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes. Residents with temporary addresses are also eligible.

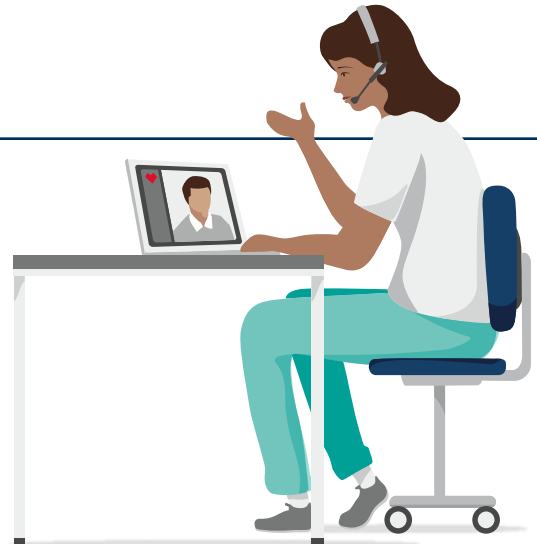
[Learn more](#)



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 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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