

## Member Brand Migration Messaging

	<b>Topic/Question</b>	<b>Answer</b>
<b>MIGRATION</b>	Why is IlliniCare Health becoming Aetna Better Health?	In January, IlliniCare Health was purchased by CVS Health/Aetna. On December 1, 2020, IlliniCare Health is changing its name to Aetna Better Health of Illinois. We'll combine our strengths to best meet your health care needs. Our goal is to help people on their path to better health.
	When will the change happen?	On December 1, 2020, IlliniCare Health will be Aetna Better Health of Illinois. You can still call us at <b>1-866-329-4701 (TTY: 711)</b> with questions you have. Only the name will change. You'll still get the same quality service. Our goal is to help people on their path to better health.
	What information will be provided and when?	<p>During the changeover, we'll keep you up to date with any information that will affect you. You'll receive information by mail, text message, telephone and emails. Your new Aetna Better Health of Illinois materials will arrive in mid-September, including:</p> <ul style="list-style-type: none"> <li>• Member welcome letter</li> <li>• Member handbook</li> <li>• Aetna Better Health ID card</li> </ul> <p>Please be sure to open any mail from either health plan. Our goal is to help people on their path to better health.</p>
	Prior to this name change, who will I contact?	Before December 1, 2020, you can visit the IlliniCare Health website at <a href="http://www.illinicare.com">www.illinicare.com</a> to review benefits and request information. After December 1, visit us at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> to review your benefits and request information. Our phone number is staying the same. You will continue to contact Member Services at <b>1-866-329-4701 (TTY: 711)</b> .
	What action is required of me (member)?	We only ask that you keep an eye out for new materials that will be mailed to you in mid to late September. Our goal is to help people on their path to better health.
	Do I need to do anything differently?	Since Aetna Better Health of Illinois now covers you, you will get a new ID card. On December 1, you should cut up your IlliniCare Health ID card.
	I don't want Aetna. How can I change to another health plan?	You received a letter from us the week of Oct. 19 informing you of your options to change to another HealthChoice Illinois plan. If you do not want to be enrolled in Aetna Better Health of Illinois, you <b>must change your health plan by November 18, 2020</b> . If you do not choose another new health plan before November 18, 2020, you will be enrolled in Aetna Better Health of Illinois beginning December 1, 2020. There are only certain times that you can switch health plans. You can change your HealthChoice Illinois health plan any time in the first 90 days after enrollment. After that you cannot change plans for one year. Once each year, you can change plans during a time called <i>open enrollment</i> . A letter will be sent to you when it's time for your open enrollment period. You can contact the Illinois Department of Healthcare and Family Services' Health Benefits Hotline at <b>1-800-226-0768</b> .

	Can I stay with IlliniCare Health?	After the changeover, IlliniCare Health will become part of Aetna Better Health. Our combined strengths will serve your health needs better. There will no longer be a company called IlliniCare Health. You will no longer have it as a health plan option. You will be part of the Aetna Better Health family.
	Is there a different website I should use?	Right now, you will visit <a href="http://illinicare.com">illinicare.com</a> for information on your benefits. After December 1, 2020, you can visit us at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> .  On our new site, you'll be able to: <ul style="list-style-type: none"> <li>• Obtain a copy of the member handbook</li> <li>• Request a copy of your ID card</li> <li>• Search for hospitals and doctors using our online provider directory tool</li> </ul> Review benefits information
	I received an authorization from IlliniCare Health. Does it still apply, or do I need to get another one from Aetna?	Your IlliniCare Health authorization will transfer over to Aetna Better Health of Illinois. This authorization will still apply and you do not need to get a new one from Aetna Better Health of Illinois.
	Are the Member/Provider service phone numbers staying the same?	Yes, the current Member Services phone number will stay the same: <b>1-866-329-4701</b> . Also, the current Provider Services phone number will stay the same: <b>1-866-329-4701</b> .
	How do I verify my primary care provider (PCP)?	Right now, you can confirm your PCP by logging into your member portal by visiting <a href="http://illinicare.com">illinicare.com</a> or calling 1-866-329-4701. After December 1, 2020, to verify your PCP, visit our member portal on our website at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> or contact Aetna Better Health of Illinois at <b>1-866-329-4701</b> .
<b>MEMBER ID CARDS AND ID NUMBER</b>	When will new ID cards be issued?	Your new ID card(s) will arrive in the mail during the last two weeks of November. If you are planning on moving this fall, please register your new address with Member Services. After December 1, 2020, you can get a copy of your new ID card on the member portal <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> and through the Aetna Better Health mobile app.
	Are there any differences between my current ID card and the new ID card?	There are some differences between your IlliniCare Health and your new Aetna Better Health of Illinois ID card. You'll also notice that your ID card has a new look, including the Aetna Better Health name and Aetna logo. Other changes include: <ul style="list-style-type: none"> <li>• New pharmacy information: <ul style="list-style-type: none"> <li>○ RxBIN: 610591</li> <li>○ RxPCN: ADV</li> <li>○ RxGRP: RX881A</li> </ul> </li> </ul>
	Why did I get this new ID Card in the mail? What do I do with the old ID Card?	You will receive a new ID card to identify you as an Aetna Better Health of Illinois member in mid to late November. You should begin using your new Aetna ID card on December 1, 2020. After December 1, 2020, you should cut up your IlliniCare Health ID card.
	If I don't have my new ID card, how do I get the NEW member ID number?	After December 1, 2020, your new member ID number will be the same as your State Medicaid ID number. If you need a copy before you get your card in the mail, you can call Member Services at <b>1-866-329-4701</b> to request a new ID card. After December 1, 2020,

		you can visit us at <a href="https://www.aetna.com/better-health/illinois-medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> and request that information on our portal.
<b>INCENTIVE PROGRAM</b>	Will the Added Benefits change?	No, the Added Benefits will not change. You can still receive: FREE Gym Memberships: Qualifying members age 16 years and up can receive a certificate to cover monthly membership fees at participating locations. FREE After School Care: Parents of qualifying members ages 6–18 years can receive a waiver to assist with after school care fees at participating locations. FREE School Uniforms: Parents of qualifying members in 1st–5th grade can receive a voucher for one shirt, one pair of pants (or another bottom) and one sweater (up to three vouchers annually).
	Will the My Health Pays program change?	Yes, starting December 1, 2020, the My Health Pays incentive program will change to the Aetna Better Care incentive program. You will be able to earn the same dollars for completing important activities to better your health. Please visit our website at <a href="https://www.illinicare.com">illinicare.com</a> , or after December 1, 2020, visit us at <a href="https://www.aetna.com/better-health/illinois-medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> for a full listing of incentive activities.
	Will I get a new debit card? And will my money move to my new card?	You will receive a new incentive card for the Aetna Better Care program when you complete a qualifying health activity on or after December 1, 2020.
	How long do I have to use my incentive dollars on the My Health Pays debit card?	Your existing My Health Pays funds will expire a year from the date you received them or on December 31, 2020, whichever comes first. After your funds expire, your My Health Pays card will no longer be active.
	How do I know if I'm eligible for this program?	Once you complete a health activity, you will be enrolled in the Aetna Better Care program and receive the incentives.
	What can I spend these incentive dollars on?	The card can be used for everyday items at Walmart and to pay for utilities, transportation, rent, telecommunications, childcare and education.
	What activities can I earn reward dollars for?	A couple of examples of qualifying activities are completing your health risk screening, getting a flu shot or seeing your primary care provider (PCP) for an annual visit. For a complete list of qualifying activities, please visit <a href="https://www.illinicare.com">illinicare.com</a> , or after December 1, 2020, visit us at <a href="https://www.aetna.com/better-health/illinois-medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> .
	When do my Aetna Better Care rewards expire?	Your Aetna Better Care funds expire 90 days after you leave Aetna Better Health of Illinois or one year after the reward is loaded onto your card.
	How do I check my card balance?	You can check your card balance by logging into the incentive member portal at <a href="https://www.HealthyBenefitsPlus.com/ABHIL">www. HealthyBenefitsPlus.com/ABHIL</a> .
	How do I activate my Aetna Better Care card?	You can activate your card by calling <b>1-855-256-4620</b> .
	When will I see new funds loaded onto my card?	After completing a healthy activity, a claim will be made and processed. Once the claim is processed, new funds will be loaded within one to two weeks.
	What do I do if I lose my card or do not receive my card?	If you lose your card, please contact Member Services at <b>1-866-329-4701 (TTY: 711)</b> to request a new one. Or you can request a new card in the member portal at <a href="https://www.HealthyBenefitsPlus.com/ABHIL">www.HealthyBenefitsPlus.com/ABHIL</a> .

	Who can I contact with additional questions?	Please contact Member Services at <b>1-866-329-4701 (TTY: 711)</b> with any additional questions.
<b>Plan Benefits</b>	Are pharmacy benefits the same?	<p>Yes, your pharmacy benefits are staying the same. Starting December 1, 2020, CVS will be our in-network pharmacy and you get more than medicine. You get extra services. You can:</p> <ul style="list-style-type: none"> <li>• Talk with specially-trained pharmacists and nurses any time, day or night</li> <li>• Drop off and pick up most of your prescriptions at any CVS Pharmacy location (including those inside Target stores)</li> <li>• Choose delivery to your home, doctor's office or other locations at no cost to you</li> </ul> <p>If you have any medical questions, be sure to call your doctor. If you have questions about your pharmacy benefits, we're here to help. You can call us at <b>1-866- 329-4701 (TTY: 711)</b>.</p> <p>You can also see our list of pharmacies on our website at <a href="http://IlliniCare.com">IlliniCare.com</a>, or after December. 1, 2020, visit us at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> to review your pharmacy benefits.</p>
	Are vision benefits the same?	There are no changes in your vision benefits. They will stay the same. Your vision benefits will now be provided by March Vision. To locate a provider, please visit March Vision Care at <a href="http://www.marchvisioncare.com">www.marchvisioncare.com</a> . You can also see our list of vision providers on our website at <a href="http://IlliniCare.com">IlliniCare.com</a> , or after December. 1, 2020, visit us at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> to review your vision benefits.
	Are dental benefits the same?	There are no changes to your dental benefits. They will stay the same. Your dental benefits will now be provided by DentaQuest. To locate a provider, please visit DentaQuest at <a href="http://www.dentaquest.com">www.dentaquest.com</a> . You can also see our list of dental providers on our website at <a href="http://illinicare.com">illinicare.com</a> , and after December 1, 2020, visit us at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> to review your dental benefits.
	Are mental health benefits the same?	There are no changes to your mental health benefits. They will stay the same. Please visit <a href="http://illinicare.com">illinicare.com</a> to review your mental health benefits, or after December 1, 2020, visit us at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> .
	Are transportation benefits the same?	Transportation benefits are staying the same. Our transportation vendor is LogistiCare. Please visit <a href="http://illinicare.com">illinicare.com</a> to review your transportation benefits, or after December 1, 2020, visit us at <a href="http://AetnaBetterHealth.com/Illinois-Medicaid">AetnaBetterHealth.com/Illinois-Medicaid</a> .
	<b>Toll free phone numbers</b>	
	Member Services: <b>1-866-329-4701</b>	
	Provider Relations: <b>1-866-329-4701</b>	