



Transcript: IL Welcome Call Video Transcript

Welcome to the Aetna® Better Health Premier Plan MMAI (Medicare-Medicaid Plan).

Our No. 1 goal: making it easy to get the care you need. And we start right away with a welcome call from a member of our team. They'll confirm your plan and help answer your questions.

You will receive a welcome kit in the mail. It includes important benefit information and tips to help you get the most from your plan.

You will also receive your Aetna® Member ID card by mail. It will include your primary care provider's name and the Member Services number. Keep it safe and always bring it to pharmacies and doctor visits.

Once your plan begins, you can take advantage of the medical and prescription drug coverage, plus coverage for dental, vision and hearing.

Your Aetna Better Health Premier Plan [MMAI] comes with a quarterly over-the-counter (OTC) allowance. This allowance can be used to buy approved wellness items, such as pain relievers, cold and flu medicines, first aid items and more.

Check our member website for your OTC catalog or call Member Services to order a copy. The OTC catalog shows a wide selection of approved health and wellness products you can order using your quarterly OTC allowance at participating CVS retail stores.

Your Aetna Better Health Premier Plan [MMAI] comes with a transportation benefit, too. This benefit includes rides to and from approved locations like doctor's offices and other approved locations.

As an Aetna Better Health Premier Plan [MMAI] member, you also have a personal care team. They are there to make getting the care you need easier. A member of your care team will give you a call after your plan starts to get to know you and help you access the care and programs that are right for you.

Your care team can help you schedule doctor visits. They can connect you with local programs that can help you find healthy foods, safe housing and more. You can reach out to your care team with any questions about your health.

Have a health question after hours? No problem. You can call the 24/7 Nurse Line for answers anytime, including nights and weekends.

If you have any questions about your plan benefits and how they work, your dedicated Member Services team is here to help. You can reach them at **1-866-600-2139 (TTY: 711)**.

You can also find helpful information and plan documents at the member website:
[AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois).

We look forward to helping you get the care you need.

Aetna Better Health Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.