



Live well



AetnaBetterHealth.com/Maryland

Aetna Better Health® of Maryland

Remember to renew your medical benefits

We don't want you to risk losing your benefits. Make sure your contact information is up to date so that you can receive important notices on any changes to your health insurance. If your contact information has changed, Maryland Health Connection (MHC) won't be able to notify you when it's time to renew your Medicaid coverage. Log in to your account at **MarylandHealthConnection.gov** or call MHC at **1-855-642-8572 (TTY: 711)**.

Before you renew, you'll need the following:

- Household monthly income (pay stubs, W-2 forms or tax returns, if you have them)
- Social Security numbers or documented numbers for each household member reapplying for coverage
- Date of birth for each household member reapplying for coverage

- Immigration information, if applicable
- Photo ID if you're renewing in person

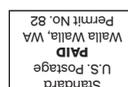
Renewing is easy to do, and you can choose from a few options:

- Log in to your account at **MarylandHealthConnection.gov**
- Call **1-855-642-8572**

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Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256

Get rewarded for staying healthy

Members can earn gift cards for getting care. After you see your health care provider for the following services, call Member Services to request your gift card.

Program	Program description	Eligibility	Gift card
Diabetes — annual A1c screening	Members with diabetes ages 18–64 who complete any of these services	Once per year for each screening	\$25
Diabetes — annual retinal eye exam			\$25
Diabetes — annual nephropathy screening			\$25
Well-child checkups for members 0–15 months old	Members who attend at least 6 well-child checkups during their first 15 months of life	Once after turning 15 months old	\$50
Immunization status	Members who turn age 2 and/or 13 and have received all recommended immunizations	Once when turning 2 and/or 13	\$25
Lead screening in children	Children ages 12–23 months who complete at least one blood lead screening test	Once during ages 12–23 months	\$25
Annual well-child visit	Members ages 18 months–12 years old who complete their annual well-child visit with their PCP/OB-GYN	Once per year	\$25
	Members ages 13–21 years old who complete their annual well-child visit with their PCP/OB-GYN	Once per year	\$35
Breast cancer screening	Women ages 50–74 who receive a mammogram during the year	Once every 2 years	\$25
Cervical cancer screening	Women ages 21–64 who complete their regular Pap smear testing during the year	Once every 3 years (Pap test only) or every 5 years (Pap and HPV test)	\$25

Your benefits

Continued from front page

- Download the free enroll MHC app (Google Play and Apple App Store) to renew coverage, upload documents and more
- In person at a local health department

When your application is approved, you'll receive a welcome packet in the mail. The next step is

choosing Aetna Better Health of Maryland as your managed care organization.

To learn more about the benefits and services we offer, including our new 2023 value-added benefits, please visit our website at [AetnaBetterHealth.com/maryland/whats-covered.html](https://www.aetna.com/better-health/maryland/whats-covered.html), where you can also download your Member Handbook.

Thank you for choosing Aetna Better Health of Maryland.



Help your family stay healthy

For most people, life has pretty much gone back to normal. But that doesn't mean COVID-19 is gone. You can still get sick and spread the virus to others, including family members.

Get a COVID-19 booster shot at no cost!

Just visit your provider's office or a federally qualified health center. You can also go to a retail clinic, including MinuteClinic® at CVS pharmacy™. Visit [Aetna.com/COVID](https://www.aetna.com/COVID) for more information.

Medicaid member pharmacy information

You can gain access to the Aetna Better Health of Maryland Medicaid formulary online at [AetnaBetterHealth.com/Maryland](https://www.aetna.com/BetterHealth.com/Maryland). Go to "What's Covered," then "HealthChoice," and select "Formulary and Updates." Please note that the formulary can change at any time. This is due to the ever-changing world of medicine.

If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

Want to learn more about your member benefits?

Join us every month to learn more about the programs and services available to you at no cost! Learn about heart health, type 2 diabetes, and the programs and services available to Aetna Better Health of Maryland members. Everyone is welcome, and registration is required.

Scan the QR code to learn more, or visit [AetnaBetterHealth.com/maryland/news-events.html](https://www.aetna.com/BetterHealth.com/maryland/news-events.html).



 If you have questions, call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator, or email WellnessAndPrevention@Aetna.com.



How to file a complaint, grievance or appeal

If you are dissatisfied with a provider or Aetna Better Health of Maryland, this is called a complaint. If your complaint is about a service or care your provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal. You must file an appeal within 60 days from the date on the denial letter you received. You can file an appeal by phone (**1-866-827-2710; TTY: 711**), in writing or in person. Your doctor can also file an appeal for you if you sign a form giving him/her permission.

A complaint that is not related to a denial of some type of service or care is called a grievance. Examples of grievances include quality of care issues, not being treated fairly by someone who works here or at your doctor's office, or trouble getting an appointment. A grievance can be filed at any time by calling customer service at **1-866-827-2710 (TTY: 711)**.

 Our customer service representatives can assist you with filing a complaint, grievance or appeal. You can find more information about appeals and grievances in your Member Handbook.

Teladoc

Can't make it to the doctor, not feeling well, or have a health concern and need to speak to a doctor? Teladoc gives you the option to speak to a doctor through live video using your phone, tablet, computer or other device. Teladoc doctors can treat you and prescribe medications — the right care when you need it most. For more information, visit **AetnaBetterHealth.com/Maryland** or call Member Services at **1-866-827-2710 (TTY: 711)**.

Find a full description of your rights and responsibilities in the Member Handbook or at **AetnaBetterHealth.com/Maryland**.

Health education is available for free

If you need information about your health, our Prevention and Wellness Coordinator can provide health education for free. To speak with someone about health education, call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator or email **WellnessAndPrevention@Aetna.com**.

Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health Member Services: **1-866-827-2710 (TTY: 711)** or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx**
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you can remain anonymous when you make the report. Provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions from government entities and exclusion from future participation in Medicaid and any services provided by state and federal governments.

Check out our website

[AetnaBetterHealth.com/Maryland](https://www.AetnaBetterHealth.com/Maryland)

There you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical Practice Guidelines

 If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you the written information you need.



Healthy moms and babies with our Maternity Matters program

If you're expecting a child, we're here for you! Our Maternity Matters program can help you and your child stay healthy during pregnancy and take care of you after your child is born. You can even earn gift cards for going to appointments! Visit our website or call Member Services to learn more.



Our care managers are here for you

Do you need help getting care? Our care management team is here for you! Care managers are nurses and social workers who understand your health conditions and help connect you to the right care. A care manager can teach you more about your health; get services and care that you need, like helping you find rides to your appointments; and more.

 If you have questions or if you would like to speak to a care manager, call us at **1-866-827-2710 (TTY: 711)**. You can also email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may disenroll from the program at any time.

Helpful information

 **Member Services:**
1-866-827-2710
24 hours a day, 7 days a week

Services for Hearing and Speech-Impaired (TTY):
Call **711**

Dental Services:
Maryland Healthy Smiles
Dental Program,
1-855-934-9812 (TTY: 711)
Monday through Friday,
7:30 AM to 6 PM

Vision Services: Superior
Vision, **1-800-879-6901**
Monday through Friday,
8 AM to 9 PM

Behavioral Health Services:
Optum Maryland,
1-800-888-1965
Monday through Friday,
8 AM to 6 PM
Optum Crisis Line available
24 hours a day, 7 days a week

24-Hour Nurse Call Line:
1-866-827-2710, say “Nurse,”
24 hours a day, 7 days a week

Interpreter service: You have the right to have someone help you with any communication issue you might have. There is no cost to you. Call Member Services at **1-866-827-2710 (TTY: 711)**.

Maryland Medicaid Help Line: 1-800-284-4510

Emergency: If you have a medical condition that could cause serious health problems or even death if not treated immediately, call **911**.

To speak with other health plan staff, call Member Services at **1-866-827-2710 (TTY: 711)**. You can speak with staff in Care Management, Utilization Management, Community Outreach and Health Education.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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