



Transcript: MI Welcome Call Video Transcript

"Welcome to the Aetna Better Health Premier Plan (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. Inside you'll find your "Hello to Health" magazine. 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 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 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 products you can order using your quarterly OTC allowance.

Your Aetna Better Health Premier Plan offers an Extra Benefits Mastercard Prepaid Card. Plus, you have a benefit that includes rides to and from doctor offices and other approved locations.

These benefits mentioned are part of a special supplemental program for the chronically ill. Not all members qualify. If you qualify, you'll get a debit card in the mail with a quarterly allowance. You can use your card or download the free NationsBenefit app to buy approved foods like fruits, veggies, dairy products, meats and seafood, pantry staples and more. You can also use it to pay for approved utilities like heat, water, electricity and phone and internet access.

Not sure what is approved for purchase? It's easy to look up covered items using the NationsBenefits mobile app on your smartphone. You can download the app on the App Store and Google Play.

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

Your care coordination 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 coordination 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 **1-855-676-5772 (TTY: 711)**. You can also find helpful information and plan documents at the member website: **Aetnabetterhealth.com/Michigan**.

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

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