

wellness & you

Your Aetna® Assure Premier Plus (HMO D-SNP) member newsletter

HEALTHY ALL YEAR

Interdisciplinary Care Team

Did you know you have a Care Manager ready to help you get the right care for your needs? They'll talk about your health needs with other experts, such as:

Nurse care manager

This is a registered nurse that can help create a full care plan that meets your health and wellness needs.

Social worker

A social worker can answer questions about social services such as food assistance and affordable housing.

Member advocate

Member advocates are experts in Medicaid. They can help you apply for Medicaid benefits or recertify.

Care coordinator

A care coordinator understands all your benefits and can provide you with the best ways to use them.

Pharmacist

At least once a year, this team member will review your medications and recommend changes (if needed) to your Primary Care Provider (PCP).

Behavioral health care manager

Mental health is just as important as physical health. This care team member can help you get behavioral (mental) health support if or when you need it.



Working with you to get the right care

Our utilization management (UM) program ensures you get the right care, in the right setting when you need it.

- We make UM decisions by looking at your benefits and clinical guidelines for the most appropriate care and service.
- We consider your needs, evidence-based practice and availability of care.
- We don't reward doctors or other people for denying coverage or care.
- Our employees don't get any incentives to reduce your services.

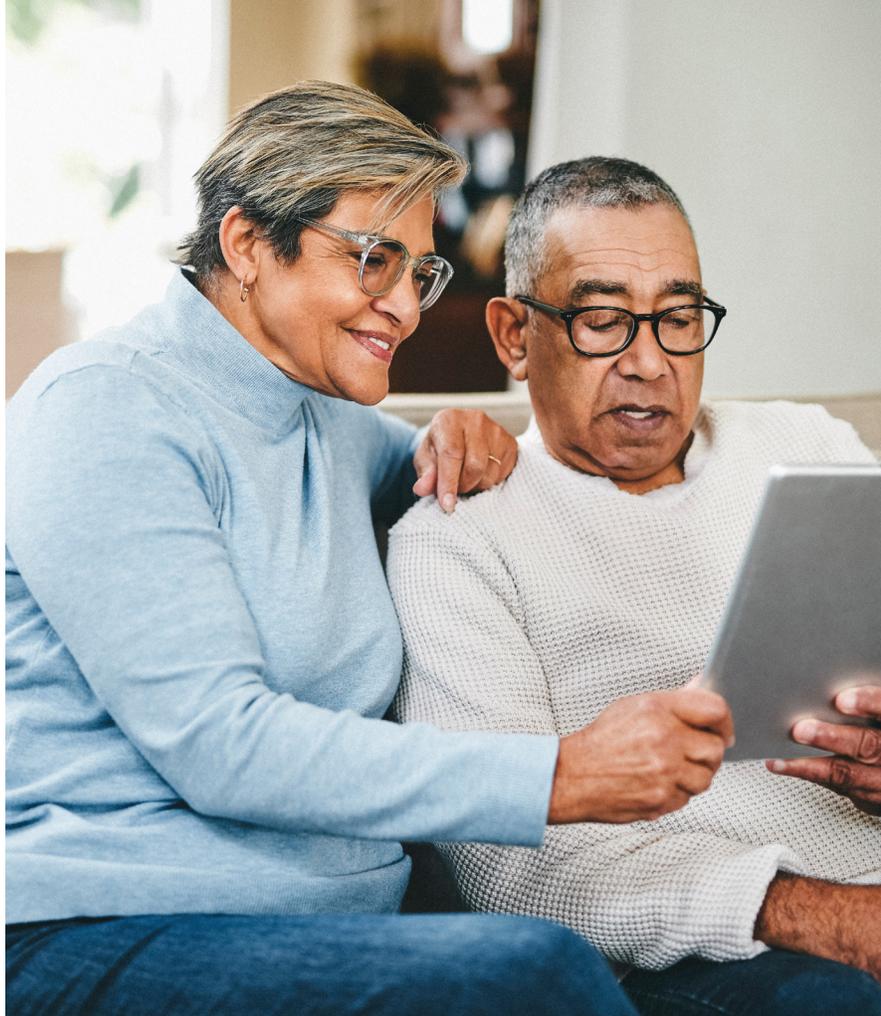
If you have questions about UM or how to access a copy of clinical practice guidelines, you can speak to someone by calling Member Services toll-free at **1-844-362-0934 (TTY: 711)** from 8 AM to 8 PM ET, seven days a week to learn more. Or if you need language translation or assistance, contact Member Services.

Need Help? Not Feeling well? Call your Care Management Team.

We are here for you! They are available at **1-844-362-0934 (TTY: 711)** 8 AM to 5 PM ET, Monday through Friday.

5 valuable benefits to cheer about

As we near the end of the year, we want to make sure you use all the valuable benefits and services your Aetna Assure Premier Plus (HMO D-SNP) has to offer. Need some inspiration? Check out these helpful benefits designed to help you get healthy.



1 Extra Benefits Card

You can use the monthly benefit amount (allowance) on your Aetna Medicare Extra Benefits Card to help pay for certain everyday expenses like healthy foods and select over-the-counter (OTC) health and wellness products.

2 \$0 copay

You can fill covered Part D prescription drugs at in-network pharmacies — all for a \$0 copay. This makes it easier to keep your medications on hand and your money in your wallet.

3 SilverSneakers®

No need to spend money on a gym membership. Aetna Assure Premier Plus members have a

covered SilverSneakers® fitness benefit that can be used for in-person and online fitness classes. Visit [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to learn more.

4 Covered appointments

Exams, screenings and vaccines are key for your health. Don't worry about paying out of pocket for flu shots, yearly checkups, and hearing exams — they're covered by your plan at no cost to you.

5 Fall prevention allowance

You get an annual allowance to buy fall-prevention safety items like grab bars and no-slip bath mats. Call Member Services to learn more.

Look for your Annual Notice of Change (ANOC)

The annual enrollment period (AEP) is a time of year when you can enroll in a medical insurance plan. **If you're happy with your plan and all your benefits, you don't need to do anything:** Your plan will automatically renew starting January 1.

Be on the lookout for your ANOC. It will arrive in the mail this month. Have questions? We're happy to answer them! Call Member Services today.

Have questions about your plan? Call Member Services at **1-844-362-0934 (TTY: 711)** from 8 AM to 8 PM ET, 7 days a week to learn more. They are ready to help guide you.

BENEFIT SPOTLIGHT

Your ride is here!

Need help getting to your next medical appointment? Aetna Assure Premier Plus members can get rides to and from approved locations at no cost. This benefit is available through Modivcare. Call Member Services to learn more about your transportation benefit. And check out the answers to three frequently asked questions for more information.

Where can your transportation benefit take you?

With your plan, you have transportation support that can take you to and from approved locations.

How do I book a ride?

Modivcare can help you schedule a ride. Call **1-866-527-9933 (TTY: 711)** at least two business days (Monday through Friday) before your ride. Remember to schedule a ride both to and from your destination.

What if I need a specific vehicle?

When scheduling your ride, be sure to let the transportation service representative know if you have certain health needs. This will help them decide what kind of vehicle you need.



Don't forget to complete your annual health survey.

Doing so helps your Care Team get you the benefits you need. Call them today at **1-844-362-0934 (TTY: 711)** from 8 AM to 5 PM ET, Monday through Friday to learn more.



**Your Aetna® team is available
1-844-362-0934 (TTY: 711)**

Member Services:

8 AM to 8 PM, 7 days a week

Care Team:

8 AM to 5 PM, Monday through Friday

24-Hour Nurse Line:

24 hours a day, 7 days a week

[AetnaMedicare.com/NJDSNP](https://www.aetnamedicare.com/NJDSNP)



Health and wellness or prevention information

Questions or concerns about your health and wellness? Reach out to your Aetna® Care Team at **1-844-362-0934 (TTY: 711)** from 8 AM to 5 PM ET, Monday through Friday. Or visit **AetnaMedicare.com/NJDSNP** to learn more.

Did you know?



You have a dedicated care team ready to help get you the best health care possible.



We want you to take advantage of all your benefits! Get inspired inside.



You can catch a ride to and from approved locations using your transportation benefit.



Find out more inside

Aetna, CVS Pharmacy® and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health® family of companies.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes.

The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website. Aetna Assure Premier Plus (HMO D-SNP) is a Fully Integrated Dual Eligible Special Needs Plan with a Medicare contract and a contract with the New Jersey Medicaid Program. Enrollment in Aetna Assure Premier Plus depends on contract renewal.