

wellness & you

Your Aetna Better Health® Medicaid member newsletter

HEALTHY LIVING



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. If you lost your coverage and are still eligible, you may be able to get your benefits back. Visit aetna.com/sp24nj-1 or scan the QR code below to learn more.



4 barriers to good health — and how your Aetna plan can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor's office can make it harder to take care of your health. These are called social determinants of health (SDOH). And many of them may be out of your control. That's why Aetna Better Health® of New Jersey provides benefits designed to help you overcome these barriers. Keep reading to learn how we can help you with transportation, language barriers, accessing care, saving money, and more.

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Barriers story continued



BARRIER 1 **Transportation**

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

How Aetna can help:

We provide rides to any nonemergency appointments and covered services. To schedule a ride, call ModivCare at **1-866-527-9933 (TTY: 711)** or go to **modivcare.com**. Book your ride at least two days before your appointment.



BARRIER 2 **Language**

We know that not all members speak English as their first language. That can make it hard to talk to your doctor or ask questions about your benefits.

How Aetna can help:

We provide interpreter services in any language. If you need a qualified interpreter, written information in other formats, translation or other services, call **1-800-385-4104 (TTY: 711)**.



BARRIER 3 **Accessing care**

Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment. This can make it tough to get the care you need.

How Aetna can help:

We offer telehealth services. You can talk to a provider via a phone or video chat from the comfort of your own home, on your schedule. Ask your provider what services they offer through telehealth.

Have a medical problem after hours? You can call our 24-hour nurse line at **1-855-232-3596 (TTY: 711)** to talk with a nurse anytime. They can help you decide where to go for care or how to treat your health problem at home.

Our Care Managers are here for you

Whatever barriers you're facing, your dedicated Care Manager can help. Your doctor, hospital discharge planner or another provider can refer you to Care Management. Or a nurse on our health information line may refer you. You can also self-refer by calling Member Services at **1-855-232-3596 (TTY: 711)** and asking to speak with Care Management.



BARRIER 4 **Budgets**

Costs are rising for housing, food and other essentials. So it may be harder than ever to stick to your budget.

How Aetna can help:

Your health plan provides other Value-Added Benefits to help you pay for life's health essentials, including:

- Extra benefits for pregnant members, such as a welcome kit for your baby and a no-cost breast pump
- A free smartphone with unlimited texts, minutes and data



Learn more about your benefits. Check out your Member Handbook or visit **AetnaBetterHealth.com/newjersey** to learn more about the benefits and services included in your health plan, as well as those not covered.

Good health care starts with the right doctor

Your primary care provider (PCP) is your first stop for all your health care needs. But at some point, you may need to see a specialist to help treat certain injuries or illnesses. When this happens, your PCP will help you find a specialist and refer you for care.

You don't always need a referral to see a specialist. For example, women do not need a referral to see an ob-gyn for routine care.

Here are three ways your Aetna Better Health® plan can help connect you with the right provider.

Provider network

You must get most of your care from providers in our

network. Go to **AetnaBetterHealth.com/newjersey/find-provider** to find in-network providers. You can search or download our provider directory.

Need help or want a hard copy of the provider directory? Call Member Services at **1-855-232-3596 (TTY: 711)**.

Out-of-network care

Let's say there are no network providers near you. Or there aren't any appointments available. If that happens, we can help you get a referral to see a provider outside of the network. You won't be charged more for out-of-network care in this case.



Second opinions

You may not always agree with your doctor's plan of care. If this happens, you have the right to go to another provider for a second opinion. You don't have to pay to get a second opinion, and you don't need prior authorization. Call Member Services to learn more.

Your Member Handbook has info about all the types of care covered by your plan, including:

- Primary care
- Specialty care
- Behavioral health care
- Emergency care

View your Member Handbook at aet.na/sp24nj-2 or call Member Services for a hard copy.



Understand your pharmacy benefits

Wondering if your medications are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at **AetnaBetterHealth.com/newjersey/drug-formulary.html**. Or call Member Services at **1-855-232-3596 (TTY: 711)** to ask for a printed copy. You can find more information on all your pharmacy benefits in the Member Handbook.

Benefits at your fingertips. Access your plan benefits from anywhere through your online Member Portal. You can also use the Aetna Better Health app to see your benefits on the go. Visit **AetnaBetterHealth.com/newjersey/member-portal.html** to get started!

How to report fraud, waste and abuse

Aetna Better Health® of New Jersey is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

What are fraud, waste and abuse?

Fraud happens when someone lies to get money or services.

Waste happens when someone uses benefits or services they don't need.

Abuse happens when someone takes money for services when they aren't legally entitled to payment.

Ways to report fraud, waste or abuse

To prevent, report or stop fraud, waste and abuse, you can call:

- Member Services:
1-855-232-3596 (TTY: 711)
- Provider Services:
1-855-232-3596 (TTY:711)

- Fraud, Waste and Abuse Hotline: **1-855-282-8272 (TTY: 711)**
- New Jersey Fraud Division: **1-888-937-2835**
- New Jersey Insurance Fraud Prosecutor Hotline: **877-55-FRAUD**

You can also fill out our fraud, waste and abuse form online at [AetnaBetterHealth.com/newjersey/medicaid-fraud-abuse-form.html](https://www.aetna.com/newjersey/medicaid-fraud-abuse-form.html)

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of New Jersey, and you can choose to remain anonymous.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

Always review your explanation of benefits (EOB) to look for fraud, waste and abuse. View your EOBs in your member portal at [AetnaBetterHealth.com/newjersey/member-portal.html](https://www.aetna.com/newjersey/member-portal.html)

We want to hear from you!

Your opinion matters. That's why members, providers and representatives join together to form the Member Advisory Committee (MAC). Together, we come up with ways to improve our services.

Who can join?

All plan members can join, including:

- MLTSS and FIDE-SNP members
- Legal guardians of members
- Advocates and community stakeholders

Visit [AetnaBetterHealth.com/newjersey/member-advisory-committee.html](https://www.aetna.com/newjersey/member-advisory-committee.html) to register for our upcoming MAC meeting.

Call Member Services at **1-855-232-3596 (TTY: 711)** for more information.



Lead poisoning: What parents need to know

Lead exposure is an ongoing health issue in our communities that can lead to lead poisoning. Today there are laws that keep lead out of homes. But if you live in an older home or building, your child could still be exposed.

Lead is dangerous for children ages 6 and younger because it can cause serious health problems. Even though your child may not look or feel sick, there may be lead in their blood. A blood test ordered by your child's healthcare provider is the only way to know if your child has lead poisoning.

Lead testing

Every Medicaid-eligible and NJ FamilyCare child must be tested for lead at 12 months old and again at 24 months old. Any child 25 to 72 months old who has not been tested should be tested immediately. If there's any chance your kids have come into contact with lead, ask your provider if it's time for a test.

We're here for you

Member Services:

1-855-232-3596 (TTY: 711)

24 hours a day, 7 days a week

24-hour Nurse Line:

1-855-232-3596 (TTY: 711)

Vision care: MARCH Vision Care

1-844-686-2724 (TTY: 1-877-627-2456)

Dental care: LIBERTY Dental Plan

1-855-225-1727 (TTY: 711)

Monday through Friday, 8 AM-8 PM

Transportation:

ModivCare (medical transportation only)

1-866-527-9933 (TTY: 1-866-288-3133)

Access Link (nonmedical transportation)

973-491-4224 (TTY: 1-800-955-6765)



Billing Reminder for Covered Services

When you visit a network provider, you should not receive a bill for services that are covered as an Aetna Better Health of New Jersey member.

Always bring your member ID card(s) when visiting your Primary Care Provider (PCP), dentist, specialist, emergency room, hospital, pharmacy, lab, or any other provider. This is especially important if you have other health coverage, such as Medicare, outside of Aetna Better Health of New Jersey. Showing your member ID card lets your providers know your health plan and where to send the service claim.

If a service is not covered, your doctor should tell you before providing care and let you know you will receive a bill. You may have to sign a document stating you agree to pay for the service.

To find out what services are covered under your Aetna Better Health of New Jersey plan, or if you received a bill for a covered service, call Member Services at **1-855-232-3596 (TTY: 711)**.



AETNA BETTER HEALTH® OF NEW JERSEY

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
P.O. Box 818001
Cleveland, OH 44181-8001
Telephone: **1-888-234-7358 (TTY 711)**

Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod numer **1-800-385-4104** (TTY: **711**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **711**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔



Aetna Better Health® of New Jersey
3 Independence Way, Suite 400
Princeton, NJ 08540-6626

<Recipient's Name>

<Mailing Address>

2968362-12-01-SP (05/24)
097-24-10

Take advantage of your Member Handbook

Your Aetna Better Health® of New Jersey Member Handbook has everything you need to know about your health plan, including:

- ✔ How to file a complaint, grievance or appeal
 - ✔ How we make decisions about your care (called Utilization Management)
 - ✔ How we evaluate new technology as a covered benefit
 - ✔ Notice of privacy practices
 - ✔ Your member rights and responsibilities
- The Member Handbook is updated every year. If there are major changes, we will send you a letter about it at least 30 days before the changes are effective.



Scan the QR code or visit aet.na/sp24nj-2 to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-855-232-3596 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.