

Your guide to get started



Welcome to your Aetna Better Health plan

Find what you need to know about your Medicaid benefits, resources and valuable extras all in one place:

- Download your member handbook
- Learn how to find or change your primary care provider
- Find pharmacies and see if your medicines are on your plan's drug list
- Take your new-member health risk screening
- Learn all the ways you can access care
- Explore your covered benefits and no-cost extras
- Use your member portal

Scan the
QR code or visit
**[go.aetna.com/
txc-getstarted](https://go.aetna.com/txc-getstarted)**



Aetna Better Health®
of Texas



Your getting started checklist

These simple steps can help you start using your Medicaid benefits with confidence. This guide will help you get started.

- | | | |
|--------------------------|---|---|
| ☐ | Did you get your member ID card? | If you didn't receive it in the mail, call us to have another one sent to you. |
| <hr/> | | |
| ☐ | Confirm your primary care provider (PCP) | Check the PCP name on your member ID card. If it's not correct, you can change it at any time in your member portal or by calling us. |
| <hr/> | | |
| ☐ | Book your annual checkup with your PCP | We cover PCP visits at no cost to you. Your PCP will help you make a plan for a healthy year ahead. |
| <hr/> | | |
| ☐ | Complete the new-member health screening | It's the first step toward getting more personalized expert care. You can complete the screening in the member portal. |
| <hr/> | | |
| ☐ | Discover your no-cost extra benefits | See "Your extra benefits" on page 3 for more info. |
| <hr/> | | |
| ☐ | Review your member handbook | See "Your go-to guide to using your health plan" on page 6 for more info. |
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Create your member portal account

Scan the QR code or go to go.aetna.com/txc-portal. There you can:

- View your member ID card
- Take your new-member health screening
- Change your PCP
- And more

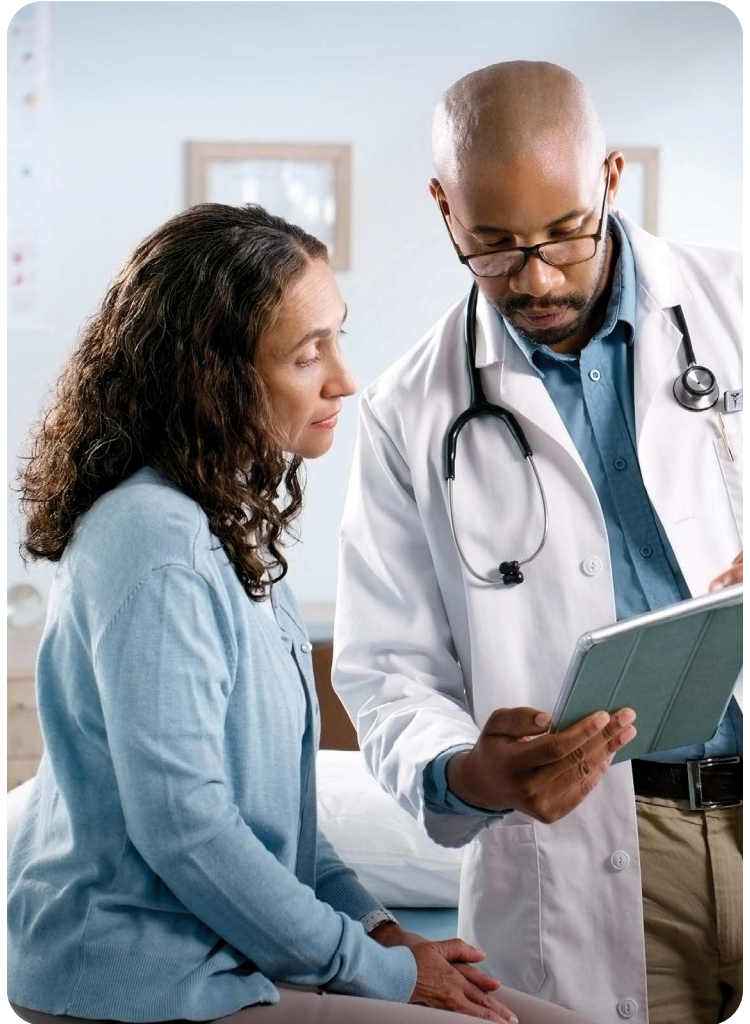
Your extra benefits

Coverage you can count on, plus no-cost extras

Your plan covers the basics, like:

- Medical care
- Prescription medicines
- Mental health care
- Vision care
- Dental care

But that's just the beginning. We also provide extra benefits to support your physical, mental and financial well-being. That includes:



A \$25 quarterly allowance for over-the-counter (OTC) health items like cold medicines and personal care products.



Gift cards for taking healthy actions like getting annual checkups, vaccines and more.



Pregnancy support including rewards for prenatal care, baby supplies, care management and more.

See
what's
covered

Scan the QR code or go to go.aetna.com/txc-benefits to check out all your plan's benefits



Find your partner in health

Your primary care provider (PCP) is your go-to partner in health.



Even when you're feeling well, you'll want to see your PCP for a yearly checkup. It's a chance to ask questions, catch any new health issues and prevent future ones.

If you're managing a chronic condition, your PCP is like the captain of your care team. They can refer you to other providers as needed. And they'll make sure everyone is working together to support your care.

Find a PCP that feels right for you

Go to **AetnaBetterHealth.com/TX-provider-list** to search our provider directory. Or call us to ask for a printed provider directory.

REMINDER

You can change your PCP any time in your member portal or by calling us

It's important to find a PCP that meets your needs. When choosing a PCP, ask yourself:



Is the office easy to get to?



Are the hours of operation good for you?



Do they offer virtual visits?



Do they speak your preferred language?



Is the staff kind and helpful?

Help us understand what you need to feel your best



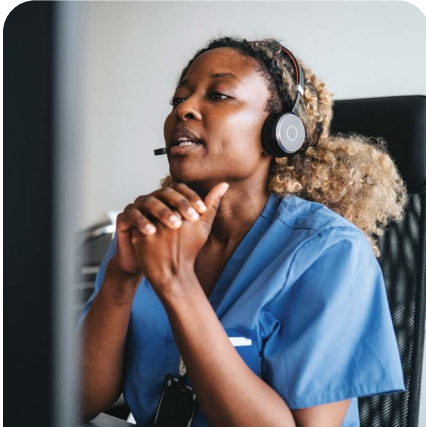
Complete your new-member health screening.

It's the first step toward getting more personalized care. The screening is easy and private.

You can take the health screening in the member portal. Scan the QR code or go to **go.aetna.com/txc-screening** to get started.

Get the care you need, when you need it

Your PCP is your first stop for health care. But you have options for care wherever and whenever you need it.



Talk to a nurse anytime

Our 24-Hour Nurse Line is always here for you. You can speak with a nurse any time, day or night. Ask health questions, get info about managing a condition and more.*

STAR members:

1-800-248-7767 (Bexar)

1-800-306-8612 (Tarrant)

CHIP members:

1-866-818-0959 (Bexar)

1-800-245-5380 (Tarrant)



Access care after hours

Visit an urgent care clinic. They can help with problems that are urgent, but not life-threatening. That includes things like:

- Minor injuries
- Flu-like symptoms
- Nausea, diarrhea or other digestive issues
- Infections
- And more



Get emergency care

For serious or life-threatening symptoms, get care right away. We cover ambulance rides. You can use any hospital for emergency care, even if it isn't in our network. Call **911** or go to the nearest emergency room if you experience:

- Severe pain
- Serious injuries
- Sudden illness
- Illness that is quickly getting much worse

** This message is for informational purposes only, is not medical advice and is not intended to substitute for proper medical care provided by a physician.*

Your go-to guide to using your health plan

Your member handbook covers everything you need to know about your health plan. Use it to learn about:

Questions?

Call us anytime.



Member services

STAR members:

1-800-248-7767 (TTY: 711) (Bexar)

1-800-306-8612 (TTY: 711) (Tarrant)

Monday to Friday, 8 AM to 5 PM

CHIP members:

1-866-818-0959 (TTY: 711) (Bexar)

1-800-245-5380 (TTY: 711) (Tarrant)

Monday to Friday, 8 AM to 5 PM



Nurse Line

STAR members:

1-800-248-7767 (TTY: 711) (Bexar)

1-800-306-8612 (TTY: 711) (Tarrant)

24 hours a day, 7 days a week

CHIP members:

1-866-818-0959 (TTY: 711) (Bexar)

1-800-245-5380 (TTY: 711) (Tarrant)

24 hours a day, 7 days a week

- What your plan covers, and what it does not
- How to get your medicine and use your pharmacy benefits
- Copays and other costs (if applicable)
- Language help
- What's covered outside the Aetna Better Health network
- Submitting a claim (if applicable)
- Providers in our network
- Getting primary care, specialty care, and behavioral health care services
- How to get a referral (if needed)
- How and when to use emergency room care
- Getting care after normal office hours or outside the network
- Filing a complaint or grievance
- Appealing a decision that affects your coverage, benefits or relationship with your plan
- How we make decisions about covered benefits
- Your member rights and responsibilities
- A notice of privacy practices



View your member handbook

Scan the QR code, visit go.aetna.com/txc-handbook.
Or call us to have one mailed to you.

Rewards you can earn

Preventive care, like checkups and screenings, is key to keeping you and your family healthy. Your plan covers preventive care at no extra cost. Better yet, you can earn gift cards for taking healthy actions. Here's what you can earn.

Texas Health Steps (well-child checkups)	• \$50 gift card for completing four wellness checkups (2 weeks, 2 months, 4 months and 6 months). • \$25 gift card for 9-month checkup. • \$25 gift card for 12-month checkup. • \$25 gift card for 15-month checkup. • \$25 gift card for completing two wellness checkups (18 months and 30 months). • \$25 gift card for a yearly wellness checkup (ages 3 to 20 years).
Pregnancy and birth care	• \$25 gift card and pregnancy handbook when you enroll in care management within 30 days of becoming an Aetna Better Health® member. • \$50 worth of baby supplies (diapers, wipes and other items) when you complete your first three prenatal visits. • \$50 worth of baby supplies (diapers, wipes and other items) when you complete three more prenatal visits (six total) and one postpartum care visit after your baby's birth.
Behavioral health care	• A \$25 gift card when you complete a follow-up visit with your behavioral health provider within seven days of your first visit.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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)**。

Go to **go.aetna.com/txc-ndn** to view our full nondiscrimination notice.



Aetna Better Health of Texas
P.O. Box 818042
Cleveland, OH 44181-8042

<Recipient's Name>
<Mailing Address>

Call us to receive info by text or email.

STAR members: **1-800-248-7767** (Bexar) or **1-800-306-6812** (Tarrant) (TTY: 711)

CHIP members: **1-866-818-0959** (Bexar) or **1-800-245-5380** (Tarrant) (TTY: 711)

Welcome to Aetna Better Health of Texas

Everything you need to start using your plan is here — all in one place.

Inside you'll find helpful resources to start using your plan:

- ✓ A simple checklist for getting started
- ✓ How to choose or change your primary care provider (PCP)
- ✓ Where to go for care, when and how you need it
- ✓ An overview of benefits and extra supports included with your plan
- ✓ How to use your member handbook and other resources

