



Aetna Better Health of Virginia (HMO D-SNP) offered by COVENTRY HEALTH CARE OF VIRGINIA, INC.

Annual Notice of Changes for 2023

You are currently enrolled as a member of Aetna Better Health of Virginia (HMO D-SNP). Next year, there will be changes to the plan's benefits. **Please see page 1 for a Summary of Important Costs, including Premium.**

This document tells about the changes to your plan. To get more information about benefits or rules please review the *Evidence of Coverage*, which is located on our website at AetnaBetterHealth.com/Virginia-hmosnp. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

What to do now

1. **ASK:** Which changes apply to you

- Check the changes to our benefits to see if they affect you.
 - Review the changes to our drug coverage, including authorization requirements.
- Check the changes in the 2023 List of Covered Drugs (Formulary) to make sure the drugs you currently take are still covered.
- Check to see if your primary care doctors, specialists, hospitals and other providers, including pharmacies will be in our network next year.
- Think about whether you are happy with our plan.

2. **COMPARE:** Learn about other plan choices

- Check coverage and costs of plans in your area. Use the Medicare Plan Finder at www.medicare.gov/plan-compare website or review the list in the back of your *Medicare & You 2023* handbook.
- Once you narrow your choice to a preferred plan, confirm your costs and coverage on the plan's website.

3. **CHOOSE:** Decide whether you want to change your plan

- If you don't join another plan by December 7, 2022, you will stay in Aetna Better Health of Virginia (HMO D-SNP).
- To **change to a different plan**, you can switch plans between October 15 and December 7. Your new coverage will start on **January 1, 2023**. This will end your enrollment with Aetna Better Health of Virginia (HMO D-SNP).
- Look in Section 2.2 to learn more about your choices.
- If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can switch plans or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

Additional Resources

- This document is available for free in Spanish. Este documento está disponible sin cargo en español.
- Please contact our Member Services number at 1-855-463-0933 or the number on your member ID card for additional information. (TTY users should call 711.) Hours are 8 AM to 8 PM, 7 days a week.
- This document may be made available in other formats such as braille, large print or other alternate formats.
- **Coverage under this Plan qualifies as Qualifying Health Coverage (QHC)** and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

About Aetna Better Health of Virginia (HMO D-SNP)

- Aetna Medicare is a HMO, PPO plan with a Medicare contract. Our DSNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.
- When this document says “we,” “us,” or “our,” it means COVENTRY HEALTH CARE OF VIRGINIA, INC.. When it says “plan” or “our plan,” it means Aetna Better Health of Virginia (HMO D-SNP).

Annual Notice of Changes for 2023

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Summary of Important Costs for 2023

The table below compares the 2022 costs and 2023 costs for Aetna Better Health of Virginia (HMO D-SNP) in several important areas. **Please note this is only a summary of costs.**

Cost	2022 (this year)	2023 (next year)
Monthly plan premium	\$0	\$0
Deductible	\$0	\$0
Doctor office visits	Primary care visits: \$0 copay per visit Specialist visits: \$0 copay per visit	Primary care visits: \$0 copay per visit Specialist visits: \$0 copay per visit
Inpatient hospital stays	\$0 copay per stay	\$0 copay per stay
Part D prescription drug coverage (See Section 1.5 for details.)	Deductible: \$0 Copayment/Coinsurance during the Initial Coverage Stage: For generic drugs (including brand drugs treated as generic), \$0 or \$1.35 or \$3.95 per prescription. For all other drugs, \$0 or \$4.00 or \$9.85 per prescription. OR Deductible: \$400 (Tiers 3 - 5) Copayment/Coinsurance during the Initial Coverage Stage: <i>Standard cost-sharing</i> (One-month supply): <ul style="list-style-type: none"> • Drug Tier 1: \$0 • Drug Tier 2: \$0 • Drug Tier 3: \$46 • Drug Tier 4: 25% • Drug Tier 5: 26% 	Deductible: \$0 Copayment/Coinsurance during the Initial Coverage Stage: For generic drugs (including brand drugs treated as generic), \$0 per prescription. For all other drugs, \$0 per prescription. <u>If you do not qualify for “Extra Help” from Medicare to help pay for your prescription drugs, you pay:</u> Deductible: \$505 Copayment/Coinsurance during the Initial Coverage Stage: You pay 25% of the total cost.

Cost	2022 (this year)	2023 (next year)
<p>Maximum out-of-pocket amount This is the <u>most</u> you will pay out-of-pocket for your covered services. (See Section 1.2 for details.)</p>	<p>\$0 You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>	<p>\$0 You are not responsible for paying any out-of-pocket costs toward the maximum out-of-pocket amount for covered Part A and Part B services.</p>

SECTION 1 Changes to Benefits and Costs for Next Year

Section 1.1 Changes to the Monthly Premium

Cost	2022 (this year)	2023 (next year)
Monthly premium (Your Medicare Part B premium is paid for you by Medicaid.)	\$0	\$0

Section 1.2 Changes to Your Maximum Out-of-Pocket Amount

Medicare requires all health plans to limit how much you pay “out-of-pocket” for the year. This limit is called the “maximum out-of-pocket amount.” Once you reach this amount, you generally pay nothing for covered services for the rest of the year.

Cost	2022 (this year)	2023 (next year)
Maximum out-of-pocket amount Because our members also get assistance from Medicaid, very few members ever reach this out-of-pocket maximum.	\$0	\$0

Section 1.3 Changes to the Provider and Pharmacy Networks

An updated *Provider and Pharmacy Directory* is located on our website at AetnaBetterHealth.com/Virginia-hmosnp/find-provider. You may also call Member Services for updated provider and/or pharmacy information or to ask us to mail you a *Provider and Pharmacy Directory*.

There are changes to our network of providers for next year. **Please review the 2023 *Provider and Pharmacy Directory* to see if your providers (primary care provider, specialists, hospitals, etc.) are in our network.**

There are changes to our network of pharmacies for next year. **Please review the 2023 *Provider and Pharmacy Directory* to see which pharmacies are in our network.**

It is important that you know that we may make changes to the hospitals, doctors and specialists (providers), and pharmacies that are part of your plan during the year. If a mid-year change in our providers affects you, please contact Member Services so we may assist.

Section 1.4 Changes to Benefits for Medical Services

Please note that the *Annual Notice of Changes* tells you about changes to your Medicare and Medicaid benefits.

We are making changes to benefits for certain medical services next year. The information below describes these changes.

Cost	2022 (this year)	2023 (next year)
<p>Extra Benefits Card</p>	<p>You will receive a preloaded debit card in the mail with a \$225 quarterly allowance to be used towards the following:</p> <ul style="list-style-type: none"> • Healthy foods <ul style="list-style-type: none"> ◦ Benefit can be used towards the purchase of healthy and nutritious foods and produce. Approved items can be purchased at approved retail locations as well as online. <p>If you are diagnosed with a chronic medical condition you may be eligible for this benefit. See the <i>Evidence of Coverage</i> for more information and eligibility requirements.</p> <p>Benefit is offered by Solutran.</p>	<p>You will receive a preloaded debit card in the mail with a \$750 quarterly allowance to be used towards the following:</p> <ul style="list-style-type: none"> • Healthy foods <ul style="list-style-type: none"> ◦ Benefit can be used towards the purchase of healthy and nutritious foods and produce. Approved items can be purchased at approved retail locations as well as online. • Over-the-counter (OTC) items <ul style="list-style-type: none"> ◦ Benefit can be used towards the purchase of covered plan approved OTC items purchased either through mail order or in a participating retail store using a preloaded debit card. Mail order items are shipped directly to your home with 2-day shipping. • Transportation <ul style="list-style-type: none"> ◦ Benefit can be used for transportation services including any cost share you may have for emergency transport. Approved transportation expenses include, ambulance services (if applicable), taxi, rideshare services (including Uber and Lyft), public transportation (including bus and metro), and gas (petroleum). • Utilities card <ul style="list-style-type: none"> ◦ Benefit can be used towards your utility expenses such as water, heating oil, electricity, sanitary/trash, gas, land line or cell phone, and internet. The card must be presented at the utilities provider or you may call the utilities provider for payment. <p>Benefit is offered by Nations.</p>
<p>Meals (post-discharge)</p>	<p>Meals are provided by GA Foods.</p>	<p>Meals are provided by Mom's Meals.</p>

Cost	2022 (this year)	2023 (next year)
Over-the-Counter (OTC) items	<p>Plan provides an allowance of \$315 quarterly for Over-the-Counter (OTC) medications and supplies which can be ordered through a catalog or purchased at participating CVS locations.</p> <p>Please visit www.cvs.com/otchs/myorder and log into your account to view your catalog of Over-the-Counter (OTC) items available to you.</p> <p>Over-the-Counter (OTC) items are provided by OTC Health Solutions.</p> <p>Nicotine Replacement Therapy (NRT) is covered.</p>	Over-the-Counter (OTC) items are covered under the Extra Benefits Card .
Telehealth additional services — Diabetes self-management training	Additional telehealth services for diabetes self-management training services are <u>not</u> covered.	You pay 0% of the total cost for each additional telehealth service.
Telehealth additional services — Kidney disease education	Additional telehealth services for kidney disease education services are <u>not</u> covered.	You pay 0% of the total cost for each additional telehealth service.
Telehealth additional services — Occupational therapy	Additional telehealth services for occupational therapy services are <u>not</u> covered.	You pay 0% of the total cost for each additional telehealth service.
Telehealth additional services — Opioid treatment	Additional telehealth services for opioid treatment services are <u>not</u> covered.	You pay 0% of the total cost for each additional telehealth service.
Telehealth additional services — Outpatient substance abuse (individual sessions)	Additional telehealth services for outpatient substance abuse (individual sessions) services are <u>not</u> covered.	You pay 0% of the total cost for each additional telehealth service.
Telehealth additional services — Outpatient substance abuse (group sessions)	Additional telehealth services for outpatient substance abuse (group sessions) services are <u>not</u> covered.	You pay 0% of the total cost for each additional telehealth service.
Telehealth additional services — Physical therapy and speech therapy	Additional telehealth services for physical therapy and speech therapy services are <u>not</u> covered.	You pay 0% of the total cost for each additional telehealth service.

Cost	2022 (this year)	2023 (next year)
<p>Transportation services (non-emergency)</p>	<p>You pay 0% of the total cost for each non-Medicare-covered service (48 one-way trips every year). Each trip is subject to a limit of 50 miles.</p> <p>See the <i>Evidence of Coverage</i> for more information.</p> <p>Transportation services (non-emergency) are provided by ModivCare.</p>	<p>Transportation is covered under the Extra Benefits Card and through your Medicaid benefits.</p>

Section 1.5 Changes to Part D Prescription Drug Coverage

Changes to Our Drug List

Our list of covered drugs is called a Formulary or “Drug List.” A copy of our List of Covered Drugs (Formulary) is provided electronically.

We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs. **Review the Drug List to make sure your drugs will be covered next year and to see if there will be any restrictions.**

Most of the changes in the Drug List are new for the beginning of each year. However, during the year, we might make other changes that are allowed by Medicare rules. For instance, we can immediately remove drugs considered unsafe by the FDA or withdrawn from the market by a product manufacturer. We update our online Drug List to provide the most up to date list of drugs.

If you are affected by a change in drug coverage at the beginning of the year or during the year, please review Chapter 9 of your *Evidence of Coverage* and talk to your doctor to find out your options, such as asking for a temporary supply, applying for an exception and/or working to find a new drug. You can also contact Member Services for more information.

Changes to Prescription Drug Costs

Note: If you are in a program that helps pay for your drugs (“Extra Help”), **the information about costs for Part D prescription drugs does not apply to you.** We sent you a separate insert, called the “Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs” (also called the “Low Income Subsidy Rider” or the “LIS Rider”), which tells you about your drug costs. Because you receive “Extra Help” if you haven’t received this insert by September 30th, please call Member Services and ask for the “LIS Rider.”

There are four “drug payment stages.”

The information below shows the changes for next year to the first two stages – the Yearly Deductible Stage and the Initial Coverage Stage. (Most members do not reach the other two stages – the Coverage Gap Stage or the Catastrophic Coverage Stage.)

Changes to the Deductible Stage

Stage	2022 (this year)	2023 (next year)
<p>Stage 1: Yearly Deductible Stage</p>	<p>The deductible is \$400 (Tiers 3 - 5)</p> <p>During this stage:</p> <ul style="list-style-type: none"> • You pay \$0 for drugs on Tier 1 (Preferred Generic) • You pay \$0 for drugs on Tier 2 (Generic) <p>and the full cost of drugs on:</p> <ul style="list-style-type: none"> • Tier 3 (Preferred Brand) • Tier 4 (Non-Preferred Drug) • Tier 5 (Specialty) <p>until you have reached the yearly deductible.</p>	<p>The deductible is \$505</p>

Changes to Your Cost Sharing in the Initial Coverage Stage

Stage	2022 (this year)	2023 (next year)
<p>Stage 2: Initial Coverage Stage</p> <p>During this stage, the plan pays its share of the cost of your drugs, and you pay your share of the cost.</p> <p>For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 5, Section 2.4 of the Evidence of Coverage.</p> <p>For 2022 you paid a \$0 copay for drugs on this tier. For 2023 you will pay 25% coinsurance for drugs.</p> <p>The costs in this row are for a one-month (30-day) supply when you fill your prescription at a network pharmacy that provides standard cost sharing. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 5, Section 1.4 of the <i>Evidence of Coverage</i>.</p> <p>For 2022 you paid a \$0 copay for drugs on this tier. For 2023 you will pay 25% coinsurance for drugs.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p>Tier 1 Preferred Generic:You pay \$0 per prescription.</p> <p>Tier 2 Generic:You pay \$0 per prescription.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p>You pay 25% of the total cost.</p> <p>You pay 25% of the total cost.</p>

Stage	2022 (this year)	2023 (next year)
<p>For 2022 you paid a \$46 copay for drugs on this tier. For 2023 you will pay 25% coinsurance for drugs.</p>	<p>Tier 3 Preferred Brand:You pay \$46 per prescription.</p>	<p>You pay 25% of the total cost.</p>
<p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<p>Tier 4 Non-Preferred Drug:You pay 25% of the total cost.</p>	<p>You pay 25% of the total cost.</p>
	<p>Tier 5 Specialty:You pay 26% of the total cost.</p>	<p>You pay 25% of the total cost.</p>
	<p>Once your total drug costs have reached \$4,430, you will move to the next stage (the Coverage Gap Stage).</p>	<p>Once your total drug costs have reached \$4,660, you will move to the next stage (the Coverage Gap Stage).</p>

Changes to your VBID Part D Benefit

Because you qualify for “Extra Help” from Medicare to help pay for your prescription drugs, you are eligible for the following cost shares as opposed to those listed above:

Changes to the Deductible Stage

Stage	2022 (this year)	2023 (next year)
Stage 1: Yearly Deductible Stage	Because we have no deductible, this payment stage does not apply to you.	Because we have no deductible, this payment stage does not apply to you.

Changes to Your Cost Sharing in the Initial Coverage Stage

Stage	2022 (this year)	2023 (next year)
<p>Stage 2: Initial Coverage Stage During this stage, the plan pays its share of the cost of your drugs, and you pay your share of the cost. For information about the costs for a long-term supply or for mail-order prescriptions, look in Chapter 5, Section 2.4 of the Evidence of Coverage.</p> <p>We changed the tier for some of the drugs on our Drug List. To see if your drugs will be in a different tier, look them up on the Drug List.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p>You pay \$0 per prescription.</p>	<p>Your cost for a one-month supply filled at a network pharmacy with standard cost sharing:</p> <p>You pay \$0 per prescription.</p>
	Once your total drug costs have reached \$4,430, you will move to the next stage (the Coverage Gap Stage).	Once your total drug costs have reached \$4,660, you will move to the next stage (the Coverage Gap Stage).

SECTION 2 Deciding Which Plan to Choose

Section 2.1 If you want to stay in Aetna Better Health of Virginia (HMO D-SNP)

To stay in our plan, you don’t need to do anything. If you do not sign up for a different plan or change to Original Medicare by December 7, you will automatically be enrolled in our Aetna Better Health of Virginia (HMO D-SNP).

Section 2.2 If you want to change plans

We hope to keep you as a member next year but if you want to change plans for 2023 follow these steps:

Step 1: Learn about and compare your choices

- You can join a different Medicare health plan,
- -- OR-- You can change to Original Medicare. If you change to Original Medicare, you will need to decide whether to join a Medicare drug plan.

To learn more about Original Medicare and the different types of Medicare plans, use the Medicare Plan Finder (www.medicare.gov/plan-compare), read the *Medicare & You 2023* handbook, call your State Health Insurance Assistance Program (see Section 4), or call Medicare (see Section 5.2).

Step 2: Change your coverage

- To **change to a different Medicare health plan**, enroll in the new plan. You will automatically be disenrolled from Aetna Better Health of Virginia (HMO D-SNP).
- To **change to Original Medicare with a prescription drug plan**, enroll in the new drug plan. You will automatically be disenrolled from Aetna Better Health of Virginia (HMO D-SNP).
- To **change to Original Medicare without a prescription drug plan**, you must either:
 - Send us a written request to disenroll. Contact Member Services if you need more information on how to do so (phone numbers are in Section 5.1 of this booklet).
 - – or – Contact **Medicare**, at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week, and ask to be disenrolled. TTY users should call 1-877-486-2048.

If you switch to Original Medicare and do **not** enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan unless you have opted out of automatic enrollment.

SECTION 3 Changing Plans

If you want to change to a different plan or to Original Medicare for next year, you can do it from **October 15 until December 7**. The change will take effect on January 1, 2023.

Are there other times of the year to make a change?

In certain situations, changes are also allowed at other times of the year. Examples include people with Medicaid, those who get “Extra Help” paying for their drugs, those who have or are leaving employer coverage, and those who move out of the service area.

If you enrolled in a Medicare Advantage Plan for January 1, 2023, and don’t like your plan choice, you can switch to another Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without Medicare prescription drug coverage) between January 1 and March 31, 2023.

If you recently moved into, currently live in, or just moved out of an institution (like a skilled nursing facility or long-term care hospital), you can change your Medicare coverage **at any time**. You can change to any other Medicare health plan (either with or without Medicare prescription drug coverage) or switch to Original Medicare (either with or without a separate Medicare prescription drug plan) at any time.

SECTION 4 Programs That Offer Free Counseling about Medicare and Medicaid

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state.

It is a state program that gets money from the Federal government to give **free** local health insurance counseling to people with Medicare. SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare plan choices and answer questions about switching plans. You can call SHIP at the phone number below.

State Health Insurance Assistance Program (SHIP)

VA

Virginia Insurance Counseling and Assistance Program (VICAP), 1610 Forest Ave., Suite 100, Henrico, VA 23229, 1-800-552-3402, TTY: 711, Monday–Friday 8:00 AM to 5:00 PM, vda.virginia.gov/vicap.htm

For questions about your Medicaid benefits, contact Medicaid. The name and phone numbers for this organization are below. Ask how joining another plan or returning to Original Medicare affects how you get your Medicaid coverage.

State Medicaid Office

VA

Virginia Medicaid, 600 E. Broad Street, Suite 1300, Richmond, VA 23219, 1-855-242-8282, TTY: 1-888-221-1590, Monday–Friday 8:00 AM to 7:00 PM and Saturday 9:00 AM to 12:00 PM, dmas.virginia.gov/

SECTION 5 Questions?

Section 5.1 Getting Help from Aetna Better Health of Virginia (HMO D-SNP)

Questions? We're here to help. Please call Member Services at 1-855-463-0933 or the number on your member ID card (TTY only, call 711). We are available for phone calls 8 AM to 8 PM, 7 days a week. Calls to these numbers are free.

Read your 2023 Evidence of Coverage (it has details about next year's benefits)

This *Annual Notice of Changes* gives you a summary of changes in your benefits for 2023. For details, look in the 2023 *Evidence of Coverage* for Aetna Better Health of Virginia (HMO D-SNP). The *Evidence of Coverage* is the legal, detailed description of your plan benefits. It explains your rights and the rules you need to follow to get covered services and prescription drugs. A copy of the *Evidence of Coverage* is located on our website at AetnaBetterHealth.com/Virginia-hmosnp. You may also call Member Services to ask us to mail you an *Evidence of Coverage*.

Visit our Website

You can also visit our website at AetnaBetterHealth.com/Virginia-hmosnp. As a reminder, our website has the most up-to-date information about our provider network (*Provider and Pharmacy Directory*) and our list of covered drugs (*Formulary/Drug List*).

Section 5.2 Getting Help from Medicare

To get information directly from Medicare:

Call 1-800-MEDICARE (1-800-633-4227)

You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Visit the Medicare Website

You can visit the Medicare website (www.medicare.gov). It has information about cost, coverage, and quality Star Ratings to help you compare Medicare health plans in your area. To view the information

about plans, go to www.medicare.gov/plan-compare.

Read Medicare & You 2023

You can read the *Medicare & You 2023* handbook. Every fall, this booklet is mailed to people with Medicare. It has a summary of Medicare benefits, rights and protections, and answers to the most frequently asked questions about Medicare. If you don't have a copy of this document, you can get it at the Medicare website (<https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf>) or by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

Section 5.3	Getting Help from Medicaid
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To get information from Medicaid, you can call the Medicaid agency for your state (the name and phone numbers for this organization are below).

State Medicaid Office	
VA	Virginia Medicaid , 600 E. Broad Street, Suite 1300, Richmond, VA 23219, 1-855-242-8282, TTY: 1-888-221-1590, Monday–Friday 8:00 AM to 7:00 PM and Saturday 9:00 AM to 12:00 PM, dmas.virginia.gov/

See the *Evidence of Coverage* for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

The formulary, provider and/or pharmacy network may change at any time. You will receive notice when necessary.

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website, call the phone number listed in this material or the phone number on your benefit ID card.

In addition, our health plan provides auxiliary aids and services, free of charge, when necessary, to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Our health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, visit our website, call the phone number listed in this material or on your benefit ID card.

If you believe that we have 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 Grievance Department (write to the address listed in your Evidence of Coverage). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card (TTY: 711). If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf.

ESPAÑOL (SPANISH): Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

傳統漢語(中文) (CHINESE): 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。

How we guard your privacy

What personal information is — and what it isn't

By “personal information,” we mean information that can be used to identify you. It can include financial and health information. It doesn't include what the public can easily see. For example, anyone can look at what your plan covers.

How we get information about you

We get information about you from many sources, including you. We also get information from your employer, other insurers, or health care providers like doctors.

When information is wrong

Do you think there's something wrong or missing in your personal information? You can ask us to change it. The law says we must do this in a timely way. If we disagree with your change, you can file an appeal. Information on how to file an appeal is on our member website. Or you can call the toll-free number on your ID card.

How we use this information

When the law allows us, we use your personal information both inside and outside our company. The law says we don't need to get your OK when we do. We may use it for your health care or use it to run our plans. We also may use your information when we pay claims or work with other insurers to pay claims. We may use it to make plan decisions, to do audits, or to study the quality of our work. This means we may share your information with doctors, dentists, pharmacies, hospitals or other caregivers. We also may share it with other insurers, vendors, government offices, or third-party administrators. But by law, all these parties must keep your information private.

When we need your permission





There are times when we do need your permission to disclose personal information. This is explained in our Notice of Privacy Practices, which took effect October 10, 2020. This notice clarifies how we use or disclose your Protected Health Information (PHI):

- For workers' compensation purposes
- As required by law
- About people who have died
- For organ donation
- To fulfill our obligations for individual access and HIPAA compliance and enforcement

To get a copy of this notice, just visit our member website or call the toll-free number on your ID card.



Aetna Better Health of Virginia (HMO D-SNP) Member Services

Method	Member Services – Contact Information
CALL 	1-855-463-0933 or the number on your member ID card Calls to this number are free. Hours of operation are 8 AM to 8 PM, 7 days a week. Member Services also has free language interpreter services available for non-English speakers.
TTY 	711 Calls to this number are free. Hours of operation are 8 AM to 8 PM, 7 days a week.
WRITE 	Aetna Better Health of Virginia Aetna Duals COE Member Correspondence PO Box 982980 El Paso, TX 79998
WEBSITE 	AetnaBetterHealth.com/Virginia-hmosnp

Multi-Language Insert Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-855-463-0933. Someone who speaks English can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-855-463-0933. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-855-463-0933。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-855-463-0933。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-855-463-0933. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-855-463-0933. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-855-463-0933. sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-855-463-0933. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-855-463-0933. 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-855-463-0933. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-855-463-0933. سيقوم شخص ما بتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-855-463-0933 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-855-463-0933. Un nostro incaricato che parla Italiano vi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-855-463-0933. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-855-463-0933. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-855-463-0933. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-855-463-0933. にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。

Hawaiian: He kōkua māhele 'ōlelo kā mākou i mea e pane 'ia ai kāu mau nīnau e pili ana i kā mākou papahana olakino a lā'au lapa'au paha. I mea e loa'a ai ke kōkua māhele 'ōlelo, e kelepona mai iā mākou ma 1-855-463-0933. E hiki ana i kekahi mea 'ōlelo Pelekānia/'Ōlelo ke kōkua iā 'oe. He pōmaika'i manuahi kēia.

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