

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/
va-getstarted](https://go.aetna.com/va-getstarted)



Aetna Better Health®
of Virginia



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 at **1-800-279-1878 (TTY: 711)** to have another one sent to you.

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.

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.

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.

Discover your no-cost extra benefits See "Your extra benefits" on page 3 for more info.

Review your member handbook See "Your go-to guide to using your health plan" on page 6 for more info.



Create your member portal account

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

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

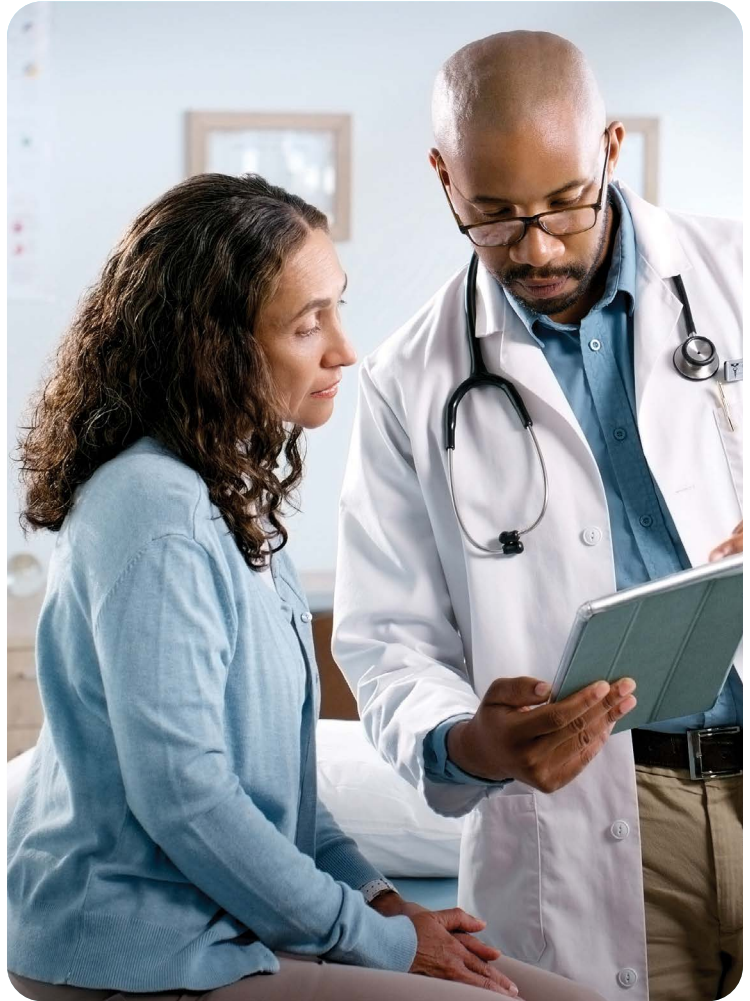
Your extra benefits

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 \$20 monthly allowance for period care products like tampons, pads, and other personal care items.



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



Career and life skills training, including GED help and online training for a job.



No-cost rides to job interviews, grocery stores, community and social services and more.



A smart phone with a wireless plan at no cost to help you stay connected.

See what's covered

Scan the QR code or go to go.aetna.com/va-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/VA-provider-list](https://www.aetna.com/betterhealth/va-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



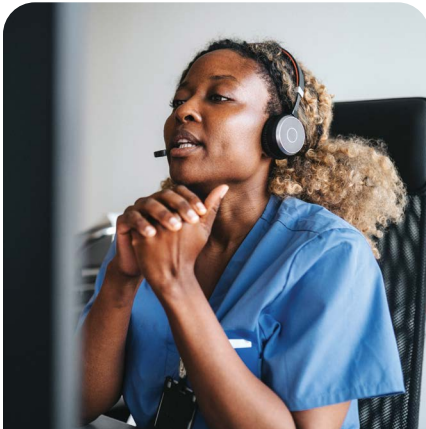
Complete your new-member health screening.

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/va-screening](https://www.aetna.com/va-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.*

Just call **1-800-279-1878** (TTY: 711).



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:



- 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

Questions?

Call us anytime.



Member services

1-800-279-1878 (TTY: 711)
24 hours a day, 7 days a week



Nurse Line

1-800-279-1878 (TTY: 711)
24 hours a day, 7 days a week



View your member handbook

Scan the QR code or visit go.aetna.com/va-handbook.
Or call us at **1-800-279-1878 (TTY: 711)** 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.

\$25	Well woman exam	Complete your annual well woman exam, as recommended by your doctor.
\$25	Men's health	Complete important preventive care services, as recommended by your doctor.
\$25	Diabetes well visit	Complete your annual diabetes wellness exam, as recommended by your doctor.
\$10-25	Well child visits	With the Ted E. Bear, M.D. Wellness Club®, kids can earn rewards for well child visits. (Reward amount varies based on child's age.)
\$50	Pregnancy and birth care	Complete your pre- and post-natal visits
\$10-50	Vaccines for teens	Teens can earn up to \$50 for getting these vaccines: Tdap, Meningococcal and two doses of HPV.
\$50	Moving On: Transitioning from Pediatrics to Primary Care	For members age 18 to 20, complete important preventive care services, as recommended by your doctor.

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 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).

ARABIC:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم الموجود خلف بطاقة هويتك أو على الرقم (TTY: 711) 1-800-385-4104.

PERSIAN:

نوحه: اگر نه زبان فارسی صحبت می‌کنید، نه صورت رایگان می‌توانید نه خدمات کمک‌رسانی دسرسی داسه ناسد. نا شماره درج‌شده در پشت کارت شناسایی یا با شماره (TTY: 711) 1-800-385-4104 تماس بگیرید.

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



Sign up to receive info by text or email.

Call us at **1-800-279-1878 (TTY: 711)** and give us your email address and/or phone number.

Welcome to Aetna Better Health of Virginia

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
- ✓ Info on benefits and extra supports included with your plan
- ✓ How to use your member handbook and other resources

