



Aetna Better Health® of Virginia



Together

Summer 2020

We're here for you.

Coronavirus (COVID-19) is a contagious respiratory illness. The virus can spread from person to person.

Aetna Better Health of Virginia is committed to serving you and your family during this time. That's why we created a special section on our website to talk about COVID-19 at **AetnaBetterHealth.com/Virginia**. Select "For Members."

There, you will find important information, which includes:

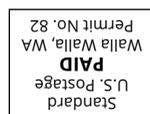
- Community resources in your area.
- Changes to your benefits and services, which offers greater coverage for you and your family. Some changes include:

- COVID-19 testing and treatment coverage
- No co-pays
- Getting a 90-day supply of routine medications
- Telehealth coverage, which is a way for you to visit with your doctor either via phone or video

- Outreach to higher risk and older members to review critical needs

We're here for you 24 hours a day, 7 days a week, online and by phone. Visit us on the web at **AetnaBetterHealth.com/Virginia** or call Member Services at **1-855-652-8249 (TTY: 711)**.

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Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

We want to hear from you

Every spring, some members of Aetna Better Health will get the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey in the mail.

The CAHPS survey measures your satisfaction with the health care you received in the last six months. This includes health care from your doctors. The survey compares the results it gets from you with the results it gets from members of other Medicaid plans.

If you get the survey in the mail, we would like to hear from you. Please fill it out. Then, mail it back to us. All you have to do is put it in the mail. No postage is needed. The survey package will include pre-paid postage.

If you do not respond when you first get the survey, you will receive a phone call. This is so you can do the survey over the phone.

If you are satisfied with the health services you've received, please give us ratings of 8s, 9s, and 10s. We look forward to hearing from you.



Health screenings

Within four months after you join Aetna Better Health of Virginia, a health plan representative will contact you. They can also contact your authorized representative. They may call you. They can also meet in person. They will ask you questions about your health and social needs. These questions make up what is called the "health screening."

The representative will ask about medical conditions you have or have had in the past. They will also ask about your ability to do everyday things. They may also have questions about your living conditions.

Your answers will help us understand your needs. Your answers also will help us identify if you have medically complex needs. We also will be able to determine when your health risk assessment is needed. Your answers are important. We will use them to develop your care plan.

Please contact Aetna Better Health of Virginia's Member Services department if you need accommodations to participate in the health screening. You can also call Member Services if you have questions about the health screening. Their phone number is **1-855-652-8249 (TTY: 711)**.

Keep your contact information up-to-date.

It is very important for us to have your current contact information. Keeping your current contact information on file will allow you to get important information about your health. It also helps us let you know about changes to your health coverage.

Here is an example. Each time you change your primary care provider (PCP), Aetna Better Health of Virginia will mail you a new ID card. It will have your new

PCP listed on the card. We need to have your current mailing address in our records. This is to make sure you get the new ID card.

We will often send you other important information as well. This includes:

- Health reminders
- New benefits
- Information on plan-sponsored events

We can document your updated home and cellphone numbers. We can also document new home and email addresses.

Have you moved? Got a new phone number? Have changes to insurance coverage? Make sure you contact your case worker at your local Department of Social Services. If your contact information has changed, please call your Care Coordinator. You can call at **1-855-652-8249 (TTY: 711)**.

Community resources

During this time, we want you to know about community resources that can help you. We have compiled a community resource page that contains community resources throughout the state of Virginia. These community resources include, but are not limited to:

- Housing assistance
- Utility assistance
- Public school breakfast/ lunch programs

- Food banks
- Senior services
- Disability services
- Meals on Wheels
- Mental health services

To access these resources, visit our website at **AetnaBetterHealth.com/Virginia**. Select "Health and Wellness." Then, select "Community Resources."

Does someone you know qualify for Medicaid?

If you recently lost your health insurance coverage, there are still options for you and your family. Visit Cover Virginia and answer the five questions using the Eligibility Screening Tool at **CoverVA.org/Screening**. If you qualify, visit **CoverVA.org/Apply** or call Cover Virginia at **1-855-242-8282 (TDD: 1-888-221-1590)**. Their hours are Monday through Friday, 8 AM to 7 PM, and Saturday, 9 AM to noon.

Sharing information is important.

Do you see a behavioral health doctor? Have you told your primary care provider (PCP)? Your PCP should know if you see a behavioral health doctor. It is important to tell your PCP about other doctors who help you with your health. Aetna Better Health of Virginia wants you to stay healthy. Your PCP may not know about a drug your behavioral health doctor prescribes. This could lead to problems with other drugs you take.

Do you need help talking with your PCP about your behavioral health care? We are here to help. You can contact our Member Services department. You can call them at **1-855-652-8249 (TTY: 711)**. They are available 24 hours a day, 7 days a week.

Don't let stigma get in your way

Stigma is incorrect beliefs and attitudes toward mental illnesses. Stigmas keep people from getting the help they need. Mental illnesses are just like physical illnesses. They require that you see a doctor and start treatment. Many people won't go to the doctor because they are ashamed. There's no reason to be ashamed about mental illnesses. When people go to the doctor, they can get better.



Population Health Management: Keeping members healthy

We have a dedicated team of nurses and social workers who are here for you. They can help you manage and achieve your health and wellness goals through our Integrated Care Management Program.

As our member, you have access to a care manager. They'll be your single point of contact for your medical and behavioral health needs. They'll work directly with you to coordinate your care. They also work with your family and caregivers.

We want to help you improve your quality of life. We provide assessments and individualized care plans. Your care manager can also help you. They can identify and address health barriers. This way, you can achieve your health and wellness goals.



Non-discrimination 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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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
4500 E. Cotton Center Blvd.
Phoenix, AZ 85040

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 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**).

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.

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**).

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**)。

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**).

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

AMHARIC: ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርስቦ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

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۔

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**).

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**).

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

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃ খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-à win kwa cetiyò+ ne-là, i belé-ò bi mà-ò mù bò kò putu bò. Dá nòbâ né ê nea-ò ñ-à jì è jipolê katèh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ nomba di n'azụ nke kaadi ID gị ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè tí wá ní lẹ̀ fún ọ̀ lófẹ́ẹ̀, pe nọ́nbà tí ó wà lẹ̀yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).

Your Care Coordinator

As part of Aetna Better Health of Virginia, you have a dedicated Care Coordinator. They can help you understand your covered services. They can also help you understand how to access these services. Your Care Coordinator will also help you work with your doctor and other health care professionals. These include nurses and physical therapists. Your Care Coordinator will work to provide a health risk assessment. Then, they will develop a care plan. This care plan considers your needs and preferences.

Your Care Coordinator can:

- Answer questions about your health care
- Help with scheduling appointments
- Answer questions about getting the services you need
- Assist with arranging transportation to your appointments

How to contact your Care Coordinator

You can reach your Care Coordinator by phone. Just call **1-855-652-8249 (TTY: 711)**. This call is free.

They are available Monday through Friday, 8 AM to 5 PM

We have free interpreter services for people who do not speak English. Just call **1-800-828-1120**

(TTY: 711). This call is free. They are available Monday through Friday, 8 AM to 5 PM

Access to our clinical staff

If you need access to your Care Coordinator during normal business hours, call Member Services. Their phone number is **1-855-652-8249**. Ask to speak to your Care Coordinator. If you need a nurse after business hours, call **1-855-652-8249**. You will be connected to our 24-hour nurse line.



Taking care of your behavioral health during times of uncertainty

Your physical health is important to us. So is your behavioral health. Behavioral health includes mental health treatment and substance use services for you or your child.

Many behavioral health providers offer telehealth services. Telehealth is a visit with your doctor by phone or by video. These visits are covered. Call your health care provider to see what telehealth services they offer.

We offer a 24/7 behavioral health crisis hotline. The number is **1-855-652-8249 (TTY: 711)**.

We've also partnered with Mental Health America of Virginia (MHAV) and AliveRVA. You can call and talk with people over the phone who can tell you about their own experiences with mental health and/or substance use challenges. They can tell you how they recovered.

You can call AliveRVA at **1-833-473-3782** between 8 AM and midnight, 7 days a week, 365 days a year. You can also call MHAV at **1-866-400-6428** Monday to Friday, 9 AM to 9 PM, and Saturday to Sunday, 5 to 9 PM, 365 days a year.

 **Contact us**
1-855-652-8249
(TTY: 711)

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia, 9881 Mayland Drive, Richmond, VA 23233-1458. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.

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VA-20-04-02