



Aetna Better Health® of Virginia



# Treasure today

Fall 2018

## No Virginian hungry

Almost 12 percent of Virginians battle food insecurity on a daily basis. Food insecurity means a lack of available financial resources to put food on the table at any given time. There is help available. Visit [feedingamerica.org/find-your-local-foodbank](http://feedingamerica.org/find-your-local-foodbank). You can search by ZIP code to find an area food bank near you. If you do not have Internet access, call Member Services at **1-800-279-1878 (TTY: 711)**. We can do a search for you.

## Protect yourself, protect your family

Every adult and child 6 months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year. And remember, you can't get the flu from a shot, but your chances of getting the flu without a shot are much greater.

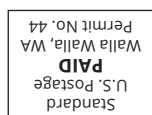
### It's easy to get your flu shot

Just call your primary care provider (PCP). You may be able to get one with a nurse visit at the PCP office. Or you can visit [aetnabetterhealth.com/virginia](http://aetnabetterhealth.com/virginia) for a list of

retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go. Age restrictions may apply to children getting a flu shot at a pharmacy.

We cover flu shots for our members. Get yours today.

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



## Connecting you to the right information when you need it

As an Aetna Better Health of Virginia member, you have a variety of health care benefits and services available to you. To learn more about what we offer our members, visit [aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia) and select "For Members."


Here you will find information on:

- Submitting a claim for covered services
- Benefits included and excluded from your coverage
- Finding network providers and information about them
- Benefit limits and getting care outside the network or service area
- Charges you may be responsible for
- Getting care after office hours
- Getting emergency care and knowing when to call **911**
- Getting primary care, including points of access and pharmacy procedures
- The prescription drug formulary
- Filing a complaint or an appeal
- Disease and Care Management programs
- Member rights and responsibilities
- Our privacy practices
- What Utilization Management (UM) is, how we make decisions, and how to contact our UM department
- Standards for our providers
- Our quality and compliance efforts, including our quality newsletter
- Evaluation of new medical technology
- Getting specialty or hospital care
- Getting patient safety information
- Language assistance, including interpreter services

## Do you need heating or cooling assistance?

Not being able to heat or cool your home can be dangerous depending on the season. Most at risk are people 65 and older, children younger than two, and those with chronic diseases. There's help if you need it.

In Virginia, there's a program that helps eligible low-income households with the costs of heating and cooling their home. There's even emergency assistance.

 To learn more, visit [dss.virginia.gov/benefit/ea](https://dss.virginia.gov/benefit/ea)

You can also apply for the program online. Visit [commonhelp.virginia.gov/access](https://commonhelp.virginia.gov/access) or call **1-855-635-4370**

Wondering which medications are covered and where your closest pharmacy is? Visit [aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia) for our updated formulary, pharmacy locations, and latest member handbook. For a printed copy of anything on our website, call Member Services at **1-800-279-1878 (TTY: 711)**.

[aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia)

# Your benefits have been upgraded!

Get more out of your new look benefits with Aetna Better Health of Virginia.

You spoke.

We listened.

In talking to our members, providers, and more than 500 community organizations throughout the Commonwealth of Virginia over the past year, we wanted to know what benefits and services we could add to help better your health.

Then, we did something about it.

## We upgraded your benefits!

When we talk about enhanced benefits, we want you to know we believe in a whole-health approach.

For example, the newly enhanced non-medical transportation benefit. How does that relate to food insecurity? How is that related to another enhanced benefit like youth swim lessons or GED classes?

Members can call us, not just for a ride to the doctor, but also for a ride to the grocery store or farmer's market, or even a ride to church. You can call us to request

a ride for you and your child to their swim lesson or to take GED night classes.

Not only can you call us 24 hours a day, 7 days a week, we even offer eligible members a phone with 350 free minutes, data and unlimited texting to do so.

Why is the enhanced asthma benefit important? It saves lives for one. It also takes a financial burden off the family so they receive (and don't have to purchase) two inhalers or nebulizers for home and school, so if an emergency strikes, your child is covered.

How about mom and baby? Our Baby Matters program gives moms and babies the special care they need, when they need it.

**Please take some time to read over the following two pages to learn more about your new look benefits and services as an Aetna Better Health member.**

of all of the benefits available. Limitations and restrictions may apply. Certain co-pays may apply for FAMIS members.



These new benefits take effect by region in 2018: Tidewater (August),

Central (September), Northern-Winchester (October), Charlottesville-Western (November), and Southwest and Roanoke-Alleghany (December). For more information, contact Member Services

at **1-800-279-1878 (TTY: 711)**, or view your Medallion 4.0 member handbook at **[aetnabetterhealth.com/virginia](http://aetnabetterhealth.com/virginia)**.


## Covered benefits

### Plan benefits

	Office visits
	Urgently needed care
	Emergency care
	Ambulance services (for emergencies)
	Inpatient hospital care
	Home health care
	Outpatient services/surgery
	Mental health and substance abuse services
	X-rays/lab services
	Flu/pneumonia vaccines
	Wellness exam One routine exam per year

The covered benefit information shown is a brief summary of your new Medallion 4.0 member benefits. It's not meant to be a complete description

## Additional benefits and services available to our members

Plan benefits		Amount you pay
 Free cell phone	Free cell phone with 350 free minutes per month, free data, and unlimited text messaging, including free calls to Member Services.	\$0
 Healthy Mom, Healthy Baby	We want our members to have a healthy pregnancy and deliver a healthy baby. Just for going to the doctor at the right times, you can get a \$50 gift card. Once your baby is born, you can get a breast pump, free!	\$0
 Ted E. Bear, MD Club	All Aetna Better Health of Virginia members, from newborns to kids up to age 10, have a special friend in Ted E. Bear, MD.	\$0
 24-hour nurse helpline	You can call <b>1-877-878-8940</b> to speak with friendly nurses 24 hours a day, 7 days a week. They will help you decide if you should see your doctor, go to the emergency room, or help you treat the problem at home.	\$0
 Transportation services	Free transportation to doctor visits, medical care at a hospital, and pharmacy pick-ups after a doctor visit for Medicaid/FAMIS Plus members. All members, including FAMIS members, enjoy free rides to the grocery store, places of worship, library, or social activity (30 round trips or 60 one-way trips each year). Call <b>1-800-734-0430</b> .	\$0
 Children's dental	Smiles for Children dental care program. Call <b>1-888-912-3456</b> .	\$0
 Children's vision	No-cost vision exams, glasses, or contact lenses for children.	\$0
 Adult dental, hearing, and vision	<ul style="list-style-type: none"> <li>• Two dental exams and cleanings and one set of x-rays each year, plus fillings and extractions</li> <li>• Yearly eye exam and \$100 for frames, glasses, or contacts</li> <li>• One hearing aid per year</li> </ul>	\$0
 Wellness programs	<ul style="list-style-type: none"> <li>• Better Breathing Asthma Program and second inhaler or nebulizer for home and school, plus hypoallergenic bedding and carpet cleaning</li> <li>• Diabetes Care for Life — a personalized and interactive mobile program available to members diagnosed with diabetes that sends text messages to inform enrollees regarding diabetes education and support; personal care management; appointment and medication reminders; and exercise/weight goal setting and tracking</li> <li>• Weight management program — 12-week certified nutritionist program and six counseling visits</li> </ul>	\$0
 Other benefits	<ul style="list-style-type: none"> <li>• Home-delivered meals after inpatient discharge: two meals/day for seven days after discharge from an inpatient stay</li> <li>• Member Services available 24/7</li> <li>• Mobile app and digital wellness</li> <li>• No-cost swim lessons</li> <li>• Free smoking cessation supplies and counseling</li> <li>• GED certificate incentive</li> </ul>	\$0



## Focus on your child's health with KidsHealth

Did you know that as our member, you and your family have access to KidsHealth?

KidsHealth features an online health library for parents, kids, and teens—over 7,000 articles, videos, games, recipes and interactive features.

For kids	For teens	For parents
Videos, games, and information about health, just for kids	Answers and advice about health, emotions, and life	Practical parenting, health, and wellness information

### What's trending right now:

- Icky Q&A, with questions like "what happens when I swallow my gum?"
- Top six study tips
- Can kids with asthma play sports?
- Positive parenting: Tips on raising happy, healthy kids
- Talking about difficult emotions

**Get started at [aetnabetterhealth.com/virginia/wellness/focus/kids-health](https://aetnabetterhealth.com/virginia/wellness/focus/kids-health).**

## Member rights and responsibilities

As an Aetna Better Health member, you have certain rights and duties. You can get a complete copy of your rights and responsibilities at any time. You have more than one option to request this:

- Call Member Services at **1-800-279-1878 (TTY: 711)**.
- Go to **[aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia)**.
- Look in your member handbook.

**[aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia)**

## Fast and easy self-service is here

Now you can get the information you need — anytime you need it.

Interactive voice response (IVR) is here. Just check your member ID card for your ID number. With 24/7 IVR self-service, all you need is your member ID number to:

- Check your eligibility for services
- Request an ID card or a handbook
- Review answers to common questions about your benefits

No worries if you can't check your ID number because you don't have your ID card. Just go through the IVR prompts until you hear the option to speak with a representative. We're here 24 hours a day, 7 days a week, at **1-800-279-1878 (TTY: 711)**. With some simple information, we can find your ID number for you.

### No need to check hours

In the past, you had to call during certain hours to check eligibility or request information. Now it's faster and easier to get the information you need anytime, day or night.

### No need to wait in a queue

In a hurry? No need to speak with a representative or wait in a queue. You can do it all with self-service.

### No trouble connecting with a real person

Now you have the information you need at your fingertips, faster and easier than before. And don't worry. You can still talk with a real person when you need. Questions? We're here to help. Just call **1-800-279-1878 (TTY: 711)** to learn more.



## Our payment policies help protect you

People sometimes do not understand Utilization Management (UM) programs. At Aetna Better Health, UM is a process for reviewing services and care that has been provided to our members.

There are no financial incentives in the review process. Our UM decision-making is based on whether care and service are appropriate and medically necessary.

It is also based on whether the member has health coverage.

We use medical guidelines to make sure the service or medicine is safe and medically necessary. These guidelines come from national and regional health organizations and medical research.

Aetna Better Health does not reward individuals for

denying coverage. We do not encourage decisions that result in denial of care or decisions that result in underutilization or barriers to care or service.

This policy is posted on our website at [aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia). If you would like a copy of the complete UM policy, give Member Services a call.

## 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](mailto: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። በአርሰዎ አይዲ 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**)

**KRU:** TÛ DE NÂ JIÈ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-à win kwa cetiyò+ ne-lá, i belé-ò bi mà-ò mù bò kò putu bò. Dá nòbâ nè ê nea-ò ñ-à jìè jìpolè 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 gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

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



## Weathering seasonal allergies

Achooo! You're sneezing, sniffing, and reaching for tissues. Your eyes may be puffy and itchy too. If this happens to you in the spring, summer or early fall, you may have seasonal allergies.

Very likely, the source of your misery is airborne mold spores or pollen from grass, trees, and weeds. But there are better ways to cope than just reaching for a tissue. A key one: Try to steer clear of what you're allergic to. Here's how:

- **Take cover.** Stay indoors as much as possible when pollen counts are at their peak. That's usually in the midmorning or early evening. High winds can also blow pollen around.
- **Keep windows shut.** When pollen

counts are high, use air conditioning in your home and car instead.

- **Don't hang clothes outside.** Pollen and mold may cling to towels and sheets.
- **Protect your eyes.** Wear sunglasses outdoors to keep pollen out of them. And don't rub your eyes. That will only irritate your eyes and make your symptoms worse.

If steps like this don't help, ask your doctor if medicine — such as antihistamines — might help you sneeze and sniffle less.

*Source: American College of Allergy, Asthma & Immunology*

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## Cell phone service at no cost to you!

### See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ smartphone.

We know how important it is to stay connected to healthcare, jobs, emergency services, and family. That's why Aetna Better Health of Virginia is partnering with Assurance Wireless Lifeline service to offer eligible members

an Android smartphone. Plus, each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited Texts
- Voice Minutes

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like

Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more, visit [aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia).

When you apply, you'll be able to receive health extras from Aetna:

- Health tips and reminders by texts
- One-on-one texting with

your health care team

- Unlimited calls with our Member Services team

Already have Lifeline? It's easy to switch to Assurance Wireless and receive Aetna health extras at no cost.

To learn more, go to [aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia).



**Contact us**  
**1-800-279-1878**  
**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.

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at [aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia). You can call us at **1-800-279-1878 (TTY: 711)** to ask us to mail you a paper copy, at no cost to you. We will send you a paper copy within five business days. You can request the handbook, also at no cost to you, in a language other than English, or in other formats such as audio, large print or Braille.

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