



The care you need, when you need it

Learn how Aetna Better Health of Virginia
serves you through care management and
enhanced benefits and services

AetnaBetterHealth.com/Virginia



Aetna Better Health[®] of Virginia
Commonwealth Coordinated Care Plus (CCC Plus)

We're here to help

Care coordination is available to help you understand and control your health conditions. Care coordinators are nurses or social workers. They can:

- Provide education to you about your health care
- Locate a provider for you or your child
- Work with your primary care provider (PCP) to help answer medical questions
- Coordinate care with your PCP to assist with referrals to specialists
- Ensure continuity of care between providers/locations
- Help with special equipment and home health requests

Our integrated care management program helps with your medical, behavioral, and social needs. It provides you with acute, chronic and long-term services and supports.

Have a question about your benefits?

Call Member Services at **1-855-652-8249 (TTY: 711)**.

We're here for you 24 hours a day, 7 days a week.

To learn more about CCC Plus or to become an Aetna Better Health of Virginia member:

- Call the CCC Plus Helpline at **1-844-374-9159 (TTY: 1-800-817-6608)**
- Visit **cccplusva.com**

Basic health care benefits and services

- Regular medical care and exams, including office visits with your PCP and specialist
- Preventive care, including regular checkups, screenings, and shots
- Hospital services
- Emergency care and urgent care
- Telemedicine
- Long-term services and supports – personal care, respite care, skilled private nursing, adult day care, PERS
- Dental care for kids and adults
- Routine eye exams for kids and adults, plus glasses or contacts*
- X-ray imaging and lab services
- Prescription drugs
- Mental health services
- Substance use and peer support services
- Home health services
- Rides to medical appointments
- Family planning services
- Physical, occupational and speech therapies
- Services for special health care needs
- Special medical equipment
- Maternity, high-risk pregnancy and newborn care
- Early and Periodic Screening Diagnostic and Treatment services (EPSDT) for children under age 21
- Well-child checkups and shots (immunizations)
- After-hours medical advice line
- Language translation and interpreter services
- Tobacco cessation services

*Glasses and contacts are a standard benefit for kids. For adult members, they are covered as part of our Additional Benefits package.

Added benefits and services for our members



Adult vision

One eye exam and \$250 for glasses or contacts per year



Adult hearing

One hearing exam and \$1,500 for hearing aids plus 60 batteries per year. Unlimited visits for hearing aid fittings are included



Non-emergent transportation

Unlimited rides to medical appointments and pharmacy. Plus, free rides (30 round trips or 60 one-way trips each year) to the grocery store, farmers market, food bank, food pantry, place of worship, library, gym or exercise class, DSS, DMV, WIC, Social Security Office, and more



Diabetes Care for Life

A personalized, interactive mobile program that sends text messages regarding diabetes education and support; personal care management; appointment and medication reminders; and exercise/weight goal setting and tracking



Home-delivered meals

Meals delivered to your home after hospital discharge: 2 meals each day for 7 days for a total of 14 meals



Therapeutic shoes or shoe inserts for diabetic members

One pair of therapeutic shoes or shoe inserts per year limited to \$200 annually. Need Rx from podiatrist or orthopedic MD



No-cost cell phone

Free Android smartphone with: free unlimited data, free unlimited texts, free unlimited minutes, free 10 GB monthly hotspot data and free calls to Aetna Better Health Member Services, CCC Plus Helpline, and CoverVA



Wellness rewards

\$15: diabetic dilated eye exam / \$25: wellness exam (to include HbA1c labs & LCL-C screening) / \$15: woman's mammography / \$15: cervical cancer screening / \$25: initial colonoscopy / \$15: flu shot / \$25: prostate cancer screening



Over-the-counter health solutions period stipend

A monthly stipend of \$20 for members with periods to spend on their choice of period products through CVS Pharmacy®. Learn more at www.CVS.com/Otchs/ABHVA.

Added benefits and services for our members



Weight management

Personalized weight management with a registered dietitian, which includes a 12-week certified nutritionist program and six counseling visits



Personal care attendant

For select high-risk members in a nursing facility that transitioned from an acute inpatient stay: 8 hours maximum per day for a total benefit of 40 hours



Memory care

Two door alarms and six window locks available to members diagnosed with dementia or Alzheimer's disease (requires prior authorization)



Community health workers

Linking members to safe housing, local food markets, job opportunities and training, access to health care services, community-based resources, transportation, recreational activities, and other services



Expanded respite

10 additional respite hours per month based on medical necessity



Virtual wellness center

Meetings you can join including our chronic health education series and member advisory committee meetings. Members also have free access to MyActiveHealth and our statewide community resource directory through Aunt Bertha at <https://aetna-va.auntbertha.com>



Ted E. Bear, M.D. Wellness Club

Earn rewards for getting important childhood care such as wellness exam, shots (as needed), weight and nutrition counseling, and growth and development checks. Age-appropriate prizes are also available once you enroll in our Ted E. Bear M.D. Wellness Club. For children ages 0-17.



24/7 Member Services

Expanded Member Services hours to increase health plan availability to members outside of standard business hours

The covered benefit information shown is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. For more information, contact Member Services at **1-855-652-8249 (TTY: 711)** or you can visit AetnaBetterHealth.com/Virginia.

Nondiscrimination 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 East Cotton Center Boulevard
 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 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: دمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود
ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خ
خلف ببطاقتك الشخصيّة أو عل **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: رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره
نماس بکیرید. اگر به زبان فارسی صحبت می کنید، به صورت
درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104 (TTY: 711)**

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

Urdu: زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں -
پر رابطہ کریں- توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو
اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104 (TTY: 711)**

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)**.

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.

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

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

Kru: Tù Dε Nâ Jíé Bò: ε yemâ wlu bèè n̄ a po Klào Win, n̄é â-â win kwa cεtíyɔ+ ne-lá, i belé-ó bi má-ó m̄u bò kó putu bò. Dá nɔbâ né ε nea-ó n̄-â jíé jipolê katéh jε ná kpòh, mò' **1-800-385-4104 (TTY: 711)**.

Igbo (Ibo): Nru̯bama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gi. Kpọọ nọmba dị n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104 (TTY 711)**.

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



Aetna Better Health® of Virginia
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