

A close-up photograph of a woman with blonde hair and a young child with brown hair, both smiling and looking at each other. The woman is on the left, and the child is on the right, holding onto a yellow carousel pole. The background is blurred, suggesting an indoor setting like a carousel.

Get more

Aetna Better Health® of Virginia

Get more out of your health benefits
with Aetna Better Health of Virginia



aetnabetterhealth.com/virginia














Our members are at the center of everything we do

Care management is available to help members understand and control their health conditions. Care managers are nurses or licensed clinical social workers. They can help:










- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your primary care provider to help answer medical questions
- Make referrals to specialists
- Promote communication between your provider, family, and medical specialists
- Help with special equipment and home health requests
- Make sure all your health care needs are being met

Children who need more medical, behavioral health, or educational needs than other children their age can get special help if they are in a care management program.


Covered benefits

Plan benefits		Amount you pay
	Office visits	\$0
	Urgently needed care	\$0
	Emergency care	\$0
	Ambulance services (for emergencies)	\$0
	Inpatient hospital care	\$0
	Home health care	\$0
	Outpatient services/surgery	\$0
	Mental health and substance abuse services	\$0
	X-rays/lab services	\$0
	Flu/pneumonia vaccines	\$0
	Wellness exam One routine exam per year	\$0

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 and free data, 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 1-877-878-8940 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 1-800-734-0430 .	\$0
	Children's dental	Smiles for Children dental care program. Call 1-888-912-3456 .	\$0
	Children's vision	No-cost vision exams, glasses and contact lenses for children.	\$0
	Adult dental, hearing and vision	<ul style="list-style-type: none"> • Two dental exams and cleanings and one set of x-rays each year, plus fillings • Yearly eye exam and \$100 for frames, glasses, or contacts • One hearing aid per year 	\$0
	Wellness programs	<ul style="list-style-type: none"> • Better Breathing asthma program and second inhaler or nebulizer for home and school, plus hypoallergenic bedding and carpet cleaning • 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 • Weight management program – 12-week certified nutritionist program and six counseling visits 	\$0

Additional benefits and services continued

Plan benefits	Amount you pay
 Other benefits	<ul style="list-style-type: none">• Home-delivered meals after inpatient discharge: two meals/day for seven days after discharge from an inpatient stay• Member Services available 24/7• Mobile app and digital wellness• No-cost swim lessons• Free smoking cessation supplies and counseling• GED certificate incentive

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at 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.

The covered benefit information in this brochure is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. Certain co-pays may apply for FAMIS members. For more information, contact Member Services at **1-800-279-1878 (TTY: 711)**, or visit aetnabetterhealth.com/virginia



Frequently asked questions

I'm not currently an Aetna Better Health member, but would like to become one. What do I do next?

To learn more about Virginia's Medicaid Managed Care program or to become an Aetna Better Health of Virginia member:

- Call the Managed Care Helpline at **1-800-643-2273** (TTY: **1-800-817-6608**)
- Visit **virginiamanagedcare.com**

I'm not sure if I'm eligible. What do I do?

Medicaid eligibility is determined by your local Department of Social Services (DSS). If you don't have Medallion Medicaid or FAMIS coverage but think you may be eligible, you will need to submit an application. To apply, follow these steps:

1. Visit **commonhelp.virginia.gov/access**
2. Call Cover Virginia at **1-855-242-8282** (TTY: **1-800-817-6608**), or
3. Submit an application in-person at your local Department of Social Services (DSS) office

You can learn more about the differences between Medallion Medicaid and FAMIS at **coverva.org**.

When is open enrollment?

Open enrollment dates depend on where you live. Every area of the state has an open enrollment period. During this time, you can change from your current health plan to Aetna Better Health of Virginia so long as you are eligible for Medicaid. The Department of Medical Assistance Services (DMAS) will notify you by mail when your next open enrollment takes place. You will receive a comparison chart of the different plans that you may choose. You can change your health plan during the first 90 days of your enrollment for any reason. You can also change your health plan once a year during open enrollment or at annual renewal for any reason.

If you have additional questions about open enrollment and/or want to change your health plan to Aetna Better Health:

- Call the Managed Care Helpline at **1-800-643-2273**
- Visit **virginiamanagedcare.com**

We want you to get the most out of your benefits

If you have any questions about how to make the most of your benefits and services, give us a call at **1-800-279-1878**. Member Services is here to help.

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: دلمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خ خلف بطاقةك 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: رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره تماس بگیرد. 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.



Aetna Better Health® of Virginia

9881 Mayland Dr.

Richmond, VA 23233

Member Services

1-800-279-1878 (TTY: 711)

aetnabetterhealth.com/virginia



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Hindi: ध्यान दें: यदि आप हृदी 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।

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, neé â-á win kwa cεtiyo+ ne-lá, i belé-ó bi má-ó mû bò kó putu bò. Dá nɔbâ né ε nea-ó n̄-á jíé jipolê Kateh je ná kpoh, mòv' **1-800-385-4104 (TTY: 711)**.

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

Yoruba: Àkíyèsí: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọ́wọ́ ọ́ ipèsè èdè tí wá ní lẹ́ fún ọ́ l'ọ́fẹ́ẹ́, pẹ̀ n'ọ̀nà tí ó wà l'ẹ̀yìn káàdì ìdánimọ́ rẹ̀ tàbí **1-800-385-4104 (TTY 711)**.