



## Aetna Better Health<sup>SM</sup> Premier Plan



# Clear view

Winter 2018

### We care about your vision

Your eyesight is an important part of your health. Good eye care is one way to stay healthy. As a member of Aetna Better Health, you have vision benefits. This means that you can receive services for your eye care.

Aetna Better Health works with a company called March Vision Care so you can go to several different types of providers (eye doctors). These eye care providers can be family eye doctors or retail stores. You can get eye care when you need it. You do not need a referral from your primary care provider as long as the eye doctor is "in network" with Aetna Better Health.

Below is a list of some of the services that are covered for your eye care. A complete list is

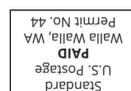
in your Member Handbook.

- One routine eye exam each year (as medically necessary)
- One pair of frames in a 24-month period
- Contact lenses in a 24-month period (but you may get more when medically necessary).

This means when your doctor determines that you need them.)

- Low-vision devices
- Custom-made artificial eye

If you have questions about eye care, call March Vision Care at **1-844-456-2724**. You can also call your Care Manager or Member Services at **1-866-600-2139**.



Aetna Better Health<sup>SM</sup> Premier Plan  
333 W. Wacker Drive, Suite 2100, MC F646  
Chicago, IL 60606

## Tips for talking with your doctor

You are one of the experts in your own healthcare. Being an expert means that you have a good idea of how you're feeling and what you are doing to stay healthy (like eating the right food, getting the right amount of sleep, exercising more or stopping smoking).

You have a healthcare team that also includes your doctor. We know how important it is for you to advocate for your own health. That means talking with the doctor and healthcare professionals about what is going on.

We hope that you will find the questions below helpful when talking with your doctor. Being open and honest with your doctor will help you and your team. It will support your wellness!

### Did you know that it's OK to quiz your doctor?

In fact, asking questions is a great way to learn about your own health. Asking questions helps you make better decisions too.

Before you see your doctor, put your goals and thoughts in writing. Ask yourself what health issues you need to talk with your doctor about. Also think about what questions you should ask.

You can use these sample questions as a guide. You can change them to fit

your own needs—then, follow through!

1. Will I need a test or a medication?
2. If I need medication, what is it for?
3. What are the pros and cons of the test or medication?
4. How can I keep my healthcare on track?
5. What should I do between now and our next appointment?
6. If I have follow-up questions, how can I get them answered?

## What is care coordination?

You have options for what types of healthcare you receive. As a member of Aetna Better Health, you have the choice of working with a Care Coordinator to support you and your healthcare needs.

As you decide what healthcare needs are most important to you, a Care Coordinator is available to help you work toward meeting those goals. You and your Care Coordinator work as a team, along with your healthcare providers, such as your doctor, hospital or community mental health center. You can also choose to have other individuals work with you, like a family member or friend.

Care Coordinators are here to help you so that you can make the best decisions about what is important to you. They work with you to let you know what types of services are available and how best to receive those services. Below are some of the things that your Care Coordinator can help you with.

- Give you information about your healthcare
- Help you find a provider based on your own needs
- Work with your provider to help answer questions
- Work with you and your doctor when you are discharged from a hospital



 For more information about how to work with a Care Coordinator, please call Member Services at **1-866-600-2139**.

## No changes in your coverage

We want to remind you that there is no change to your Aetna Better Health Premier Plan.

You may have heard that for some enrolled in certain programs, there will be changes in their benefits in 2018. These changes do not apply to you as an Aetna Better Health Premier Plan member. We remain committed to you and your health. Your coverage will not change. The state (Healthcare and Family Services) is mailing out letters to those that are affected by this change. You should not expect to receive a letter. If you have questions, please contact your Care Manager or Member Services at **1-866-600-2139**.



### What does this change mean for me?

This change does not affect the Aetna Better Health Premier Plan program. You can expect no change in your benefits or coverage.

### What should I do?

You do not need to take any action. Your benefits will continue with no interruption.

### I received a letter from the state; what should I do?

If you receive a letter from the state in error, please contact your Care Manager or Member Services at **1-866-600-2139**. They can help to correct the error so that there is no change in your benefits. You can also contact Enrollment Services at **1-877-912-8880**.

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## Use your voice! Join the Member Advisory Council

You are one of the experts in your own healthcare. Together you work with your healthcare team that is made up of your doctor, specialist, Aetna Better Health Care Manager and other supports (like your family and friends). You are an empowered member of this team. This means you can take an active role in healthcare decisions.

When you are empowered, it means that you are stronger and more confident. It can also mean that you know your rights. In earlier newsletters we talked about many different ways to be empowered. Today, we're going to discuss one way to use your voice through Aetna Better Health's Member Advisory Council (MAC).

### Who is part of the MAC?

- Members of Aetna Better Health
- Family member or caregiver of a member
- Community organizations that work with members

### What does the MAC do?

- ✓ Share ideas
- ✓ Give examples of what is working well
- ✓ Discuss what can be improved

### Who decides what you discuss at the meeting (the agenda)?

- The agenda is decided on by Council members

### What happens during the meeting and after?

- Aetna Better Health staff listen to what is important to members
- Aetna Better Health staff report back to the Council on any changes that may have been made based on the ideas that the Council talked about



### Do you want your voice to be heard?

For more information on how to join the MAC, please contact your Care Manager or Member Services at **1-866-600-2139**.

## Tips for taking charge of your own health

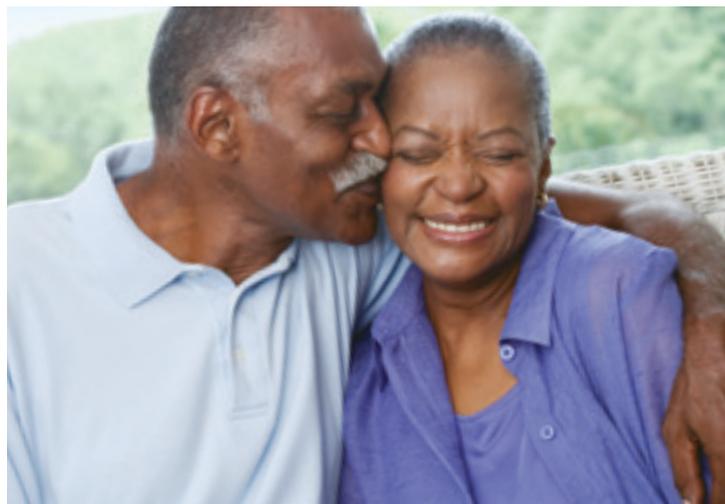
Below are some tips for you to think about using. It will also give you a better understanding of your own healthcare.

### Your primary care provider:

- Can be your medical home.
- Your medical home is the first place you go to get the care you need to stay healthy.
- Visit your doctor at least once per year, or more often if you have a health issue.
- If it is not an emergency, you can call your doctor first to schedule an appointment.

### Visit an urgent care center:

- If you need medical care quickly and your doctor is not available.
- If your condition is urgent (not an emergency) and you cannot get an appointment with your doctor.
- If you have minor to moderate injuries.



### Emergency room (ER):

- Use only for illness and injury that require immediate, emergency attention.
- May be used for medical, surgical or psychiatric care in an emergency.

If you would like more information on how to find a primary care provider or urgent care center, please call your Care Manager or Member Services at **1-866-600-2139**.

## Smartphones at no cost to you!

You may be eligible to get a smartphone, talk minutes, data and unlimited texting.

A smartphone with minutes and data per month can make a big difference to anyone struggling to make ends meet. Everyone needs to be able to connect with jobs, emergency services and family. That's why Aetna Better Health of Illinois has the Lifeline mobile phone program for our members.

As a member of Aetna Better Health of Illinois, we want to help you stay in touch with family, friends and your healthcare providers. Eligible members can apply for a smartphone or phone service plan at no cost through the government's Lifeline program.<sup>1</sup> This includes health extras, including health reminders and tips by text.

### Choose your no-cost plan

1. Need a smartphone? You may be eligible for an Android smartphone at no cost (includes data, talk and unlimited texts).

2. Keep your own phone and choose a service-only program at no cost (includes data, talk and unlimited texts).

### Get health extras for you and your family

- Health tips and reminders by texts
- One-on-one texting with your healthcare team
- Unlimited calls with our Member Services team

Already have Lifeline? You may be able to upgrade your phone depending on how long you've had your service.<sup>2</sup>

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

<sup>1</sup>Lifeline is a government assistance program, the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

<sup>2</sup>If you have Lifeline voice or text services, you can only upgrade to one of these plans if your service was switched on more than 60 days ago. If you have a Lifeline data plan with 500MB+ of data, you can only upgrade if it was switched on more than 12 months ago.

## For a healthier you

### An easy-to-use wellness tool

You deserve to lead a healthy life. And we can help. MyActiveHealth is an easy way to take charge of your health. So you can feel better—for good. And as a member of your health plan, you'll get MyActiveHealth at no cost to you.

Getting started is easy. And it just takes a few simple steps. First, sign in to the "Aetna Better Health IL Member Portal" section of your health plan's website. Once you're signed in, go to "Tasks" and choose "Manage My Health." From this page, you'll be able to access the MyActiveHealth tools and sign up for a new account.

### All the resources and support you need to meet your health goals

Once you have an account, you'll get secure access to MyActiveHealth services. You'll find:

- **Health assessments and records**—Help you keep track of your medical history. You'll get healthy living suggestions based upon your answers to the Health Assessment, and this information

can be used to improve your overall health.

- **Videos and podcasts**—learn more about your health and other wellness topics. And get information about the resources offered by your health plan.
- **Healthy lifestyle programs**—Programs offered through Aetna Better Health IL. You will be able to get the help you need to meet your goals. Programs include: quitting smoking, healthy eating, managing stress and more.

You can also access MyActiveHealth with your smartphone. Just visit **myactivehealth.com/illinois**. If you don't have access to a computer, you can call MyActiveHealth at **1-855-231-3716** for help with the portal. You can print a copy of your Health Assessment, health conditions and/or wellness topics.

### Questions? Aetna Better Health IL is here to help

MyActiveHealth is a simple way to lead a healthy life. To learn more, just call your Aetna Better Health IL Care Manager or Aetna Better Health IL Member Services at **1-866-600-2139**.

## Come in for your annual well-check visit!

Annual well-checkups can be one of the most important parts of preventive care. They give doctors the chance to spot minor problems before they get too serious.

Not only can these checkups give the doctors opportunities to spot any problems, but they allow you the chance to get important nutritional and lifestyle recommendations. They can also help find any specialists that you may need to see.

These checkups can help solve any chronic aches and pains, which can lead to easier mobility, sleep and overall comfort.

Call Member Services at **1-866-600-2139** for help with scheduling your annual well-check visit today!

### Contact us



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Chicago, IL 60606



24 hours a day  
Member Services: **1-866-600-2139**  
**aetnabetterhealth.com/illinois**



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 healthcare needs. • Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have. • Aetna Better Health<sup>SM</sup> Premier Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document in Spanish, or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139** and TTY/TDD is **711**, 24 hours a day, 7 days a week. The call is free. • The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better Health<sup>SM</sup> Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better Health<sup>SM</sup> Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

## 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:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o 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](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**).

**POLISH: UWAGA:** Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **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**)。

**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.

**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**).

**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**).

**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**).

**GUJARATI: ધ્યાન આપો:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

**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۔

**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**).

**ITALIAN: ATTENZIONE:** Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

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

**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**).

**GREEK: ΠΡΟΣΟΧΗ:** Εάν μιλάτε Ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στο πίσω μέρος της ταυτότητάς σας ή στο **1-800-385-4104** (Λειτουργία 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.