



Aetna Better Health® of Michigan



# Springtime fun

Member Newsletter

Spring 2018

## Fast and easy self-service coming soon

Soon you'll be able to get the information you need—anytime you need it.

Interactive voice response (IVR) is coming soon. With 24/7 IVR self-service, all you need is your ID number (you can check your member ID card to find your ID number). Using IVR and your member ID number, you can:

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

Don't worry if you can't find your ID number. Just go through the IVR prompts until you hear the option to speak with a representative (weekdays, 8 a.m. to 5 p.m.). 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 will be faster and easier to get the information you need anytime, day or night.

### No need to wait in a queue

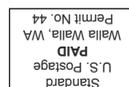
In a hurry? No need to speak with a representative or wait in a queue. You can do it all with self-service.

### No trouble connecting with a real person

Now you'll 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 to. Questions? We're here to help. Just call **1-866-316-3784** to learn more. You'll have access to IVR soon.

## Members reaching adulthood

Members reaching adulthood can get help with finding an adult primary care provider to replace their pediatric doctor. Call Member Services at **1-866-316-3784 (TTY: 711)**.



Aetna Better Health® of Michigan  
1333 Gratiot Ave.  
Suite 400  
Detroit, MI 48207

## What you should know about the recent hepatitis A outbreak

You may have heard about the hepatitis A outbreak in Michigan. It started in August 2016. The counties with the most confirmed cases are Wayne/Detroit, Macomb and Oakland, but 20 counties have confirmed cases.

Hepatitis A is a liver disease caused by the hepatitis A virus (HAV). Hepatitis A is spread through tainted food or water and close contact with persons who are infected.

Hepatitis A can affect anyone. It can spread easily from person to person and cause liver disease lasting a few weeks to a serious sickness lasting many months.

Symptoms of hepatitis A include:

- Nausea and vomiting
- Belly pain
- Feeling tired
- Fever
- Loss of appetite
- Yellowing of the skin and eyes
- Dark urine
- Pale-colored feces (poop)
- Joint pain

Frequent hand-washing with soap and warm water after using the bathroom, changing a diaper, or before preparing food can help prevent the spread of hepatitis A.

The best way to protect against hepatitis A is to get the hepatitis A vaccine (shot). Talk to your health care provider to get the two doses you need for



protection. As an Aetna member, your shot is a covered benefit. You can get the hepatitis A shot at your health care

provider or the public health department.

**Stop the spread.  
Get vaccinated today.**

## How to find out what is new in our provider and pharmacy directory

Aetna Better Health of Michigan provider directory

If you need a free provider directory, we can mail you one. Just call Member Services at **1-866-316-3784 (TTY: 711)**. You can also go to [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan) for a provider list.

 **For the most up-to-date information**, just visit our website and select **“Find a Provider/Pharmacy.”** The updated pharmacy directory can be found online too. Just go to [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan) and select **“Find a Provider/Pharmacy.”** Then select **“Find a pharmacy.”**

## Your privacy is important to us

Your privacy matters. We respect your privacy. As required by the Health Insurance Portability and Accountability Act (HIPAA), Aetna, and each member of the Aetna family of companies, is giving you important information about how your medical and personal information may be used and about how you can access this information. Please review the Notice of Privacy Practices in your Member Handbook carefully.

If you have any questions, please call Member Services at **1-866-316-3784**.

## How to stop fraud, waste and abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health care dollars are not carefully spent. Abuse is doing something that results in needless costs. A health care provider, member or employee can do fraud, waste or abuse.

If you think you have seen or heard of fraud, waste or abuse happening, you have a right—and the duty—to report it:

- An example of provider fraud is billing for services or supplies that you did not get.
- A provider may order tests over and over that are not needed. That is abuse.
- Member waste could be going to the emergency room when you don't need to go.
- Changing a prescription or using a stolen prescription pad is fraud.
- If you ask a driver to take you to a place that has not been approved, that is abuse.
- Acting hostile or abusive in a doctor's office or hospital is also abuse.

If you see or find out about fraud, waste or abuse, make a report. You can do so without leaving your name on our Fraud and Abuse hotline. Just call **1-855-421-2082**. You can also write to us at: Aetna Better Health of Michigan, 1333 Gratiot Ave., Suite 400, Detroit, MI 48207.

You can also report fraud, waste or abuse to the Michigan Department of Health and Human Services, Office of the Inspector General, by calling **1-855-643-7283 (1-855-MI-FRAUD)**. Or write to: Michigan Department of Health and Human Services, Office of the Inspector General, P.O. Box 30062, Lansing, MI 48909. Or report online at **[michigan.gov/fraud](http://michigan.gov/fraud)**. You don't have to leave your name.

## Keep your contact information up-to-date

It is very important for members to have current contact information on your records with your health plan and with the state of Michigan. Keeping your current contact information on file will allow you to receive important information about your health and any changes to your health plan coverage.

For example, each time you change your primary care provider (PCP), Aetna will request a new ID card with your new PCP listed on the card. In order to ensure you receive it, we need to have your current mailing address in our records.

Aetna will often send you important health reminders, new benefits being offered, information on plan-sponsored events, etc. We can document your updated home telephone number, address, cellphone numbers and email address. If we have your most up-to-date email address, we can send you information about your benefits and tips about your health.

If your contact information has changed, please call Member Services at **1-866-316-3784** to update your contact information.



## Quality improvement program The results are in

It is important to us that our doctors and staff provide you with high-quality services and health care. We have a quality improvement program to make sure that happens. We check provider office hours and appointment wait times to make sure you are getting the care you need quickly. We also use doctor and member surveys to let us know how we are doing. The results of these and other quality reports are on our website at **[aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan)**.

If you want copies of any of our reports, call Member Services toll-free at **1-866-316-3784**. We will be glad to send them to you.



## Making the most of your doctor's visits

### Schedule your appointment

When you call to make your appointment, explain to the receptionist why you need to see the doctor. This will help to schedule the right type of appointment.

Ask if a blood test or other tests are required prior to your appointment.

### Prepare for your visit

Determine what you would like out of the appointment. If this is a new doctor, bring a copy of your medical history and list of current medications. Complete any lab or diagnostic tests required for the visit.

Keep and bring a symptom diary to include when they started, how often they occur, how long they last and what alleviates them. Write down specific questions you would like answered.

### While at the visit

Set the agenda at the start of your visit. Prepare in advance the top two or three concerns you want to discuss with your doctor.

Remember that medical care is a conversation, so speak up. Never be embarrassed to ask your doctor to repeat something you did not hear or ask for clarification if you did not understand.

Bring a family member or friend if you feel you need support or someone to take notes, which will help you remember what was discussed later.

Always be honest with your doctor. You may not like or want to admit some things, but withholding the truth can negatively affect the quality of your care or possibly delay diagnosis or treatment. Don't forget your emotional health. It influences your physical health.

Before leaving the appointment, reach an agreement about your treatment plan. Find out what your next steps are, when to return, what warning signs or what concerns you will need to call the doctor for, how to best reach your doctor, and when to expect to receive a response.

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## Health Risk Assessments for Healthy MI members

Are you enrolled in Healthy MI? If so, Aetna Better Health wants to reward you for getting healthy. Be sure to take your Health Risk Assessment.

As part of your benefits, Aetna Better Health will cover an annual checkup with your doctor. After enrolling

with Aetna Better Health, complete the Health Risk Assessment form. The form asks questions about your current health. Bring this form with you when you visit your doctor for your checkup. Your doctor and Aetna Better Health will use this information to help meet your health needs. The

information you provide in the form is personal health information, and it is kept confidential. It cannot be used to deny health care coverage.

If you need help with completing this form or need another copy, just call Member Services at **1-866-316-3784 (TTY: 711)**.

**Aetna Better Health will reduce your copays or give you a gift card if you schedule your Health Risk Assessment within 60 days after you are enrolled in our health plan unless you are in continuous failure to pay status. A Health Risk Assessment should be completed annually.**

## Opioids: Use with caution

Every day about 40 people die from opioid overdoses in the U.S. And often the opioids doctors prescribe are to blame.

These medicines ease pain. But they also have serious risks. You can get addicted to them. And they can make people stop breathing. That's especially true if you take them at high doses.

How can you stay safe? If your doctor advises opioids:

- **Ask about alternatives.** See if there are other ways to ease your pain. Less risky medicine may help. So might exercise or physical therapy.
- **Be honest.** Tell your doctor if you've misused—or been addicted to—alcohol or other drugs. If so, opioids could be very risky for you.
- **Speak up about other medicines.** Also tell your doctor about all the medicines you take. Some medicines are dangerous to use with opioids.
- **Take them exactly as prescribed.** Don't take an extra or higher dose if you're still in pain. Call your doctor instead.
- **Keep others safe too.** Never share opioids. And store them out of the reach of curious kids, from teens to toddlers. You might even consider a lockbox for your medicine.

Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration



## A change to your behavioral health benefits

Did you know...?

As of Oct. 1, 2017, for our Medicaid members, there has been a change in behavioral health benefits. There is no longer a limitation of 20 outpatient visits. Members now have access to unlimited outpatient behavioral health visits, which includes transportation to and from your scheduled visits. Members who need assistance with locating a behavioral health provider can call Member Services at **1-866-316-3784**, Monday through Friday, 8 a.m. to 5 p.m.

Remember that you will need to schedule your transportation three days in advance. You can call MTM directly to schedule rides for your visits at **1-800-947-2133** or you can contact Member Services at **1-866-316-3784**, Monday through Friday, 8 a.m. to 5 p.m.

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## How we make coverage decisions

When making coverage decisions, Aetna Better Health of Michigan follows health care rules called MCG® Guidelines. Aetna Better Health's Health Services staff uses these rules to determine the type of treatments that will be covered for you.

Aetna Better Health staff and its providers make health care decisions based only on proper care and service rules. You also must have active coverage. There are no rewards to deny or promote care. Financial rewards for our doctors or staff cannot encourage decisions where you will not get the care you need.



**Call Member Services** at

**1-866-316-3784** if you have

questions about how your services are approved or to get a copy of the rules used.



## AETNA BETTER HEALTH® OF MICHIGAN

### 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

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>.

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# Your rights and responsibilities

## Your rights

As a member or a parent/guardian of a member of Aetna Better Health of Michigan MIChild, you have the right to:

- Choose a primary care provider (PCP) as your personal medical provider
- Be treated with respect and dignity
- Be assured your personal information is kept private and confidential (see Notice of Privacy Practices)
- Seek advice and help
- Make recommendations about our members' rights and responsibilities policy
- Work with doctors in making decisions about your health and/or your child's health
- Get information about your health, PCP, our providers, and Aetna Better Health services and members' rights and responsibilities
- Discuss all treatment options for you or your child's condition, regardless of cost or benefit coverage
- Receive information about your rights and

responsibilities as an Aetna Better Health of Michigan member

- Know about your or your child's diagnosis, treatment and prognosis
- Get prompt and proper treatment for physical and emotional problems
- Receive discharge planning
- Receive guidance and suggestions for more medical care if health care coverage is ended
- Access your medical records in accordance with state and federal law
- Voice grievances, complaints and appeals and offer suggestions about Aetna Better Health of Michigan and/or the services we provide
- Get information about how your PCP is paid; if you need more information, call Member Services at **1-866-316-3784**
- Request an emergency PCP transfer if you or your child's health or safety is threatened
- Request information on how Aetna Better Health operates and its structure



Aetna Better Health's staff and participating providers will comply with all requirements concerning enrollee rights.

## Your responsibilities

As a member of Aetna Better Health, you also have responsibilities. These responsibilities include:

- Treating Aetna Better Health's staff and doctors with respect and dignity
- Keeping all appointments and calling to cancel them when you cannot make them

- Giving us information needed for our staff to take care of you and your child
- Understanding what medicine to take
- Following the instructions given to you by your doctors
- Understanding your health condition and sharing in the decisions for your health care
- Giving us feedback about your health rights and responsibilities
- Letting us know of any changes in your name, address or telephone number

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Michigan. 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.