

Find joy



AetnaBetterHealth.com/Michigan

Aetna Better Health® of Michigan

Keep moving for kids.

Looking for new ideas to keep your kids active? Here are some fun resources to encourage movement. These are free activities that can be accessed through a smart TV, phone or tablet.

Beachbody Kids Workouts

Free selection of kids workouts from celebrity trainers.

Vimeo.com/showcase/6880106

KIDZ BOP Daily Dance Break

Daily Dance Break is an hour-long session that teaches your kids dance moves to the latest hit songs. It streams at 3 PM on the KIDZ BOP YouTube channel.

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Or you can select from a library of past sessions.

Visit their YouTube channel for the daily video or past videos.

YouTube.com/channel/UCKE0Xnj818IDaHvIcRiq0Bg

GoNoodle

Active screen time. Having fun with movement helps engage both body and mind. GoNoodle games are available on a free app for smart devices to get kids off the couch to play and

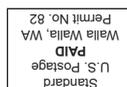
get tired out. GoNoodle also has hundreds of free videos.

GoNoodle.com/blog/gonoodle-games-movement-app-for-kids

Cosmic Kids Yoga

Yoga, mindfulness and relaxation for kids with interactive child adventures that build strength, balance and confidence.

YouTube.com/channel/UC5uIZ2KOZZeQDQo_Gsi_qbQ



Aetna Better Health® of Michigan
28588 Northwestern Highway
Suite 3808
Southfield, MI 48034



New transportation vendor: One Call.

To improve your transportation services, we are changing our non-emergency medical transportation (NEMT) provider. Currently, MTM is your transportation provider. Starting on December 1, 2020, One Call will be the new transportation provider for Aetna Better Health members.

What if I have recurring trips scheduled with MTM?

If you currently have reoccurring trips scheduled with MTM, we will make sure those trips are transitioned to One Call.

How do I schedule trips with the new provider, One Call, starting on December 1, 2020?

To schedule trips with One Call starting on December 1, 2020, call Aetna Better Health Member Services at **1-866-316-3784**.

Will I lose any services due to the change?

No, you will not lose any services. One Call will provide the same transportation services as MTM. These services include:

- Rides to and from the doctor
- Rides to and from the pharmacy
- Rides to and from the dentist for Healthy Michigan members and pregnant women
- Rides to and from the Member Advisory Council meetings for members on the council

We are happy to have you as a member of Aetna Better Health. If there is anything we can do to assist you, please contact our Member Services department at **1-866-316-3784**, Monday through Friday, 8 AM to 5 PM.

Single Pharmacy Drug List.

On October 1, 2020, the Michigan Department of Health and Human Services (MDHHS) started using a Single Pharmacy Drug List (PDL). This change is because of an MDHHS policy change. It affects all Michigan Medicaid Health Plans.

The PDL is a listing of drugs that are covered by Michigan Medicaid. There are two types of coverage, preferred and non-preferred.

After September 30, 2020, drugs that are non-preferred or not on the PDL will no longer be covered.

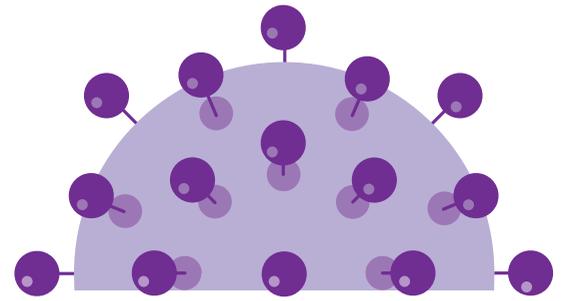
You may find that a drug you are currently taking will no longer be covered. Letters have been mailed to both members and providers if a drug is no longer covered. You may need to work with your doctor to switch to a different drug.

To stay on a non-preferred or non-PDL drug, your doctor will have to submit a prior authorization request.

For a complete listing of the PDL, please visit: **Michigan .MagellanRx.com/provider/external/medicaid/mi/doc/en-us/MIRx_PDL.pdf**.

 If you are on a non-preferred drug or non-PDL drug and do not follow these steps, you may have issues with your next refill. Please contact us if you have questions: **1-866-316-3784**.

Do's and don'ts of the coronavirus disease (COVID-19).



✓ Do:

-  Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.
-  Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.
-  Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.
-  Call your health care provider if you have symptoms. Let them know you may have the virus.
-  Wear a cloth face mask in public.

✗ Don't:

-  Touch your eyes, nose and mouth with unwashed hands.
-  Spend time with people who are sick.
-  Go out in public if you're sick unless it's to get medical care.
-  Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention

Get your flu shot!

This fall and winter, COVID-19 and the flu viruses will both spread. Hospital systems could be overwhelmed with treating patients for both viruses. That is why it is more important than ever to get a flu shot in 2020 and 2021. Getting a flu shot will not protect against COVID-19, but there are other benefits of getting it:

- Getting the shot can reduce the risk of getting the flu, having a hospital stay and getting very sick.
- Getting the shot can save hospital resources for the care of those with COVID-19.

Telemedicine is available to you.

As a member of Aetna Better Health, you have benefits to help you stay safe and well. Telemedicine should be your first line of defense for non-emergency care to help limit potential exposure to the coronavirus. That's why we've changed our policies with providers so they can deliver care to you virtually.

Call your doctor to make an appointment.

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.



Community Health Workers.

As Community Health Workers (CHWs), our members' needs are very important to us. Together, we find areas that are hurting or interfering with our members' everyday lifestyle. We meet with our members in their homes or in the community. CHWs are able to go with members to their doctor appointments if they need support. We want our members to be confident and comfortable with their overall health — body, mind and soul.

CHWs encourage members to know as much information about their health — you are your own best advocate. We have pamphlets about medications and health conditions that many of our members find helpful. We're there when our members need additional support when working with their health care providers. Your health comes first, and who provides that care is your choice. CHWs are able to connect members with special services like case management, infant/mother

classes and counseling.

We build relationships with community agencies to find the best resources. We verify all resources before giving referrals to our members. Members can get unlimited assistance.

Commonly requested resources include:

- Food pantries that deliver or are within walking distance
- Low-income housing listings, emergency housing and assistance applying for the Housing Choice Voucher (formerly known as Section 8)
- Medical equipment and supplies
- Job training and education
- Baby products
- Medical and non-medical transportation
- Household bill assistance (e.g., rent, utilities, etc.)
- Government cell phones
- Mental health counseling
- Home health and chore providers

To speak with a CHW, call Member Services at **1-866-316-3784**.

Beating the holiday blues.

The change in seasons can also bring about a change in mood. There is less sunlight, with dark mornings and short days. In addition to the seasonal change, the holidays are quickly approaching. For many people that means family, friends, parties and food. The holidays are often associated with happiness, but this can also be a time of loneliness, anxiety, grief and depression. You may become sad thinking of a loved one who is no longer here to celebrate the season with you. Due to COVID-19, your annual gatherings may have to look different than in years past. Whatever the circumstances, we want you to know that it is not uncommon to experience a range of emotions during this time of the year, even for those who are mostly content throughout the year. Listed below are some helpful coping tips to use during the holiday season.

Tips

- Keep an open mind and be prepared to be flexible.
- Don't set yourself up for disappointment by comparing this year with years past.
- Create a new holiday tradition that is all your own.
- Find free activities to lift your spirits, like window shopping or looking at decorations.
- Volunteer.
- Live in and enjoy the moment.

We can help

If you find that you need more support, we are here to help.

Aetna Better Health offers help with obtaining Behavioral Health assistance in a personalized and private manner. Call us at **1-866-316-3784**. You will then be connected with a knowledgeable case manager who can provide you with the names, locations and phone numbers to Behavioral Health providers in your area. We are here to support you with your physical and emotional health. You are valued as a member, and we are honored to be a part of your health and wellness journey.



Access to our clinical staff.

If you need access to a nurse during normal business hours, 8 AM to 5 PM, call Member Services at **1-866-316-3784** and ask to speak to a nurse.

If you need a nurse after business hours, call **1-866-711-6664**. You will be connected to our

24-hour nurse line. Members with hearing impairment, please use our TTY line at **711**.

Language translation is also provided for free by calling.

Fraud, waste and abuse.

Know the signs — and how to report.

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 be involved in 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
28588 Northwestern Highway
Suite 380B
Southfield, MI 48034

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**. You don't have to leave your name.

People who knowingly make false claims may be subject to:

- Criminal fines up to \$250,000
- Prison for up to 20 years
- Suspension from Michigan Medicaid



If the violations resulted in death, the person may go to prison for years or for life. For more information, refer to 18 U.S.C. Section 1347.

Anti-Kickback Statute

The Anti-Kickback Statute bans knowingly and willingly asking for, getting, offering or making payments (including any kickback, bribe or rebate) for referrals for services that are paid, in whole or in part, under a federal health care program (including the Medicare Program). For more information, refer to 42 U.S.C. Section 1320a-7b(b).

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.

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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>.

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.

MI-16-09-03

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**).

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**).

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**)。

SYRIAC: حىنوة: 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**).

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**)

ALBANIAN: VINI RE: Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **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.

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**) নম্বরে ফোন করুন।

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

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**).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

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**).

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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**).

MI-16-09-03