

wellness & you

Your Aetna Better Health® Medicaid member newsletter

HEALTHY LIVING



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. If you lost your coverage and are still eligible, you may be able to get your benefits back. Visit aetna.com/sp24fl-mma-1 or scan the QR code below to learn more.



4 barriers to good health—and how Aetna Better Health of Florida can help

The road to good health can have many twists and turns. You might hit roadblocks like not having access to healthy foods or a ride to the doctor's office. And they can make it harder to take care of your health. Many of these barriers may be out of your control. That's why Aetna Better Health® of Florida provides benefits to help you take care of your health.

Barriers story continued on page 2

Barriers story continued



Transportation

Nearly 6 million people say that a lack of a ride keeps them from seeking health care.

How Aetna Better Health of Florida can help:

We provide rides to any non-emergency appointments and covered services. To request a ride, call Modivcare at **1-866-799-4463 (TTY: 1-866-288-3133)**, Monday through Friday, 8 AM to 5 PM. Be sure to call at least one business day before your appointment. Learn more about rides on page 5.



Language

We know that not all members speak English as their first language. That can make it hard to talk to your doctor or ask

questions about your benefits.

How Aetna Better Health of Florida can help:

We provide interpreter services in any language. Call Member Services at **1-800-441-5501 (TTY: 711)** for MMA or **1-844-645-7371 (TTY: 711)** for LTC if you need an interpreter. You can also request information in other languages and formats, such as braille, large print or audio.



Accessing care

Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment.

This can make it tough to get the care you need.

How Aetna Better Health of Florida can help:

We offer telehealth services. You can talk to a provider by phone or video chat from the comfort of your own home, on your schedule. We've teamed up with MDLIVE® to connect you to doctors, nurses and more using your computer or mobile phone. And it's at no cost to you. To get

started, visit **[AetnaBetterHealth.com/florida/telehealth.html](https://www.aetna.com/betterhealth/florida/telehealth.html)** or call **1-866-276-9381**.

Have a medical problem after hours? You can talk with a nurse anytime with our 24-hour Nurse Line. Just call Member Services and choose the "Nurse Line." They can help you decide where to go for care or how to treat your health problem at home.



Costs

Costs are rising for housing, food and more. So it may be harder than ever to pay for basic needs.

How Aetna Better Health of Florida can help:

Your health plan provides other benefits to help, such as:

- \$25 per month to spend on select over-the-counter (OTC) items
- 20% off certain CVS Health brand items with your CVS ExtraCare card
- A free digital blood pressure cuff and weight scale every three years

Check out your Member Handbook or visit **[AetnaBetterHealth.com/florida](https://www.aetna.com/betterhealth/florida)**. You can learn more about the benefits and services included in your health plan, as well as those not covered.

Our Care Managers are here for you



Whatever problems you're facing, your dedicated Care Manager can help. Your doctor, hospital discharge planner or another provider can refer you to Care Management. A nurse on our 24-hour Nurse Line may refer you. You can also call Member Services at **1-800-441-5501 (TTY: 711)** and ask to speak with Care Management.

Good health care starts with the right doctor

Your primary care provider (PCP) is your first stop for all your health care needs. But at some point, you may need to see a specialist to help treat certain injuries or illnesses. When this happens, your PCP will help you find a specialist and refer you for care.

You don't always need a referral to see a specialist. For example, women do not need a referral to see an ob-gyn for routine care.

Here are three ways your Aetna Better Health® plan can help connect you with the right provider.

Provider network

You must get most of your care from providers in our network. Go to **[AetnaBetterHealth.com/florida/find-provider](https://www.aetna.com/health/better/health/florida/find-provider)** to

find in-network providers. You can search or download our provider directory.

Need help or want a hard copy of the provider directory? Call Member Services at **1-800-441-5501 (TTY: 711)**.

Out-of-network care

Let's say there are no network providers near you. Or there aren't any appointments available. If that happens, we can help you get a referral to see a provider outside of the network. You won't be charged more for out-of-network care in this case.

Second opinions

You may not always agree with your doctor's plan of care. If this happens, you have the right to go to another provider for a second opinion. You don't have to pay to get a second



opinion, and you don't need prior authorization. Call Member Services to learn more.

Your Member Handbook has info about all the types of care covered by your plan, including:

- Primary care
- Specialty care
- Behavioral health care
- Emergency care

View your Member Handbook at [aetna.com/sp24fl-mma-2](https://www.aetna.com/health/better/health/florida/drug-formulary.html) or call Member Services for a hard copy.



Understand your pharmacy benefits

Wondering if your medications are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which drugs are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at **[AetnaBetterHealth.com/florida/drug-formulary.html](https://www.aetna.com/health/better/health/florida/drug-formulary.html)**. Or call Member Services at **1-800-441-5501 (TTY:711)** to ask for a printed copy. You can find more information on all your pharmacy benefits in the Member Handbook.

Benefits at your fingertips. Access your plan benefits from anywhere through your online Member Portal. You can also use the Aetna Better Health app to see your benefits on the go. Visit **[AetnaBetterHealth.com/florida/member-portal.html](https://www.aetna.com/health/better/health/florida/member-portal.html)** to get started!

How to report fraud, waste and abuse

Aetna Better Health® of Florida is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

What are fraud, waste and abuse?

Fraud happens when someone lies to get money or services.

Waste happens when someone uses benefits or services they don't need.

Abuse happens when someone takes money for

services when they aren't allowed to.

Reporting fraud, waste or abuse

If you suspect or know that fraud, waste or abuse is occurring, report it right away. There are three ways to do so:

- Call the Consumer Complaint Hotline toll-free at **1-888-419-3456**
- Complete a Medicaid Fraud and Abuse Complaint Form online at **apps.ahca.myflorida.com/mpi-complaintform/**
- Call Member Services at **1-800-441-5501** (MMA) or **1-844-645-7371** (LTC) (TTY: 711)
- Call our Special Investigative Unit (SIU) at **1-866-806-7020** or fax to **1-724-778-6827**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Florida, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Not following these laws could result in civil and criminal penalties.



We're here for you

Member Services:

MMA: **1-800-441-5501** (TTY: 711)

LTC: **1-844-645-7371** (TTY: 711)

Monday through Friday, 8 AM to 7 PM

24-hour Nurse Line:

Call Member Services, then choose the option for Nurse Line.

24-hour Behavioral Health hotline:

Call Member Services, then choose the Crisis option.

Suicide Prevention:

1-800-273-8255, or call or text **988**

Transportation: Modivcare

1-866-799-4463 (TTY: **1-866-288-3133**)

Monday through Friday, 8 AM to 5 PM



Need a ride to your appointment? Let us help you get there

We've teamed up with Modivcare to offer rides to non-emergency medical needs, at no cost to you. You can get rides to things like:

- Doctor appointments
- Dentist appointments
- Behavioral health care

There are no limits on how many rides you can use. But some rides may need approval, called "prior authorization," from your health plan. This means Modivcare needs permission to provide certain rides, such as:

- Basic and advanced life support

- Stretcher/gurney van
- Rides over 50 miles

How to schedule a ride

You can schedule a ride by calling Modivcare at **1-866-799-4463 (TTY: 1-866-288-3133)**, Monday through Friday, 8 AM to 5 PM.

You'll need to call at least one business day before your appointment. Be sure to have this info ready when you call:

- Your first and last name, date of birth and phone number
- Your member ID number
- Name, phone number and address of your provider
- Date and time of your health care appointment
- Pickup time and location
- If anyone is traveling with you (you can take one person with you, age 16 years or older)
- If you have special travel needs, such as wheelchair access
- Pickup time after you're done with the appointment

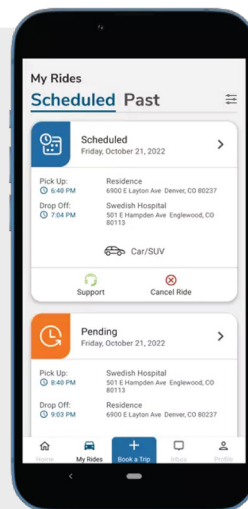
Schedule rides with the Modivcare app

The Modivcare app streamlines the ride booking experience. You can easily schedule multiple future rides. And you can change or cancel rides anytime.

Just search for "Modivcare app" on Google Play® or the Apple App Store® and download it to your smartphone or tablet.



Go to **aet.na/sp24fl-mma-3** or scan the QR code to learn more about the Modivcare app.



We want to hear from you! Join our Member Advisory Committee (MAC) to give us your feedback and help us improve our services. Call Member Services at **1-800-441-5501 (TTY: 711)** to find out how to join.

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
P.O. Box 818001
Cleveland, OH 44181-8001
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.

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**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **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**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**)。

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**).

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**).

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**).

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**).

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**).

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.

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.

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**).

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

THAI: ข้อควรระวัง: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**).



Aetna Better Health® of Florida
9675 NW 117th Ave., Suite 202
Miami, FL 33178

<Recipient's Name>

<Mailing Address>

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Take advantage of your Member Handbook

Your Aetna Better Health® of Florida Member Handbook has everything you need to know about your health plan, including:

- ✔ Benefit restrictions outside Aetna's service area
- ✔ Copayments and other charges you may be responsible for
- ✔ How to submit a claim
- ✔ How to file a complaint, grievance or appeal
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ How we evaluate new technology as a covered benefit
- ✔ Notice of privacy practices
- ✔ Your member rights and responsibilities



The Member Handbook is updated every year. If there are major changes, we will send you a letter about it at least 30 days before the changes happen.



Scan the QR code or visit aetna.com/sp24fl-mma-2 to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-800-441-5501 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.