



# Aetna Better Health<sup>®</sup> of Illinois E-newsletter

## Fall 2023

### Get ready for flu season

A yearly flu shot is the best way to protect yourself from serious illness and death from the flu. It can also help prevent passing the virus to others.

Flu shots are recommended for everyone ages 6 months and older and are covered by your plan.

Visit your primary care provider, a local CVS Pharmacy<sup>®</sup> or MinuteClinic<sup>®</sup> to receive your shot.

**Eligible members ages 18 or older who get a flu shot between September 15, 2023, and December 31, 2023, can receive a \$10 gift card from Aetna Better Health of Illinois.\***

\*A limited number of gift cards are available. Cards will be mailed to eligible members by June 30, 2024, while supplies last. Limited to one gift card per member.

### Be proactive against COVID-19

One of the easiest ways to stay well this fall is by getting your COVID-19 vaccine.

The CDC recommends everyone 6 months and older get an updated COVID-19 vaccine to protect against COVID-19 and the chances of suffering from Long COVID.

Save a step and schedule your flu shot and COVID-19 vaccine at the same time. It's safe to receive both vaccines during the same visit with your primary care provider, at your local CVS Pharmacy<sup>®</sup> or MinuteClinic<sup>®</sup>.



Aetna Better Health<sup>®</sup>  
of Illinois

[AetnaBetterHealth.com/Illinois-Medicaid](https://AetnaBetterHealth.com/Illinois-Medicaid)



## We're part of your community

Our community outreach team hosts events throughout the state every month. We share health resources, information and more with those who attend.

Join Aetna Better Health® of Illinois at an upcoming event in your area. Find out where we'll be on our [News and Events](#) page.



## Get doula support during your pregnancy

If you live in either Cook or Kane county, you may be eligible to receive support from a doula during your pregnancy. Meet [Mae](#), a digital and in person health solution to improve your pregnancy health and experience. Get pregnancy health tracking and local doula support during your prenatal period, labor and delivery, and in postpartum. These services may be covered by Aetna Better Health® of Illinois.



A doula is a trained professional who is there to support you and your family in preparation for labor, during delivery and throughout the postpartum period. Doulas work in partnership with your OB/GYN, midwife or primary care provider to give you support, advocate for you and keep you at the center of your pregnancy journey.

### Doulas are known to positively impact birth outcomes and experiences. They help with:

- ✓ Birth plan creation
- ✓ Pregnancy education
- ✓ Emotional support
- ✓ Fitness and nutrition advice
- ✓ Labor and delivery options
- ✓ Breastfeeding guidance
- ✓ Postpartum preparation
- ✓ Support transitioning home
- ✓ Partner and sibling support

Learn more and create a free account at [JoinMae.MeetMae.com](https://JoinMae.MeetMae.com)

## Breast cancer detection and prevention

Early detection is key to preventing breast cancer. A routine mammogram can spot potential problems sooner, giving you more treatment options.

An annual mammogram is covered by Aetna Better Health® of Illinois for members, starting at age 40. Prior authorization may be needed, so check with your provider's office.

Also, you may be eligible to receive a \$25 incentive through Aetna Better Care® Rewards by getting your annual mammogram.

Ask your doctor about scheduling a mammogram or call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) to learn more.



## Stay connected with the Assurance Wireless Plan

As an Aetna Better Health® of Illinois member, you may be eligible to receive a free smartphone through Assurance Wireless.

The plan includes:

- Unlimited data including 25GB high-speed data
- Unlimited texts and minutes
- 2.5 GB high-speed mobile hotspot data

Visit [Assurance Wireless](#) to apply now.



## Call 988 for mental health support

You can request help from a Mobile Crisis Team if you're concerned about a family member, friend or acquaintance who is experiencing, or at risk of, a psychological crisis. You can also request help for yourself. Call or text [988](tel:988) or chat at [988lifeline.org](https://988lifeline.org).

Trained, local counselors provide support and resources to help callers manage their mental health. Added services are available for veterans and Spanish-speaking individuals.



## Family planning to fit any lifestyle

Through Medicaid, your birth control is free. There are no co-pays, deductibles or out-of-pocket costs.

This includes all FDA-approved birth control methods, emergency contraception, sexually transmitted infections (STI) services and STI or contraceptive counseling.

Even if it's out of network, there are no prior authorizations or permissions needed.

If you need help choosing a birth control method or finding a provider, visit [ICAN4ALL.org](https://www.ican4all.org) or call Member Services at **1-866-329-4701 (TTY: 711)**.



## Benefits at your fingertips

Take charge of your health plan by creating a user account in your Member Portal. Log in to manage your plan benefits and health goals. You can do this from anywhere and can even use the [Aetna Better Health® app](#) to take your benefits on the go.

Your Member Portal allows you to:



- Get your member ID card or ask for a new one
- Change your primary care provider (PCP)
- Update your contact info
- Find forms and materials
- Access your health history
- Track your health goals
- See the status of your claims
- Look up prescription medications
- Find a pharmacy in your area
- Get support from a registered nurse
- Connect with your care team if you take part in care management

Get started on our [Member Portal page](#).

## Quitting smoking: 3 places to turn for help

If you smoke, quitting is one of the best things you can do for your heart. It can lower your risk of heart disease and add years to your life.

Quitting smoking for good may take a few tries. The good news: You don't have to do it on your own. If you need help to kick the habit, here are three ways to find support:

1. Talk to your doctor. Your doctor can offer resources and medicines to help you quit. There are several types of medicines. Your doctor can help you choose what's right for you. Be sure to take them as directed.
2. Join a support group. You'll meet other people who want to stop smoking. It's a chance to share encouragement and tips. Your doctor or hospital can help you find a support group that meets in person or online.
3. Call a free quit line. You can talk to experts on quitting smoking. They can help you plan to quit. Call **1-866-QUIT-YES (1-877-784-8937)** for resources on how to quit using tobacco or e-cigarettes.



## Get ready to renew your coverage

Illinois has started renewals again to see if people are still eligible for Medicaid.

Select Manage My Case at [ABE.Illinois.gov](https://www.ABE.Illinois.gov) to:

- Verify your mailing address under “Contact Us”
- Find your renewal due date (the “redetermination” date) in your “Benefit Details”

Watch your mail and complete your renewal right away.

If you're no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois at [GetCoveredIllinois.gov](https://www.GetCoveredIllinois.gov).

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the [fraud report website](#) or the Medicaid fraud hotline at **1-844-453-7283 / 1-844 ILFRAUD**.

### We're making changes

Beginning December 31, 2023, Aetna Better Health® of Illinois will be suspending our after school care program due to low participation. Scan the QR code to see what additional benefits you may be eligible to receive.



# Rights and responsibilities

## Your rights:

- Be treated with respect and dignity at all times.
- Have your personal health information and medical records kept private except where allowed by law.
- Be protected from discrimination.
- Receive information from Aetna Better Health® of Illinois in other languages or formats such as with an interpreter or Braille.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- Receive information necessary to be involved in making decisions about your health care treatment and choices.
- Refuse treatment and be told what may happen to your health if you do.
- Receive a copy of your medical records and in some cases request that they be amended or corrected.
- Choose your own primary care provider (PCP) from the Aetna Better Health of Illinois. You can change your PCP at any time.
- Be free from any form of restraint or seclusion used as a manner of coercion, discipline, convenience or retaliation.
- Exercise your rights, with the assurance that the exercise of those rights will not adversely affect the way you're treated.
- Request and receive in a reasonable amount of time, information about your Health Plan, its providers and policies.

## Your responsibilities:

- Treat your doctor and the office staff with courtesy and respect.
- Carry your Aetna Better Health of Illinois ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them.
- If you cannot keep your appointments, cancel them in advance.
- Follow the instructions and treatment plan you get from your doctor.
- Tell your health plan and your caseworker if your address or phone number changes.
- Read your member handbook so you know what services are covered and if there are any special rules.



## Share your thoughts

Our Member Advisory Committee brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call [1-866-329-4701](tel:1-866-329-4701) (TTY: 711).

You can also share your voice through our Family Leadership Council. It meets multiple times each year and helps us improve care coordination for children with behavioral health needs. Find details for the council's next meeting on our [News and Events](#) page.



## Stay informed

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services.

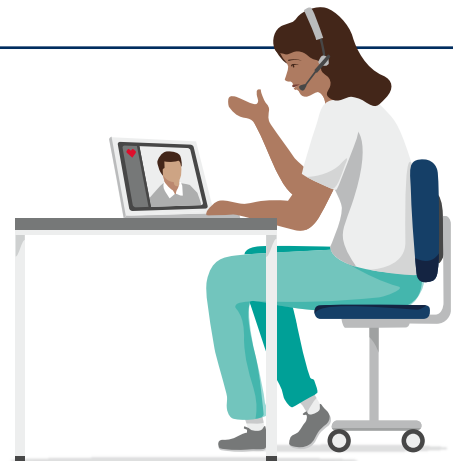
Simply text **SIGN UP** to **72138**.

Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.

## We're here to help

Call Member Services at [1-866-329-4701](tel:1-866-329-4701) (TTY: 711) Monday through Friday, 8:30 AM to 5:00 PM to:

- Make an appointment
- Get help with your benefits
- Arrange a ride to the doctor's office



Connect with us on social media.

## **Aetna Better Health® of Illinois**

### **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 **<http://www.hhs.gov/ocr/office/file/index.html>**.



Aetna Better Health®  
of Illinois



**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **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 **1-800-385-4104** (TTY: **711**)。

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

**Arabic:** **711**). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: ملحوظة:

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

**Gujarati:** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-385-4104** (TTY: **711**).

**Urdu:** کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال خیردار: **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. Gọi số **1-800-385-4104** (TTY: **711**).

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

**Hindi:** ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **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 **1-800-385-4104** (ATS: **711**).

**Greek:** ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-800-385-4104** (TTY: **711**).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).



[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/better-health/illinois-medicaid)

2672297-01-01

**Aetna Better Health<sup>®</sup>**  
**of Illinois**