



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

## Spring 2025

### Healthy eating with free grocery delivery

According to the [CDC](#), over 40 percent of American adults are obese. Obesity is when someone's body has too much fat, which can make it harder for them to do daily activities and stay healthy. One way to curb obesity is healthy eating.

Eating healthy is as important as exercising. Fruits, vegetables, whole grains and lean proteins give your body the fuel it needs to get strong. But we know it's not always easy to make healthy meals, especially when busy. That's why we've introduced free grocery delivery to help get you access to healthy food.

Members 18 and older can have their monthly subscription fees for the Instacart grocery delivery app covered. Your groceries can

be delivered right to your door. This makes it easier to plan meals and choose healthier options without the stress of going to the store.

Here are some tips for healthy eating:

- **Plan your meals:** Choose recipes with lots of vegetables and lean proteins.
- **Snack smart:** Keep healthy snacks like nuts, yogurt, or fruit on hand.
- **Drink water:** Skip sugary drinks and stick to water to stay hydrated.

We're here to help you reach your health goals. With our value-added benefits like the no cost gym membership and Instacart subscription stipends, we're making it easier for you and your family to stay healthy and happy.

To learn more about these benefits and how to use them, visit [Benefits snapshot](#).

## Reproductive health resources for every woman

At Aetna Better Health® of Illinois, we want to make sure women have access to quality health care. We believe everyone should have help to stay healthy. That's why we've teamed up with several partners to help make it simple for women to take care of themselves. Together, we are working to remove any barriers to care.



Check out the services that may be available to you:

- **Twentyeight Health** provides sexual health testing kits, maternal health vitamins, birth control and emergency contraception and other services to support women's well-being. The services are online so there is less waiting, less judgement, and more support. Visit [twentyeighthealth.com/partnerships/home](https://twentyeighthealth.com/partnerships/home) to enroll.
- **Maven** helps you prepare for birth and supports you and your baby for three months after delivery. With Maven, you can talk to trusted providers at no cost to you. You can also read articles and attend classes to support you and your baby. Use your smartphone, tablet or computer any time, day or night, to talk to a Maven provider. To sign up for Maven, visit [mavenclinic.com/join/ABHIL](https://mavenclinic.com/join/ABHIL).
- **Mae** is a digital and in-person health solution to improve your pregnancy health and experience. If you live in either Cook or Kane county, you may be able to get pregnancy health tracking and local doula support during your prenatal period, labor and delivery, and in postpartum. Learn more and create a free account at [JoinMae.MeetMae.com](https://JoinMae.MeetMae.com).

Together, we can make sure every woman gets the help she needs.

## Find a provider

The online [provider directory](#) lists information of all network providers, including names, addresses, phone numbers, specialties and qualifications, board certification status and more. You can also search our providers on [HealthGrades.com](https://HealthGrades.com) to get more information, such as medical school attended and residency completion.



## Prioritize your vision health this spring

Did you know that regular eye exams can detect over 270 different diseases from diabetes to high blood pressure? At Aetna Better Health® of Illinois, we believe your vision should be as clear as your future.

That's why we offer robust vision care coverage that include the following:

- **Vision exam:** An annual vision exam from an in-network optometrists and ophthalmologists per year
- **Frames:** Members can get new eyeglasses every 24 months. You can also choose contact lenses
- **Lenses:** If certain prescription requirements are met, single vision and bifocal lenses are fully covered
- **Contact lenses:** The fitting fee is fully covered and members have \$80 toward the cost of contact lenses every 24 months.

Vision services are covered for children who are enrolled and get assistance from Chicago Public Schools (CPS) and their vendors. Check out your [Member Handbook](#) for more information.

To find an in-network vision provider, call Member Services at **1-866-329-4701 (TTY: 711)** or check "Find a Provider" online at [AetnaBetterHealth.com/Illinois-Medicaid](https://AetnaBetterHealth.com/Illinois-Medicaid). Don't wait until it's too late – schedule your eye exam today and take the first step towards a healthier tomorrow.

## Connect with your plan in the Member Portal

You can do so much more with your health plan when you create an account in your [Member Portal](#). Log in to manage your benefits and health goals from anywhere. Check out health resources, redeem Aetna Better Care Rewards, send us questions and more. Use the Aetna Better Health® app to take your health plan on the go. Download the app from the [App Store](#) or [Google Play](#).

## Care management

Members can be referred to the complex case management program from a variety of sources, including our medical management programs, discharge planners, members, caregivers and providers. For a member referral into case management, call Member Services at **1-866-329-4701 (TTY: 711)** or visit the [Care Management](#) page on our website.

## Check out your 2025 Member Handbook

Your member handbook has a lot of important information. You need to read it carefully. You will find information you need to know, such as details about:

- Benefits and services that are covered and those that are not, including specific excluded services
- How to get your medicine and other rules about pharmacy benefits, including how to get a copy of the formulary, co-pays and how to ask for an exception
- Copayments and other expenses that may apply to you
- Benefit restrictions that apply to services obtained when you are outside of our service area
- How to get help in a language other than English, including a copy of the member handbook, on request
- How to submit a claim
- How to get information about our network providers, including names, addresses and phone numbers, specialty, professional qualifications and board certification status and the medical school(s) they attended and where they completed their residency
- Getting primary care services
- How to get specialty care; this includes access to behavioral healthcare and hospital services, as well as care for specific conditions, the process to get a referral (if required) and any restrictions
- How to get care after normal office hours and how and when to use emergency room care
- Steps to get care outside of the service area, including covered and noncovered benefits when outside the service area
- How to submit a complaint verbally or in writing
- How to request an appeal for coverage and noncoverage decisions, including the information to include, where to send your appeal, time allowed to file an appeal and the timeframe to expect our decision on your appeal
- How we make decisions about new technology we may include as a covered benefit
- Member rights and responsibilities

**View your 2025 handbook here:**



## Your privacy matters

Aetna Better Health of Illinois is committed to protecting our members' privacy. We are required by law to keep your health information private. And we work to provide a safe and secure member experience. Learn more about our commitment to your privacy.

[Your privacy rights](#)

## Breathe easier this spring

Spring is here, and while we enjoy the blooming flowers and warmer weather, it's also a time to watch out for things that can make asthma worse. At Aetna Better Health® of Illinois, we want to help you take care of your asthma during this season.

Here are some simple tips to manage your asthma this spring:

- Check the weather and pollen levels so you know when it might be tough to be outside
- Make sure you have your inhalers and any other asthma medicine ready to use when you need them
- On days when the pollen is high, try to stay indoors and use air purifiers to keep the air clean inside your home
- Regular checkups with your doctor can help you make sure your asthma plan is up to date and your medicine is working well

We're here to help you breathe easier this spring. We offer care management services for asthma to help you make a care plan to keep you healthy. For a member referral into case management, call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) or visit the [Care Management](#) page on our website.



## We're part of your community

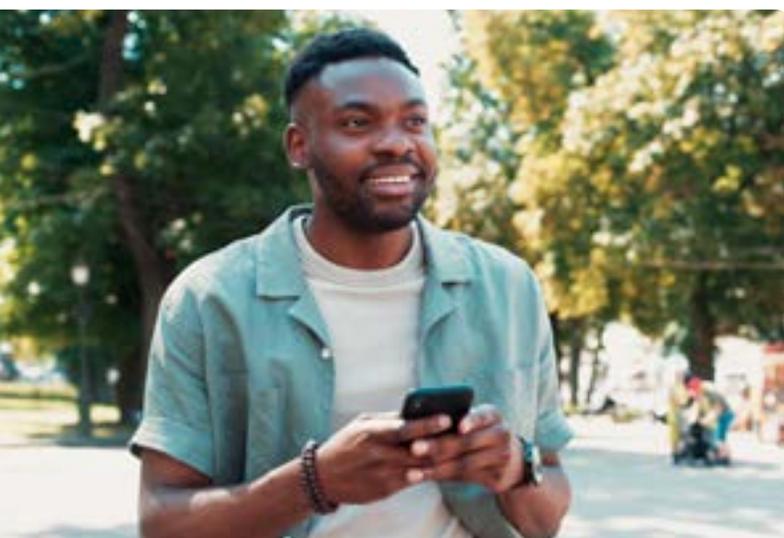
Our community outreach team hosts events throughout the state every month. We share health resources, information and more with those who attend.

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.

## Free language services

To help our members, Aetna Better Health® of Illinois can provide any information you need in Spanish or any other preferred language. This means you can ask for letters, benefit information and even your member handbook in another language. You can also get this information in a different format like large print, Braille and sign language. We can also get an interpreter in your language if you need assistance. All of these services are free to you.

Please call **1-866-329-4701 (TTY: 711)** if you need help in another language. You can ask for materials to be mailed or emailed to you, like your member handbook or preferred drug list (PDL). You can also print some of these materials by visiting our website at [AetnaBetterHealth.com/Illinois-Medicaid](https://www.AetnaBetterHealth.com/Illinois-Medicaid).



## Get ready to renew your coverage

When it's time to renew your Medicaid, HFS will contact you. Watch your mail and complete your renewal right away.

You can also use 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”

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois, [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**.

# Save lives by becoming aware of borderline personality disorder

**By: Cathleen Payne**  
**Board of Director Emeritus, National Education Alliance for Borderline Personality Disorder**

Borderline Personality Disorder (BPD) is a mental health condition. More than 5,442,000 people in the US are, like me, officially diagnosed with it. This is about the same number of people who have Alzheimer's or colorectal cancer. Ten percent of us die by suicide, and 70 to 90 percent self-harm or make a suicide attempt. We need early diagnoses to reduce these grim statistics. Effective treatments exist;\* 60-80 percent of patients receiving them experience remission.

People living with BPD feel such intense and unendurable hurt, anger, fear, grief or shame that, often, suicide seems to be the only way to make them stop. Awareness means noticing a person acting out of extreme emotions, helping them know millions of others have a health condition that causes this, and that there is help and hope.

What you might see in a person with BPD:

- No concept of identity except what others tell them (emptiness & low self-esteem)
- Rapidly changing moods, from never standing up for themselves (for fear of abandonment) to screaming at the top of their lungs, "You're horrible!" or "f-you!" (intense hurt and inappropriate anger), or other impulsive and self-harming behaviors

- Reactions way out of proportion to the facts, as if their life really is in danger—crying out, screaming, cursing, or worse

Our natural response would be to say, "Just stop overreacting!" But do we tell a person with schizophrenia to just stop hallucinating? BPD is a medical condition included in the manual doctors use daily to diagnose illnesses. The gut-wrenching going on inside me all the time. The thought, "I think someone is mad at me," is very real, as is the spiral into the hell that follows. It's a steamroller pressing emotionally driven actions out of me, even when "a smart person" could see it is not based on reality. If anyone could stop it by sheer intellect and/or willpower, it would have been me. There is no way to predict or prevent these emotional storms.

BPD has a history of inaccurate depictions in the media and even in the training of mental health care professionals, some of whom refuse to see BPD patients. This is what we call stigma and May is the month to end the stigma and begin the awareness.

*The National Education Alliance for Borderline Personality Disorder (NEABPD) is a global nonprofit organization dedicated to raising public awareness, advancing research and improving access to evidence-based treatment for borderline personality disorder (BPD). Their organization provides free online 20-hour courses that teach the latest information and skills for managing relationships with a person with BPD, with the goal of reducing suffering and saving lives.*

\* You can see the evidence-based guidelines for treating BPD here: [The American Psychiatric Association Practice Guideline for the Treatment of Patients With Borderline Personality Disorder](#). Page 34, Table 3, has a comparison of the recommended psychotherapies for BPD.



## Share your thoughts

You can 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. And you can even receive a **\$25** incentive for attending your first Family Leadership Council Meeting. Find details for the council's next meeting on our [News and Events](#) page.

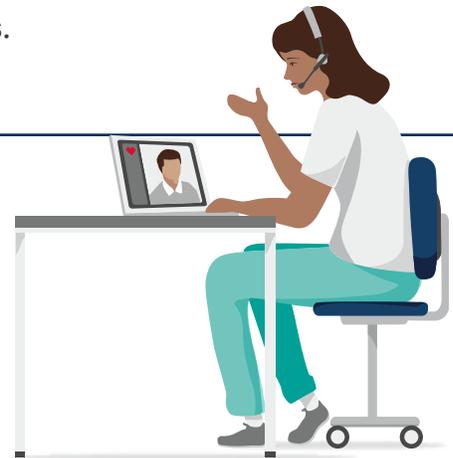
You can also contribute to our Member Advisory Committee. The group brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call [1-866-329-4701](tel:1-866-329-4701) ([TTY: 711](tel:1-866-329-4701)).

## 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](tel:1-866-329-4701))  
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  
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 **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**



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 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:** ધ્યાન: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાયતા 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 کریں: 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 हंदी 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).

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