

Your Aetna Better Health[®] of Illinois newsletter



Spring 2022

AetnaBetterHealth.com/Illinois-Medicaid

Don't miss out on all the extras

Take advantage of FREE value-added benefits



FREE gym membership — Get a voucher for monthly gym memberships.



FREE weight management support — Get a voucher for digital weight management support.



FREE after-school care — Get help paying for after-school care.



FREE school clothes — Get three outfits (shirt, pants and sweater) each year.



FREE student data plan — Get reimbursed for a one-year data plan (1GB per month)*
*Limited to first 25,000 members who qualify



FREE car seat or booster seat — Get a Safety 1st Grow and Go All-in-1 Convertible Car Seat.

Earn Aetna[®] Better Care rewards for staying on top of your health

Here are some of the ways you can earn:

\$10

- Take a Health Risk Screening
- Adult preventive care visit*
- Child preventive care visit*
- Well-baby visits

\$15

- Cervical cancer screening*
- Colorectal cancer screening*

\$25

- Notification-of-Pregnancy form
- Follow-up visit after discharge from inpatient behavioral health facility
- Controlled blood pressure*

\$50

- Annual breast cancer screening*
- Postpartum doctor visit

*One per calendar year

**Start earning today!
Rewards will go on your
Aetna[®] Better Care card.**



To learn more about all the extras, scan the QR code or call Member Services at **1-866-329-4701 (TTY: 711)**



Aetna Better Health[®] of Illinois

Take care of all of you with MyOwnDoctor

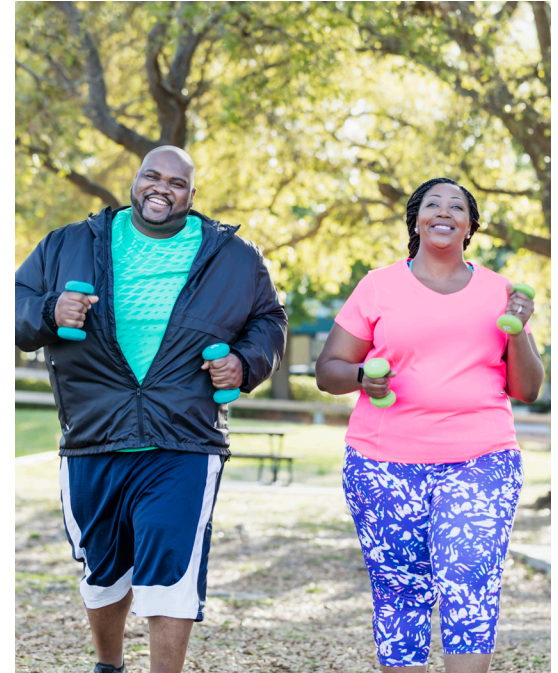
Being healthy means taking care of your whole self. That's why we've added MyOwnDoctor to your member benefits. MyOwnDoctor gives you access to online appointments for medical and mental health care. It also provides you with a Care Navigator — a person you can call when you need to:

- See a doctor online or in person
- Get help to lose weight, quit smoking or eat healthy
- Find a job
- Get food and rental assistance, and more



Scan the QR code to get started

Take the first step to better health and well-being. Use your new MyOwnDoctor benefit today.



Peace of mind

Stay up-to-date with your cancer screenings

Cancer screenings can find cancer early when it's easiest to treat. And routine screenings are available at no cost to Aetna Better Health® of Illinois members. Talk to your doctor about the right screenings for your age, gender and health status.



Scan the QR code to learn more

REDUCE YOUR RISK

A few lifestyle changes can help reduce your risk of cancer and boost your overall health.



Get regular exercise — Take a walk, do yard work, dance to a favorite song — it all counts!



Cut back on sugar — Limit drinks and foods with added and artificial sugars.



Quit smoking — If you're still using tobacco, now's the time to give it up for good.



Maintain a healthy weight — Less body fat can lower your cancer risk.

Talk to your doctor about setting up a screening today.

Your PCP and you

Your Primary Care Provider (PCP) is the leader of your care team. They get to know you and your health history — and can be your best advocate when you're sick or injured. It's important to see your PCP not only when you're sick but also for your annual checkup and preventive screenings.

People who have good relationships their PCP are more satisfied with their care and better able to manage their health.

Stay on top of your health with preventive care

Preventive care can help you stay healthy or catch health problems early when they're easiest to treat. It starts with a yearly physical. Health screenings and shots can be part of it, too. It also includes honest talks with your doctor. They can guide you on:

- Ways to eat better, get more exercise or quit smoking
- Major health decisions
- Getting care across specialties and facilities in the network

Connect and communicate

You can build a good relationship with your doctor(s) by writing down your health questions and concerns before your appointment. Here are some things to ask or talk about:

- How can I reduce my risk of...?
- What medications can I stop or take less of?
- Is there anything I should do differently?
- Something has been bothering me that I'd like to talk about...

Whether you're sick or well, it's important to take good care of yourself.

Call your doctor today to schedule your preventive care visit.

Get your spring on!

Join Aetna Better Health of Illinois for a free **Spring Fling Health & Resource Fair**.

Each event will include:

- Fun activities
- Free giveaways
- Free health screenings
- Free well-being resources



Scan the QR code to learn about dates and locations

Don't risk losing your health insurance

Make sure Illinois Medicaid has an address where they can always reach you.



Call **1-877-805-5312**
(TTY: 877-204-1012)

Monday through Friday,
7:45 AM–4:30 PM



Go to
www2.Illinois.gov/HFS/Address

One member's story

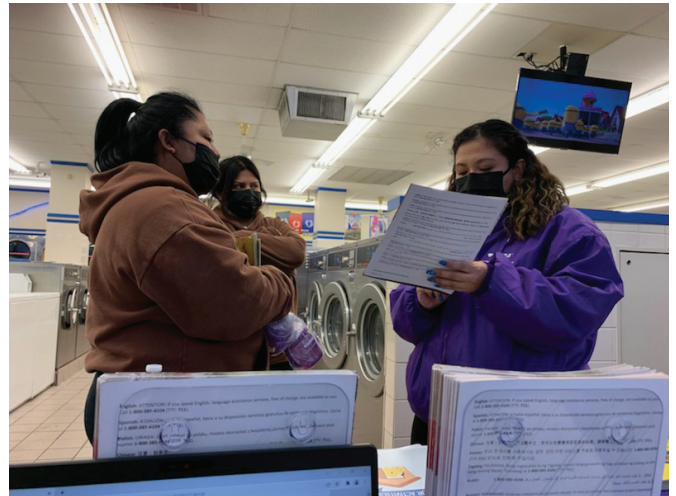
Julia* is a busy mom of a big family. She stopped by the Aetna® table at a recent Laundry & Literacy Day event for some information. Betsy, an outreach coordinator with the Aetna Better Health® of Illinois team, was there to help. Julia shared that she hadn't seen a Primary Care Provider (PCP) in over two years and told Betsy she was thinking of changing plans.

We're here for you

Betsy and Julia went over the health, dental and vision care benefits available to her and her kids — all 100 percent covered with an in-network provider. Betsy made sure Julia knew about all the extras like the free student data plan, free school clothes and after-school care, free gym memberships, and more. Julia was grateful for the support and excited to start taking advantage of all their benefits.

“There's nothing better than connecting with the members we serve,” Betsy shared. “I'm grateful that I was able to help Julia learn about all that our plan has to offer.”

*Name changed for privacy



Laundry & Literacy Days

Laundry & Literacy Day events took place across the state from February through April. More than 900 community members enjoyed:

- Free laundry
- Reading activities and free books to take home
- Free food, drinks and giveaways
- Health screenings and well-being resources



Response from our members and the community was enthusiastic and appreciative:

“Thanks for doing this in our neighborhood. We really appreciate you coming through for us in these hard times.”

“The activities in the reading area for my kids are fantastic!”

“You really made our day! I didn't have time to get dinner for my son after school. He loved the sandwiches you gave him. We're so glad we don't have to run out for food during the storm.”

Your opinion and feedback matters

Aetna Better Health® of Illinois holds regular meetings to talk about what's working for our members — and what we can do better.

There are two groups you can join:

The **Aetna Better Health of Illinois Member Advisory Committee** is made up of our members, providers and plan representatives. Together, we come up with ways to improve:

- Medical care and outreach plans
- Member materials
- Communication and care for members who speak a language other than English
- Phone services
- Transportation services

The **Family Leadership Council** wants to hear from you if someone in your family needed children's mental health services and you'd like to talk about your experience with us. Your feedback can help improve care coordination for children with behavioral health needs. Plus, you'll learn more about the great benefits available at no cost to you.

To join a meeting or learn more, call **1-833-216-7279 (TTY: 711)**.



Questions? We're here to help.

Call Member Services at **1-866-329-4701 (TTY: 711)** or go to **AetnaBetterHealth.com/Illinois-Medicaid**.

Introducing Twin Health — a new program to reverse type 2 diabetes

Twin Health is a no-cost benefit for Aetna Better Health® of Illinois members. The Twin program helps **heal the cause of type 2 diabetes — not just treat the symptoms.**

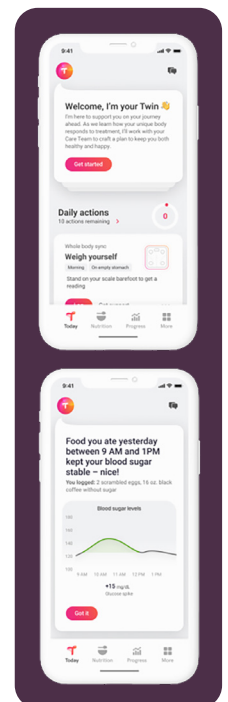
Members who join Twin Health are able to:

- Lower their blood sugar
- Take less medication
- Return to foods they love

Here's how it works:

Twin Health provides a dedicated care team and health tools — like a smartwatch — to see how a person responds to different foods, activities and sleep. Then it gives daily, personalized recommendations via the Twin Health app.

Most people **feel better** and have **more energy** in the first month.



Scan the QR code to learn more about Twin Health

Connect with us on social media

Follow us on



AetnaBetterHealth.com/Illinois-Medicaid

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>.

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 **1-800-385-4104** (TTY: **711**)۔ خبردار:

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 Better Health® of Illinois

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**Aetna Better
Health® of
Illinois —
your well-
being partner**



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