



On your team



AetnaBetterHealth.com/Maryland

Aetna Better Health® of Maryland

Teladoc

Can't make it to the doctor, not feeling well, or have a health concern and need to speak to a doctor? Teladoc gives you the option to speak to a doctor through live video using your phone, tablet, computer or other device. Teladoc doctors can treat you and prescribe medications — the right care when you need it most. For more information, visit AetnaBetterHealth.com/Maryland or call Member Services at **1-866-827-2710 (TTY: 711)**.

Aetna Better Health of Maryland cares about you

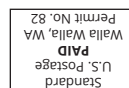
Keeping you and your family healthy is important to Aetna Better Health of Maryland. Our Quality Improvement Program tracks the quality of care our members receive. This helps us improve members' health. We also look for areas that need improvement.

Visit our website at AetnaBetterHealth.com/maryland/quality-improvement-program.html for more information about our quality program goals and progress.

If you do not have internet access, call **1-866-827-2710 (TTY: 711)** and ask that a copy of the information be sent to you.

Summer 2022

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Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256

Affirmative statement about incentives

Aetna Better Health of Maryland makes Utilization Management (UM) decisions based only on appropriateness of care and service and existence of coverage. We do not reward practitioners, employees or other individuals for issuing denials of coverage.

Any financial incentives Aetna Better Health of Maryland may provide to UM decision makers do not encourage them to make decisions that result in underutilization of services. We also do not use employee incentives or disincentives to encourage barriers to care and service.

If you have any questions about this statement, please call our toll-free telephone number: **1-866-827-2710 (TTY: 711)**.



New virtual health education classes

Join us for virtual health education classes at no cost! Learn about heart health, type 2 diabetes, and the programs and services available to Aetna Better Health of Maryland members. Everyone is welcome, and registration is required.



Scan the QR code to learn more, or visit **[AetnaBetterHealth.com/Maryland/News-Events.html](https://www.aetna.com/better-health/maryland/news-events.html)**.

If you have questions, call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator or email **WellnessAndPrevention@Aetna.com**.

Medicaid member pharmacy information

You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at **[AetnaBetterHealth.com/Maryland](https://www.aetna.com/better-health/maryland)**. Go to "What's Covered," then "HealthChoice," and select "Formulary and Updates." Please note that the formulary

can change at any time. This is due to the ever-changing world of medicine.

If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

Tips for being physically active

Being physically active is one of the best things you can do for your health.*

The American Cancer Society recommends:

Adults		Children & Teens	Everyone
150–300 minutes / week Moderate activity: <ul style="list-style-type: none"> • Brisk walk • Tennis doubles • Gardening 	OR	75–150 minutes / week Vigorous activity: <ul style="list-style-type: none"> • Running • Fast bicycling • Aerobic dancing 	At least 1 hour of moderate or vigorous activity every day Limit time: <ul style="list-style-type: none"> • Sitting down • Watching TV • Other screen-time
OR combination of the two. Getting to or exceeding the upper limit is ideal.			

Here are some tips to help you stay motivated:

It's OK to start small. If meeting activity recommendations feels overwhelming, start by doing just a few minutes of activity more than usual each day. Even small increases in activity can be good for your health, and before you know it, you'll work your way up to the recommendations and beyond!

Set a goal, and make a plan to reach it. Setting a realistic goal, like finishing a 5K (running, walking or rolling), can keep you motivated. Map out what you will do to reach that goal, such as increasing your distance by a small amount each day, and follow through on your plan.

Have fun with it! Pick activities you like to do or are interested in learning. Dreading exercise is a recipe for failure, but if you're having fun, it will be easier to stick to.

Find your crew. Teaming up with a friend or group of friends who also want to be active can help keep you motivated.

Reward yourself. Set achievable goals, and treat yourself with a reward (like a massage or pedicure) when you reach them.

**Be sure to check with your health care provider before starting or changing an exercise program.*


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How to file a complaint, grievance or appeal

If you are dissatisfied with a provider or Aetna Better Health of Maryland, this is called a complaint. If your complaint is about a service or care your provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal. You must file an appeal within 60 days from the date on the denial letter you received. You can file an appeal by phone (**1-866-827-2710; TTY: 711**), in writing or in person. Your doctor can also file an appeal for you if you sign a form giving him/her permission.

A complaint that is not related to a denial of some type of service or care is called a grievance. Examples of grievances include quality of care issues, not being treated fairly by someone who works here or at your doctor's office, or trouble getting an appointment. A grievance can be filed at any time by calling customer service at **1-866-827-2710 (TTY: 711)**.

 Our customer service representative can assist you with filing a complaint, grievance or appeal. You can find more information about appeals and grievances in your Member Handbook.



Healthy moms and babies with the PROMISE program

If you're expecting a child, we're here for you! Our PROMISE program can help you and your child stay healthy during pregnancy and take care of you after your child is born. You can even earn gift cards for going to appointments! Visit our website or call Member Services to learn more.

Member rights and responsibilities

Find a full description of your rights and responsibilities in the Member Handbook or at **AetnaBetterHealth.com/Maryland**. The Member Handbook is updated annually and mailed to new and existing members. It includes information on how to get information about providers in the network, including specialty care.

Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health Member Services:
1-866-827-2710 (TTY: 711) or
1-855-877-9735 (TTY: 711)
- Notify the Maryland Department of Health, Office of the Inspector General:
1-866-770-7175 or
DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General:
1-800-447-8477 or
OIG.HHS.gov/Fraud/Report-Fraud/Index.asp

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you can remain anonymous when you make the report. Provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions

from government entities and exclusion from future participation in Medicaid and any services provided by state and federal governments.



Check out our website

AetnaBetterHealth.com/Maryland

What you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical Practice Guidelines
- Information about how we use and share your health information




If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you the written information you need.



Our care managers are here for you

Do you need help getting care? Our care management team is here for you! Care managers are nurses and social workers who understand your health conditions and help connect you to the right care. A care manager can teach you more about your health, get services and care that you need like helping you find rides to your appointments, and more.

 If you have questions or if you would like to speak to a case manager, call us at **1-866-827-2710 (TTY: 711)**. You can also email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may disenroll from the program at any time.

Helpful information



Member Services: **1-866-827-2710**

24 hours a day, 7 days a week

Services for Hearing and Speech-Impaired (TTY): Call 711

Dental Services:

Adults 21 and over — Avesis,
1-855-214-6777
Monday through Friday,
7 AM to 8 PM

Pregnant women and children — Maryland Healthy Smiles Dental Program,
1-855-934-9812

Monday through Friday,
7:30 AM to 6:00 PM

Vision Services: Superior Vision, **1-800-879-6901**
Monday through Friday,
8 AM to 9 PM

Behavioral Health Services:

Optum Maryland,
1-800-888-1965
Monday through Friday,
8 AM to 6 PM
Optum Crisis Line available
24 hours a day, 7 days a week

24-Hour Nurse Call Line:

1-866-827-2710, say "Nurse"
24 hours a day, 7 days a week

Interpreter service: You have the right to have someone help you with any communication

issue you might have. There is no cost to you. Call Member Services at **1-866-827-2710 (TTY: 711)**.

Maryland Medicaid Help Line: **1-800-284-4510**

Emergency: If you have a medical condition that could cause serious health problems or even death if not treated immediately, call **911**.

To speak with other health plan staff, call Member Services at **1-866-827-2710 (TTY: 711)**. You can speak with staff in Care Management, Utilization Management, Community Outreach and Health Education.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. 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. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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