

# 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/sp24mi-1](https://aetna.com/sp24mi-1) or scan the QR code below to learn more.



## 4 barriers to good health — and how your Aetna plan can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor’s office can make it harder to take care of your health. These are called social determinants of health (SDOH). And many of them may be out of your control. That’s why Aetna Better Health® of Michigan provides benefits designed to help you overcome these barriers.

*Barriers story continued on page 2*

## Barriers story continued



### BARRIER 1

## Transportation

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

### How Aetna can help:

We provide rides to any nonemergency appointments and covered services. That includes things like doctor visits, lab visits and prescription pickups. To schedule a ride, call Member Services at **1-866-316-3784 (TTY: 711)**, and choose option 6. It's best to call at least three days before your appointment.



### BARRIER 2

## 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 can help:

We can get an interpreter to help you speak with us or your doctor in any language. We also offer our materials in other languages.

## Our Care Managers are here for you



We have nurses, social workers and other health experts to help you reach your health care goals. Care Managers can help you with things like hospital discharge instructions, housing and food referrals and care planning support. Your doctor, hospital discharge planner or another provider can refer you to Care Management. Or a nurse on our health information line may refer you. You can also self-refer. Just call Member Services at **1-866-316-3784 (TTY: 711)** and ask to speak with Care Management.

Interpreter services and translated materials are free of charge. Call Member Services at **1-866-316-3784 (TTY: 711)** for help.



### BARRIER 3

## 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 can help:

We offer telehealth services. You can talk to a provider via phone or video chat from the comfort of your own home, on your schedule. Call your doctor's office to see if they offer telehealth services. Or call Member Services for help finding a telehealth provider.

Have a medical problem after hours? You can call our 24-hour Nurse Line at **1-866-711-6664 (TTY: 711)** to talk with a nurse anytime. They can help you decide where to go for care or how to treat your health problem at home.



### BARRIER 4

## Budgets

Costs are rising for housing, food and other essentials. So it may be harder than ever to stick to your budget.

### How Aetna can help:

Your health plan provides other Value-Added Benefits to help you pay for life's health essentials, including:

- Aetna Better Care® Rewards program: Earn rewards for completing wellness activities
- \$25 each month to spend on certain over-the-counter (OTC) products
- A free smartphone with unlimited texts, minutes and data

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

# 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 you connect with the right provider.

## Provider network

You must get most of your care from providers in our network. Go to

**[AetnaBetterHealth.com/michigan/find-provider](https://www.aetna.com/betterhealth.com/michigan/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 to have one mailed to you.

## 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/sp24mi-2](https://aetna.com/sp24mi-2) 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 medicines 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/michigan/formulary](https://www.aetna.com/betterhealth.com/michigan/formulary)** or call Member Services 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/michigan/members/portal](https://www.aetna.com/betterhealth.com/michigan/members/portal)** to get started!

# How to report fraud, waste and abuse

Aetna Better Health® of Michigan 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 legally entitled to payment.



## Reporting fraud, waste or abuse

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. Here's how:

- Call the Aetna Better Health Fraud and Abuse Hotline: **1-800-338-6361 (TTY: 711)**
- Notify the Michigan Department of Health, Office of the Inspector General: Call **1-855-MI-FRAUD (643-7238)** or email **MDHHS-OIG@michigan.gov**.
- Visit **AetnaBetterHealth.com/michigan/fraud-abuse** for more information.

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

## We're here for you

**Member Services:**  
**1-866-316-3784 (TTY: 711)**  
Monday through Friday,  
8 AM to 5 PM

**Nurse Line:**  
**1-844-711-6664**  
24 hours a day,  
7 days a week

**Behavioral health services:**  
**1-866-827-8704 (TTY: 711)**  
24 hours a day,  
7 days a week

**Transportation:**  
Call Member Services and  
choose option 6.

**Vision care:**  
Vision Service Plan (VSP)  
**1-800-877-7195**  
Monday through Saturday,  
9 AM to 8 PM

**Dental care:**  
**1-844-870-3976**  
Monday–Friday, 8 AM to 8 PM



## Keep you and your family healthy this year

We want all of our members to live their healthiest lives. Here are tips to help you and your family stay safe, happy and healthy this year.

### Get tested for Hepatitis C

Hepatitis C is a virus that affects the liver. It is spread through contact with blood from an infected person.

People with hepatitis C often don't feel sick. All adults should get tested for hepatitis C at least once in their life. And women who are pregnant should get tested during each pregnancy. Talk to your care coordinator or primary care provider (PCP) about getting tested.

### Ask your doctor about PrEP

PrEP (pre-exposure prophylaxis) is a prescription medicine for people at risk of HIV. It helps lower

the chances of getting HIV through sex. PrEP is covered by your Aetna insurance. Talk to your PCP to see if PrEP is right for you.

### Get your kids vaccinated

Routine vaccines can protect your child from deadly diseases. Ask your child's pediatrician about what vaccines your child needs and when.

These vaccines are covered by your plan, and you may even earn rewards for completing routine vaccines. Call Member Services to learn more.

### Test for lead poisoning

Lead poisoning can cause serious health problems in children. Your child can be exposed to lead in old paint, soil, clay products and pipes. All children should be tested for lead poisoning with a blood test. Ask your child's pediatrician if your child needs to be tested.

### Let us know if you're pregnant

We care about the health of every new life. Please tell us about your pregnancy as soon as possible. We'll help connect you to the care you need.

We offer support to expecting mothers through our Maternity Matters program. We'll cover your care during and after your pregnancy. You may even earn rewards for completing certain wellness activities. Call Member Services to learn more or to be connected with a case manager.

### Get help managing sickle cell disease

Sickle cell disease is a genetic disorder that affects the red blood cells. It is most common in people of African descent. If you or someone in your family has sickle cell disease, ask your care coordinator or PCP about important screening and treatment options.



**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 **1-866-316-3784 (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, sexual orientation or gender identity.

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 sexual orientation or gender identity, 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: [MedicaidCRCordinator@Aetna.com](mailto:MedicaidCRCordinator@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)**.

**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)**。

**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)**

**ALBANIAN: VINI RE:** Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **1-800-385-4104 (TTY: 711)**.

**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 연락해주시요.

**POLISH: UWAGA:** Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104(TTY: 711)**.

**GERMAN: ACHTUNG:** Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservicenutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

**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)**.

**JAPANESE:**注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または **1-800-385-4104 (TTY: 711)**までご連絡ください。



Aetna Better Health® of Michigan  
28588 Northwestern Highway Suite 380B  
Southfield, MI 48034

<Recipient's Name>

<Mailing Address>

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# Take advantage of your Member Handbook

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

- ✔ Benefit restrictions outside the Aetna 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 are effective.



Scan the QR code or visit [aet.na/sp24mi-2](https://aet.na/sp24mi-2) to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-866-316-3784 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.