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[PIECE DESCRIPTION: WELCOME VIDEO FOR NEW MEMBERS]

[DISTRIBUTION DATE INTO MARKET: January 2024]

[INTENDED AUDIENCE: CURRENT MMP Members]

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{MUSIC}

[<Aetna LOGO>]

[<LANGUAGE>] {English and Spanish}

**{TITLE CARD}**

[Welcome to your Aetna Better Health® Medicare-Medicaid Plan]

**{ON-SCREEN GRAPHIC/COPY:}**

[Welcome to your Aetna Better Health® Premier Plan (Medicare-Medicaid Plan)]

**{SCENE 1}**

**{VO AND CAPTION:}**

[Welcome to your Aetna Better Health® Premier Plan (Medicare-Medicaid Plan).]

[Our No. 1 goal: making it easy to get the care you need. And we start right away with a welcome call from a member of our team. They'll confirm your plan and help answer your questions.]

**{ON-SCREEN GRAPHIC/COPY:}**

[<•>] [Confirm your plan]

[<•>] [Answer your questions]

**{SCENE 2}**

**{VO AND CAPTION:}**

[You will receive a welcome kit and magazine in the mail. Your welcome magazine includes important benefit information and tips to help you get the most from your plan.]

[You will also receive your Member ID card by mail. It combines your coverage for both Medicare and Medicaid, so you don't have to carry multiple health cards. Your card will include your primary care provider's name and the Aetna Member Services number. Keep it safe and always bring it to pharmacies and doctor visits.]

**{ON-SCREEN GRAPHIC/COPY:}**

[Your card combines your coverage for [both] Medicare and Medicaid]

[You don't have to carry multiple health cards]

[<•>] [Primary care provider]

[<•>] [Aetna Member Services]

**{SCENE 3}**

**{VO AND CAPTION:}**

[Once your plan begins, you can take advantage of your medical and prescription drug coverage, plus coverage for dental, vision and hearing. Your plan comes with a transportation benefit, too. It includes rides to and from doctor offices and other approved locations.]

**{ON-SCREEN GRAPHIC/COPY:}**

[<•>] [Medical]

[<•>] [Prescription drug]

[<•>] [Dental]

[<•>] [Vision]

[<•>] [Hearing]

[<•>] [Transportation]

**{SCENE 4}**

**{VO AND CAPTION:}**

[Your Aetna Better Health Medicare-Medicaid Plan comes with a monthly over-the-counter, or OTC, benefit amount, also known as an allowance. This benefit amount can be used to buy approved wellness items, such as pain relief support items, cold and flu medicines, first aid items and more.]

[Check your member website for your OTC catalog or call Member Services to order a copy. The OTC catalog shows a wide selection of approved health and wellness products you can order using your monthly OTC benefit amount.]

**{ON-SCREEN GRAPHIC/COPY:}**

[<•>] [Pain relief support items]

[<•>] [Cold and flu medicines]

[<•>] [First aid items]

[<•>] [And more]

**{SCENE 5}**

**{VO AND CAPTION:}**

[Your plan also offers an Extra Benefits Card, a Benefits Mastercard® Prepaid Card. This benefit is part of a special supplemental program for the chronically ill. Not all members qualify. If you do, you'll receive a debit card in the mail with a monthly benefit amount.]

[You can use your card to buy healthy foods like fruits, veggies, dairy products, meats and seafood, pantry staples and more. You can also use it to pay for rent and approved utilities like heat, water, electricity and phone and internet access.]

**{ON-SCREEN GRAPHIC/COPY:}**

[<BULLET/ICON>] [Healthy foods] [[(like <produce, dairy products and meat>)]]

[<BULLET/ICON>] [Rent] [assistance]

[<BULLET/ICON>] [Utilities] [[(like <heat, water, electricity, phone and internet>)]]

**{SCENE 6}**

**{VO AND CAPTION:}**

[Not sure what is approved for purchase? It's easy to look up covered items using the NationsBenefits mobile app on your smartphone. You can download the app for free on the App Store and Google Play.]

**{ON-SCREEN GRAPHIC/COPY:}**

[Download the app] [for free] [on the App Store and Google Play]

**{TEXT FOR LEGAL DISCLAIMER ON-SCREEN FOOTNOTE}**

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## **{SCENE 7}**

### **{VO AND CAPTION:}**

As an Aetna Better Health plan member, you also have a personal care coordinator who helps make it easier to get the care you need. They will be your single point of contact and part of your personal care team.

[<A member of your care team/Your care coordinator> will give you a call once you are enrolled. They will get to know you and help you access the care and programs that are right for you.]

[Your care coordinator can help you schedule doctor visits. They can connect you with local programs that can help you find healthy foods, safe housing and more. You can reach out to your care manager with any questions about your health.]

### **{ON-SCREEN GRAPHIC/COPY:}**

[<•>] [<Get/Access> the right care and programs]

[<•>] [Schedule doctor visits]

[<•>] [Connect you with local programs]

## **{SCENE 8}**

### **{VO AND CAPTION:}**

[Have a health question after hours? No problem. You can call the 24/7 Nurse Line for answers anytime, including nights and weekends.]

## {SCENE 9}

### {VO AND CAPTION:}

[If you have any questions about your plan benefits and how they work, your dedicated Member Services team is here to help. Give them a call. You can also find helpful information and plan documents at your member website.]

[We look forward to helping you get the care you need.]

### {ON-SCREEN GRAPHIC/COPY:}

[Call Member Services at **1-855-676-5772 (TTY: 711)**]

[For more information,] [**<V/v>isit**] **AetnaBetterHealth.com/Michigan**]

[<Aetna LOGO>]

### {DISCLAIMER COPY}

Aetna Better Health® Premier Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

[This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Aetna Better Health® Premier Plan Member Handbook.]

[The benefits mentioned are a part of special supplemental program for the chronically ill. Not all members qualify.]

[The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. This is a benefits card that can only be used at certain Mastercard merchants participating in this program and will be authorized for qualified purchases as set forth in your Cardholder Agreement. Valid only in the U.S. No cash access. Certain of these materials may be available in additional languages upon request. This is not a gift card or gift certificate. You have received this card as a gratuity without the payment of any monetary value of consideration.]

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