

# wellness & you

Your Aetna Better Health of Ohio (Medicare-Medicaid Plan)

## HEALTHY ALL YEAR

# Care management team

You have a dedicated care manager that works with a team of health professionals. They are ready to help you get the right care for your needs. This team may include:

### Nurse care manager

This is a registered nurse that can help create a full care plan that meets your health and wellness needs. They also understand your benefits and can provide you with the best ways to use them.

### Social worker

A social worker knows about social services such as food assistance and affordable housing.

### Member advocate

Member advocates are experts in Medicare and Medicaid. They can help your care manager

make sure you keep your healthcare benefits if you're at risk of losing coverage.

### Provider

At least once a year, this team member will review your medications and recommend changes (if needed) to your Primary Care Provider (PCP).

### Behavioral health care manager

Mental health is just as important as physical health. This care team member can help your care manager get you behavioral (mental) health support if or when you need it.



## Working with you to get the right care

Our utilization management (UM) program ensures you get the right care, in the right setting when you need it. UM staff can help you and your Providers make decisions about your health care.

- We make UM decisions by looking at your benefits and clinical guidelines for the most appropriate care and service.
- We consider your needs, evidence-based practice and availability of care.
- You must have active coverage.
- We don't reward doctors or other people for denying coverage or care.
- Our employees don't get any incentives to reduce your services.

If you have questions about UM or how to access a copy of clinical practice guidelines, you can speak to someone by calling Member Services toll-free at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week to learn more. Or if you need language translation or assistance, contact Member Services.

**Ready to book your mammogram or colonoscopy?** Your care manager can help you schedule these covered screenings. Call them at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week.

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## BENEFIT SPOTLIGHT

# Valuable benefits to cheer about

As we near the end of the year, we want to make sure (if you're eligible\*) you use all the valuable benefits and services your Aetna® plan has to offer. Need some inspiration? Check out these helpful benefits designed to help you get—and stay—healthy.



### 1 Extra Benefits Card

If you qualify, you can use the \$50 monthly benefit amount (allowance) on your Extra Benefits Card to help pay for certain everyday expenses like healthy foods.\*\*

### 2 \$0 copay

All covered Part D drugs (like diabetes medicines) have a \$0 copay at in-network pharmacies. This makes it easier to keep your needed medications on hand—and your money in your wallet.

### 3 SilverSneakers®

No need to spend money on a gym membership. You have a covered SilverSneakers® fitness benefit that can be used for in-person and online fitness classes. Visit [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to learn more.

### 4 Gift cards for select appointments

Staying up to date on your medical appointments is key for your health. Even better: Aetna offers gift card rewards for getting certain check ups.

### 5 Extra dental visits

You have a covered dentist appointment every six months.

The exams include a cleaning, fluoride treatment and X-rays.

### 6 Cell phone

You have access to the federal no-cost cell phone program. This means you'll get a cell phone at no cost to you.

*\*These benefits are only available to members who are enrolled with Aetna Better Health of Ohio for Medicare and Medicaid. If you would like to enroll with us for both programs, you will need to contact the Medicaid Consumer Hotline at 1-800-324-8680.*

**Have questions about your plan?** Call Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week to learn more. They are ready to help guide you.

## 7 Aging in place

Staying healthy at home has its challenges. But your plan offers benefits that can help, such as:

- Personal care aides
- Home-delivered meals
- Emergency response systems

## 8 Over-the-counter allowance

You have \$35 per month to help pay for select over-the-counter (OTC) health and wellness items. Call Member Services to learn more.

## 9 Transportation

Having a reliable ride to and from your medical appointments is important. If you qualify, your plan will include 30 one-way trips per year for health-related appointments.

## 10 Extra podiatry (foot) visits

Problems with your feet can cause pain and may even lead to falls. If you qualify, you can take advantage of covered podiatry visits every year.

## 11 Path to better health

Your Aetna plan combines Medicare and Medicaid — all in one valuable plan. This includes one member ID card to use for your benefits. For more information or to ask questions about any part of your coverage, give us a call or visit our website.

*\*\*The benefit mentioned is a part of a special supplemental program for the chronically ill.*



**Don't forget to complete your annual health survey.**

Doing so helps your care manager get you the benefits you need. Call them today at any time to learn more.

## Look for your Annual Notice of Change (ANOC)

The annual enrollment period (AEP) is a time of year when you can enroll in a medical insurance plan. The great news is **if you're happy with your plan and all your benefits, you don't need to do anything.**

Be on the lookout for your ANOC. It will arrive in the mail this month. Have questions? We're happy to answer them! Call Member Services today.



 aetna®



**Your Aetna® team is available  
24 hours a day, 7 days a week**

**Member Services,  
Care Manager  
and  
24-Hour Nurse Line:**

**1-855-364-0974 (TTY: 711)**

**AetnaBetterHealth.com/Ohio**



### Health and wellness or prevention information

**Questions or concerns about your health and wellness?** Reach out to your Aetna® Care Team at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week to learn more.

# Did you know?



You have a dedicated care manager and care team ready to help get you the best health care possible.



We want you to take advantage of all your benefits! Get inspired inside.



You can catch a ride to and from approved locations using your transportation benefit.



**Find out more inside**

Aetna Better Health of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both program to enrollees. The benefits mentioned are a part of a special supplemental program for the chronically ill. Not all members qualify. See Member Handbook for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. The provider network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna Better Health. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. 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. Nations OTC is not a product or service of The Bancorp Bank, N.A. or Mastercard. The Bancorp Bank, N.A., is issuer of the card only and not responsible for other products, information or recommendations provided on this site. Please visit [AetnaMMP.NationsBenefits.com](https://AetnaMMP.NationsBenefits.com) for more information. ©2024 NationsBenefits, LLC. And NationsOTC, LLC. NationsOTC is a registered trademark of NationsOTC, LLC.

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