



Aetna Better Health[®] of Texas

Adoption Assistance and Permanency Care Assistance (AAPCA) members

Dear Parent or Guardian for AAPCA Members,

Welcome to Aetna Better Health of Texas. Choosing the right health plan for yourself or your child is important. That is why we are glad you chose Aetna Better Health as your managed care health plan.

Keeping you healthy is our number one goal. That means connecting you with the care and resources you need, when you need them.

Our health plan is designed with you or your child in mind. We want to help you get healthy and stay healthy. No matter what your health goals are, we are here for you when you need us.

With Aetna Better Health, you will get all Medicaid (STAR) benefits you have now – plus more with no cost to you for covered services.

You will be able to:

- Pick a doctor or health care provider close to where you live
- Get your child medical checkups / [Texas Health Steps](#)
- Get a free ride to scheduled medical and dental appointments
- Talk to a nurse any time of day, seven days a week
- Go to free or low-cost health education classes in your community
- Call Member Services for more services and benefits
- STAR Service (Care) Management Plan
 - o Develop a service plan, which includes a summary of current needs, a list of services required, and a description of who will provide those services
 - o Coordinate services among a member's primary care provider, specialty providers and non-medical providers
- Get Value-added services

Our Member Services department is open Monday through Friday, from 8 a.m. to 5 p.m. You can call us with questions toll-free at **1-800-248-7767** (Bexar) or **1-800-306-8612** (Tarrant). For members who are deaf or hard of hearing, call **1-800-735-2989**.

24-Hour Nurse Line - 1-800-248-7767 (Bexar) or **1-800-306-8612** (Tarrant).

If your Member ID card is lost or stolen, please call us right away so we can send you another one.