

BENEFITS SPOTLIGHT

Welcome to your 2025 health plan



We're here to help you make this your healthiest year yet. Your Aetna Better Health® plan provides tools and support to help you get the care you need. Be sure to take advantage of these resources.

1 Transportation services

Need a ride to an appointment? We can help you get there. You're covered for rides to the doctor, pharmacy, dentist and

other medical services. We also cover non-medical rides to things like job interviews, food banks and more.

Go to member.modivcare.com or call **1-800-734-0430 (TTY: 711)** to schedule a ride. Be sure to book your ride at least three business days before you need it.

2 Language help

If you speak a language other than English, we can help. Just call the number on your

ID card or **1-800-385-4104 (TTY: 711)**. Then, ask for an interpreter. You'll get this service at no extra cost. If you're deaf or blind, we can give you info in other formats. These include sign language, braille, large print and audio.

3 24-hour nurse line

Not all medical problems happen during business hours. That's why we offer a 24/7 nurse line. You can call **1-800-279-1878 (TTY: 711)** anytime to talk with a nurse. They can help you decide where to go for care or how to treat your health problem at home.

4 Member portal

You can do so much more with your health plan when you create an account in your member portal. Just log in to manage your plan benefits and health goals from anywhere. Or use your Aetna Better Health app to access your benefits on the go. Go to AetnaBetterHealth.com/virginia/member-portal.html to get started.

Health screenings made simple

Regular health screenings are essential for catching health problems early, before you start feeling sick. Take advantage of these covered screenings to keep you and your family healthy.



SCREENING	WHO NEEDS IT	WHEN TO GET IT
✓ Blood pressure	All adults	Every 3 to 5 years for adults under 40 Every year for adults over 40
✓ Cholesterol	All adults	Every 4 to 6 years, or more often if needed
✓ Diabetes	Adults 35 to 70 with overweight or obesity	Ask your doctor
✓ STI/HIV	All sexually active adults and pregnant women	Ask your doctor
✓ Breast cancer	Women 45 to 74 years old (or sooner if you are at high risk)	Every 2 years
✓ Cervical cancer	Women 21 to 65 years old	Every 3 to 5 years
✓ Colorectal cancer	Adults 45 to 75 years old (or sooner if you are at high risk)	Every 1 to 3 years for at-home stool tests Every 10 years for a colonoscopy
✓ Well-child visits	All children	1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, then once a year
✓ Lead screening	Children under 3 years old	All children should be tested at 12 months and 24 months old
✓ Dental exam	Everyone	Every 6 months
✓ Vision exam	Everyone	At least once between 3 and 5 years old, then as recommended after that Every 2 years (or more often) for adults over 18

Need a doctor? Go to [AetnaBetterHealth.com/virginia/find-provider](https://www.aetna.com/betterhealth/virginia/find-provider) to search our provider directory. Enter your ZIP code to find in-network providers and specialists near you. You can also call Member Services to have a directory mailed to you.



Your go-to guide to using your health plan

Your Aetna Better Health® member handbook includes everything you need to know about your health plan. Keep reading for a list of information that's available inside this handy resource.

- Benefits and services that are covered and those that are not, including specific excluded services
- How to get your medicine and other rules about pharmacy benefits

- Copayments and other expenses that may apply to you
- How to get language help
- Benefit restrictions outside of the Aetna service area
- How to submit a claim

- How to get information about providers in the Aetna network
- How to get primary care services
- How to get specialty care. This includes:
 - Behavioral health care
 - Hospital services
 - Care for specific conditions
 - How to get a referral
- How to get care after normal office hours, plus how and when to use emergency room care
- How to get care outside of your service area
- How to file a complaint or grievance
- How to appeal a decision that affects your coverage, benefits or relationship with your plan
- How we make decisions about new technology we may include as a covered benefit
- How we make decisions about your care (called utilization management)
- Your member rights and responsibilities and a notice of privacy practices

The member handbook is updated every year. If there are major changes, we will send you a letter about them at least 30 days before the changes are effective.

Scan the QR code or visit [aet.na/sp25va-2](https://aetna.com/sp25va-2) to view your member handbook. Or call Member Services to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.



Know your rights

As an Aetna Better Health® member, you have certain rights and responsibilities. Get to know them here.

Your rights include:

- A right to get info about the organization and its services, practitioners and providers, and about your member rights and responsibilities
- A right to be treated with respect and dignity
- A right to privacy
- A right to work with your practitioners to make decisions about your health care
- A right to talk openly about treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals about the organization or the care it provides
- A right to give feedback on the organization's member rights and responsibilities policy

Your responsibilities include:

- A responsibility to give information (to the extent possible) that the organization and its practitioners and providers need to provide you with care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and join in the development of treatment goals, to the degree possible

Go to [AetnaBetterHealth.com/virginia/medicaid-rights-responsibilities.html](https://www.aetna.com/betterhealth/virginia/medicaid-rights-responsibilities.html) for more info.

How we make decisions about your 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 doctors make decisions about your health care.

When we make decisions, it's important for you to remember the following:

- 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 also must have active coverage.
- We don't reward doctors or other people for denying coverage or care.
- Our employees do not get any incentives to reduce the services you receive.

If you have questions about UM, call Member Services. They can also help if you need language translation or assistance.



Keep your benefits at your fingertips. You can access your plan benefits from anywhere through your online Member Portal or Aetna Better Health app. Visit [AetnaBetterHealth.com/virginia/member-portal.html](https://www.aetna.com/betterhealth/virginia/member-portal.html) to get started!



Get extra support for your health care needs

Are you managing a chronic condition? We can help you get the treatment you need to feel better.

From doctor visits to medicines, managing chronic conditions isn't easy. That's why we offer extra support to members with any of these conditions:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Depression
- Diabetes

As part of a care management program, you'll have a personal

care manager. They can help with things like:

- Understanding your condition and answering your questions
- Finding providers and scheduling appointments
- Coordinating your care between your providers
- Connecting you with community resources
- Getting rides to your medical appointments
- Special equipment and home health needs

You may be enrolled in a care management program automatically. You can choose to leave the program at any time. You can also get a referral to a complex case management program. Referrals can come from your doctor, a hospital discharge planner, a caregiver or even yourself.

With the right help, you can take control of your health and live your best life.

Go to [AetnaBetterHealth.com/virginia/population-health-programs.html](https://www.aetna.com/virginia/population-health-programs.html) or call Member Services for more info.

Why vaccines matter

Vaccines are one of the best ways to keep you and your family safe from dangerous diseases. They help your immune system learn how to fight off germs, so you don't get sick.

Vaccines are especially important for babies and young kids because their immune systems are still growing. Babies and kids are given certain vaccines at certain times to protect them when they need it most. Talk to your child's doctor about what vaccines they need.

Getting vaccinated doesn't just protect you and your family. It protects your whole community. Some people, like newborn babies or those who are very sick, can't get vaccines. But when everyone else is vaccinated, diseases can't spread as easily, keeping everyone safer.

Doctors and scientists all agree—vaccines are safe and save lives. Let's work together to keep our families and communities healthy.



Vaccine myths — busted

Myth: It's not safe to give children many vaccines at once.

Fact: Vaccines are carefully tested to be safe together. And, getting more than one vaccine at a time means fewer trips to the doctor's office.

Myth: I don't need to vaccinate my child because everyone else is vaccinated.

Fact: If too many people skip vaccines, diseases can spread. Vaccinating helps protect everyone — including your child.

Myth: Vaccines can cause autism or other problems in children.

Fact: Lots of research has found no link between vaccines and autism. Vaccines keep kids safe from serious diseases, with little to no side effects.



Get more tips for healthy living.

Scan the QR code or go to aet.na/sp25va-0 to browse our health and wellness library. You'll find articles packed with info to help you feel your best.

Changes are coming to your enhanced benefits

Making sure you have the care you need is the center of everything we do. Our goal is to keep offering important benefits that help you stay healthy. We're sharing some updates about your enhanced benefits so you know what to expect.

Beginning July 1, 2025, these changes will go into effect:

Vision: You can get one eye exam, plus \$125 for glasses or contacts per year.

Free rides: We cover unlimited rides to medical and pharmacy visits. You can get 15 round-trip (or 30 one-way) rides each year to places like the grocery store, DMV, and more, at no cost to you.

Free cell phone: You can now get your free cell phone plus free talk, text, and 5 GB of data

through Thrive. Due to changes in federal funding, Assurance Wireless® will no longer provide free cell phones to members.

Virtual Baby Shower: New parents (up to six months postpartum) can attend virtual baby showers hosted by Aetna Better Health. Plus, receive one free safe sleep kit, which contains education, resources, and a portable crib. Members are not limited to the number



of virtual baby showers they attend. However, members are limited to one free safe sleep kit every 24 months.

Beginning July 15, 2025, these changes will go into effect:

Pyx Health: We will no longer offer this enhanced benefit. If you or your child need mental health support, visit [AetnaBetterHealth.com/virginia/behavioral-mental-health.html](https://www.aetna.com/betterhealth/virginia/behavioral-mental-health.html).

Memory care: Members with Alzheimer's disease or those with children with special needs will no longer be able to receive free window and door alarms and locks. If you need support, call Member Services.

Your care remains our top priority. All of your other benefits are staying the same. Go to [AetnaBetterHealth.com/virginia](https://www.aetna.com/betterhealth/virginia) to see all the ways we can support your health.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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)**.

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)**.

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104 (للصم والبكم: 711)**

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104 (TTY: 711)** تماس بگیرید.



Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

<Recipient's Name>

<Mailing Address>

4450400-03-01 (04/25)

Wondering if your medicines are covered?

Learn more about your pharmacy benefits at [AetnaBetterHealth.com/virginia/pharmacy-prescription-drug-benefits.html](https://www.aetna.com/betterhealth/virginia/pharmacy-prescription-drug-benefits.html). You can find info such as:



- Preferred drug list (PDL)
- Medicines that require prior authorization and applicable coverage criteria
- A list and explanation of medicines that have limits or quotas
- Copayment and coinsurance requirements and the medications or classes to which they apply
- Steps for getting prior authorization, generic substitution or preferred brand interchange
- Info on pharmaceutical management procedures
- Criteria used to add new medicines to the preferred drug list
- Steps for requesting a medication coverage exception



Need to renew your coverage?

You must renew your plan coverage every year. Look for your renewal notice in the mail. Visit [aet.na/sp25va-1](https://aetna.com/sp25va-1) or scan the QR code to learn more.