



Get more out of your health benefits  
with Aetna Better Health of Virginia

[AetnaBetterHealth.com/Virginia](https://AetnaBetterHealth.com/Virginia)





## **Our members are at the center of everything we do**

Care management is available to help you understand and control your health conditions. Care managers are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your primary care provider (PCP) to help answer medical questions
- Make referrals to specialists
- Promote communication between your provider, family, and medical specialists
- Help with special equipment and home health requests
- Make sure all your health care needs are being met

Children who need more medical, behavioral health, or educational needs than other children their age can get special help if they are in a care management program.







Our integrated care management program helps with your medical, behavioral, and social needs. It provides you with acute, chronic and long-term services and supports.

## Basic health care benefits and services

- Regular medical care and exams, including office visits with your PCP and specialist
- Preventive care, including regular checkups and screenings
- Hospital services
- Emergency care and urgent care
- Telemedicine
- Dental care for kids and adults
- Routine eye exams for kids and adults, plus glasses or contacts\*
- X-rays and lab services
- Prescription drugs
- Mental health services
- Substance use and peer support services
- Home health services
- Rides to medical appointments
- Family planning services
- Physical, occupational and speech therapies
- Services for special health care needs
- Special medical equipment
- Maternity, high-risk pregnancy and newborn care
- Early and Periodic Screening Diagnostic and Treatment services (EPSDT) for children under age 21
- Well-child checkups and shots (immunizations)
- After-hours medical advice line
- Language translation and interpreter services
- Tobacco cessation services
- Long-term services and supports – personal care, respite care, skilled private nursing, adult day care, PERS

\*Glasses and contacts are a standard benefit for kids. For adult members, they are covered as part of our Additional Benefits package.

# Added benefits and services for our members

	Adult vision	One eye exam and \$250 for glasses or contacts per year
	Adult hearing	One hearing exam and \$1,500 for hearing aids plus 60 batteries per year. Unlimited visits for hearing aid fittings are included
	Non-emergent transportation	Unlimited rides to medical appointments and pharmacy. Plus, free rides (30 round trips or 60 one-way per year) to grocery store, food bank, food pantry, place of worship, library, gym, DSS, DMV, WIC, Social Security Office, and more
	Therapeutic shoes/inserts for diabetic members	One pair of therapeutic shoes/inserts, limited to \$200/year. (Need prescription from podiatrist or orthopedic MD.)
	Home-delivered meals	Meals delivered to your home after hospital discharge: 2 meals each day for 7 days for a total of 14 meals
	No-cost cell phone	Free Android™ smartphone with free data, texts, and minutes, plus 10 GB monthly hotspot data
	Youth sports physicals	Annual sports participation physical offered to members 12 to 18 years old
	Wellness rewards	Diabetes well visit: \$25 Well-woman exams: \$25 Maternity incentive: \$50 Men's health exams: \$25 Young adult health: \$50



### Weight management

Personalized weight management with a registered dietitian, which includes a 12-week certified nutritionist program and six counseling visits



### MyActive Health Management

A personalized and interactive mobile program that sends text messages regarding diabetes education and support; personal care management; appointment and medication reminders; and exercise/weight goal setting and tracking.



### Period products stipend

A monthly stipend of \$20 for members with periods to spend on their choice of period products through CVS Pharmacy®. Learn more at [www.CVS.com/Otchs/ABHVA](http://www.CVS.com/Otchs/ABHVA).



### Healthy Food Card

\$50 will be added monthly to a refillable debit card for members with specific conditions (high-risk pregnancy, childhood obesity, and/or aged 17-26 and aging out of foster care) to purchase healthy food at specific retailers or online for home delivery.



### Youth swimming lessons

Water safety and swimming lessons for members 6 years of age and younger



### Baby Diapers

300 free newborn baby diapers delivered to your home for the first month of your baby's life

## Added benefits and services for our members

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Asthma program

Members with an asthma diagnosis can receive one set of hypoallergenic bedding and up to \$150 to use towards one deep carpet cleaning annually. Receive one mattress and/or pillow encasement per year.

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Non-traditional medicine

Some members, including those who are part of the federally recognized Tribal Nation in the Commonwealth who wish to participate in non-traditional healing practices, as well as traditional practices, can receive up to \$200 in reimbursement

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General Educational Development (GED) incentive

For members who meet state eligibility requirements, we'll pay for access to an online GED training program that helps you pass the GED test. We'll also pay for your GED testing voucher.

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Breastfeeding support through Pacify

24/7 access to a national network of International Board-Certified Lactation Consultants® and doulas via live video consultation

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New moms stipend

Moms who connect with case management during and after pregnancy can get \$25 each month to buy items for themselves and their new babies through CVS Pharmacy

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24/7 Member Services

Expanded Member Services hours to increase health plan availability to members outside of standard business hours



Ted E. Bear, M.D. Wellness Club

Earn rewards for getting important childhood care such as wellness exam, shots (as needed), weight and nutrition counseling, and growth and development checks. Age-appropriate prizes are also available once you enroll in our Ted E. Bear M.D. Wellness Club. For children ages 0-17.



Memory care

Two door alarms and six window locks available to members diagnosed with dementia or Alzheimer's disease (requires prior approval)

The covered benefit information in this brochure is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. Certain co-pays may apply for FAMIS members. For more information, contact Member Services at **1-800-279-1878 (TTY: 711)**, or visit **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**.

For more details about our benefits, refer to our Member Handbook at **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)** or call us at **1-800-279-1878 (TTY: 711)** and ask us to mail you a paper copy. We will send you a paper copy within five business days. You can request the handbook in a language other than English, or in other formats such as audio, large print or Braille. There is no cost for this service.

## Frequently asked questions

### **I'm not currently an Aetna Better Health member, but would like to become one. What do I do next?**

To learn more about Virginia's Medicaid Managed Care program or to become an Aetna Better Health of Virginia member:

- Call the Managed Care Helpline at **1-800-643-2273** (TTY: **1-800-817-6608**)
- Visit **virginiamanagedcare.com**

### **I'm not sure if I'm eligible. What do I do?**

Medicaid eligibility is determined by your local Department of Social Services (DSS). If you don't have Medallion Medicaid or FAMIS coverage but think you may be eligible, you will need to submit an application. To apply, follow these steps:

1. Visit **commonhelp.virginia.gov/apply**
2. Call Cover Virginia at **833-5CALLVA** (TDD: **1-888-221-1590**), or
3. Submit an application in person at your local Department of Social Services (DSS) office

You can learn more about the differences between Medallion Medicaid and FAMIS at **coverva.org**.

### **When is open enrollment?**

Open enrollment dates depend on where you live. Every area of the state has an open enrollment period. During this time, you can change from your current health plan to Aetna Better Health of Virginia so long as you are eligible for Medicaid. The Department of Medical Assistance Services (DMAS) will notify you by mail when your next open enrollment takes place. You will receive a comparison chart of the different plans that you may choose. You can change your health plan during the first 90 days of your enrollment for any reason. You can also change your health plan once a year during open enrollment or at annual renewal for any reason.

If you have additional questions about open enrollment and/or want to change your health plan to Aetna Better Health:

- Call the Managed Care Helpline at **1-800-643-2273**
- Visit **virginiamanagedcare.com**



## We want you to get the most out of your benefits

If you have any questions about how to make the most of your benefits and services, give us a call at **1-800-279-1878**. Member Services is here to help.

### **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.

### **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, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator  
4500 East Cotton Center Boulevard  
Phoenix, AZ 85040

Telephone: **1-888-234-7358 (TTY 711)**

Email: [MedicaidCRCoordinator@aetna.com](mailto:MedicaidCRCoordinator@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 [www.hhs.gov/ocr/office/file/index.html](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)**.

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.

**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)**.

**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)**。

**Arabic:** دمات الهمس اعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود  
ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خ  
خلف ببطاقتك الشخصيه أو عل 1-800-385-4104 (للصم والبكم: 711)

**Tagalog:** Paunawa: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104 (TTY: 711)**.

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

**Amharic:** ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ  
አገልግሎቶችን ማግኘት ይችላሉ። በእርስዎ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ  
ቁጥር ወይም በስልክ ቁጥር 1-800-385-4104 (TTY: 711) ይደውሉ።

**Urdu:** - زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔  
پر رابطہ کریں۔ توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو  
اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا 1-800-385-4104 (TTY: 711)

**French:** Attention: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104 (ATS: 711)**.

**Russian:** Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104 (TTY: 711)**.

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

**Hindi:** ध्यान दें: यदि आप हृदुी भाषा बोलते हैं तो आपके लएि भाषा सहायता  
ता सेवाएं नःि शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दएि गए  
नम्बर अथवा 1-800-385-4104 (TTY: 711) पर कॉल करें।



Aetna Better Health<sup>®</sup> of Virginia  
9881 Mayland Dr.  
Richmond, VA 23233



**Bengali:** লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: 711) নম্বরে ফোন করুন।

**Kru:** Tû Dε Nâ Jíé Bò: ε yemâ wlu bèè ní a po Klào Win, nées â-á win kwa cεtíyɔ+ ne-lá, i belé-ó bi má-ó mú bò kó putu bò. Dá nɔbâ né é nea-ó ní-á jíé jipolê katéh jε ná kpòh, mòɔ' **1-800-385-4104** (TTY: 711).

**Igbo (Ibo):** Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ nọmba dị n'azụ nke kaadị ID gị ma ọ bụ **1-800-385-4104** (TTY 711).

**Yoruba:** Àkíyèsí: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ ìpèsè èdè tí wá ní lẹ fún ọ lófẹ́ẹ́, pe nọ́nbà tí ó wà lẹ́yìn kààdì ìdánimọ rẹ tàbí **1-800-385-4104** (TTY 711).