



We're now Aetna Better Health[®] of Illinois

Fall 2020

Welcome to Aetna Better Health of Illinois

IlliniCare Health became Aetna Better Health of Illinois on December 1, 2020.

You're now an Aetna member. We're happy to join you on your path to better health. Your member ID card and welcome packet are on their way, if you haven't gotten them already. Once you receive your member ID card, follow the steps below to start using your benefits right away.

- ✓ Sign up for your new secure online member account.
- ✓ Choose or confirm your primary care provider (PCP) via your online member account.
- ✓ Tell us about your health by filling out the Health Risk Screening form via your online member account. **Earn \$10 in rewards as part of the Aetna Better Care rewards program for completing the form.**

Continues on page 3

Aetna Better Health of Illinois is part of the CVS Health[®] family of companies.



AetnaBetterHealth.com/Illinois-Medicaid

Aetna Better Health[®] of Illinois



Just some of the many perks you receive by being an Aetna Better Health of Illinois member.

Dollar Rewards

Did you know that as an Aetna Better Health of Illinois member you are also an Aetna Better Care rewards member? You can earn dollar rewards just for completing healthy activities like getting your flu shot and visiting your doctor for your annual checkup. We're here to help you focus on the whole you, so here are just a few things you could use your dollar rewards on:



- Telecommunications
- Utilities
- Transportation
- Childcare
- Education
- Everyday items at Walmart (except tobacco, liquor or firearms)

Instant Access

When you became an Aetna Better Health of Illinois member, you instantly gained access to CVS Pharmacy (over 9,700 locations) and its perks to help you stay healthy. Not only that, but you'll be able to get convenient care at over 1,100 CVS MinuteClinic locations. **With CVS as a pharmacy available to you, you get to enjoy the following:**

- No cost coverage for select over the counter medications, as well as health and wellness products
- Wide selection of trusted, quality CVS Health branded products
- Access to CVS pharmacies in select Target stores
- Convenient home delivery of your prescriptions



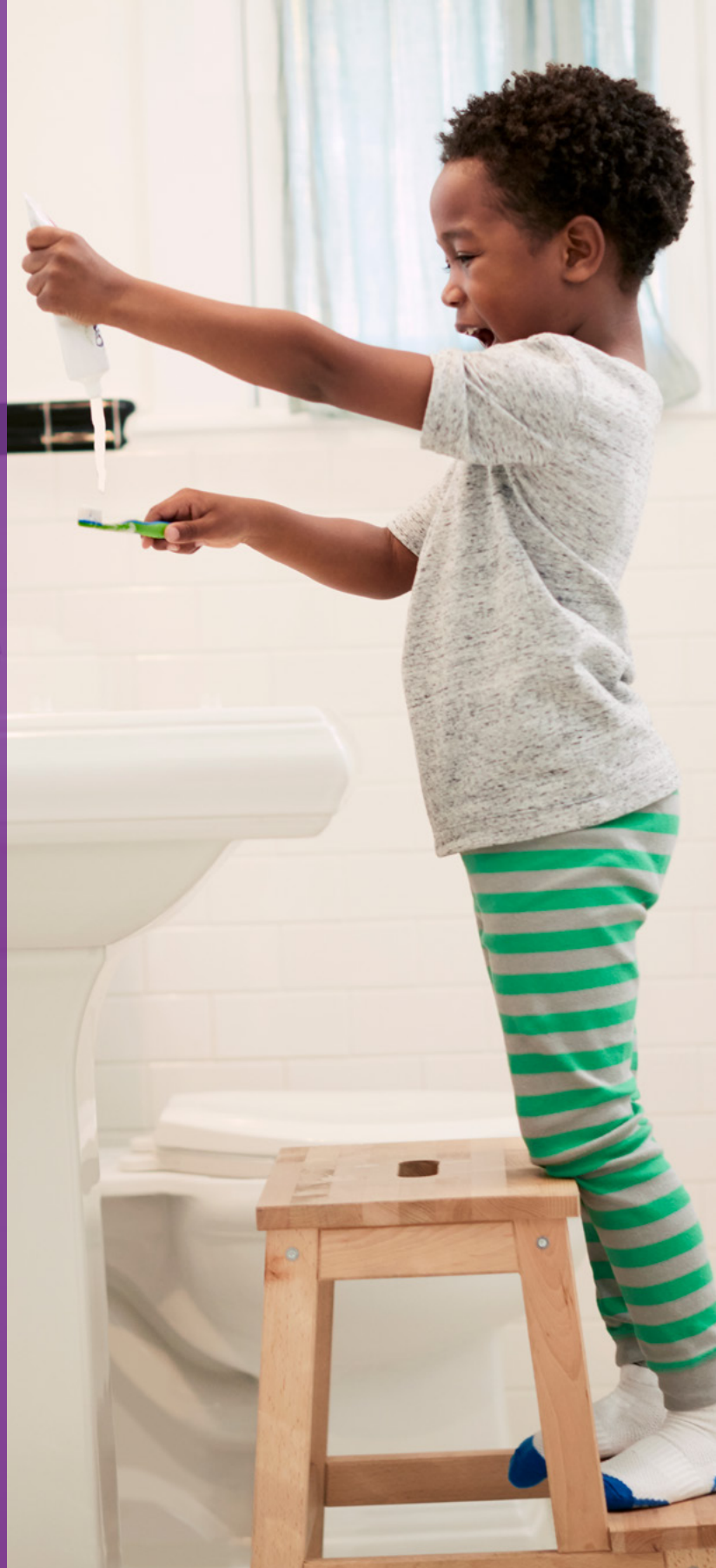
Welcome to Aetna Better Health of Illinois *(continued from page 1)*

Make the Most of Your Benefits

Aetna Better Health of Illinois takes a whole health approach to your well-being. You (our member) matter, so we focus on taking care of the whole you. Be your best with these benefits and perks:

- A free smartphone to call your doctor or care coordinator
- Access to our Community Health program, which connects you to a qualified member of our team. They'll make home visits to help you get the care you need and help manage any chronic conditions you may have.
- Your very own care coordinator to help answer any questions about benefits, help make appointments and connect you with community resources.
- Free gym membership
- Free school uniforms
- Free after-school care
- Free diaper bag and car seat to members who qualify
- Dollar rewards for completing healthy activities

We look forward to continuing to partner with you to help you achieve your best health. If you have any questions or want to learn more about your Aetna health plan, **please call us at 1-866-329-4701 (TTY: 711).**



We make updates to the member handbook throughout the year as needed. Please click [here](#) to read the most current version of your member handbook.

[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/BetterHealth.com/Illinois-Medicaid)



Aetna Better Health® of Illinois

Managing Change

We understand change can be difficult. Many questions may be crossing your mind, but we're here to ease any of your concerns. We want you to know we are the same local health plan you've known, only better. You can keep your current hospital and primary care provider, as well as access the same great benefits and network of community-based health care providers. We know this is important to you and it's important to us too!

As an Aetna Better Health of Illinois member, you can now enjoy these benefits and perks:

- ✓ **Added value benefits:** You still have access to the same great added value benefits like free gym memberships, school uniforms and after-school care.
- ✓ **A new rewards program:** We will be transitioning from My Health Pays to Aetna Better Care. You can earn dollar rewards on the same healthy activities, as well as some new ones!
- ✓ **Pregnancy Promise program:** An all new program for pregnant women that's focused on keeping you healthy and helping you prepare for your new family member.
- ✓ **A large pharmacy network** to help you access the medications you need whenever and wherever you need them.

Sit back, relax, and enjoy better health.

With everything that's going on, we want you to know we are always here for you and are dedicated to being your local health partner. Our Care Management and Member Services teams are here to answer any questions you may have about this name change. **Please call us at 1-866-329-4701 (TTY: 711).**

We value your membership and strive to provide you with excellent service and the best health care you deserve.



Aetna Better Health® of Illinois

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

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 <http://www.hhs.gov/ocr/office/file/index.html>.

IL-20-10-17



English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (TTY: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104 (TTY: 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 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 1-800-385-4104 (TTY: 711)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (TTY: 711) 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-385-4104 (TTY: 711).

Arabic: (711). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-385-4104 (رقم هاتف الصم والبكم: ملحوظة)

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 711).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-385-4104 (TTY: 711).

Urdu: کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال 1-800-385-4104 (TTY: 711) خبردار:

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-385-4104 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-385-4104 (TTY: 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-385-4104 (TTY: 711) पर कॉल करें।

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-385-4104 (ATS: 711).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-385-4104 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-385-4104 (TTY: 711).