



Aetna Better Health Premier Plan MMAI Member Newsletter

SUMMER 2023

AetnaBetterHealth.com/Illinois



Aetna Better Health® Premier Plan MMAI

Sun safety

Everyone can benefit from a little sunshine. Especially in the summer when the weather is also warm. And spending time outside is a great way to be physically active, reduce stress and get your much needed vitamin D. [1] However, spending too much time in the sun could cause sun damage because exposure to the sun can cause sunburn, aging, eye damage and even skin cancer. Sun damage occurs by too much ultraviolet (UV) light or rays. People of all skin colors are at risk for this damage. It is important to protect yourself from sun damage, any time of year but especially in the summer.

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For more information, please visit AetnaBetterHealth.com/Illinois

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Aetna Better Health Premier Plan MMAI
3200 Highland Ave.
Downers Grove, IL 60515



How to protect your skin from the sun

Take cover

You can reduce your risk of sun damage by staying in the shade. Sit under an umbrella, tree, or other shelter.

Dress for protection

Clothing protects you from UV rays. If the weather permits, wear long sleeved shirts, long pants or skirts. If you are at the beach, make sure you wear a t-shirt or beach cover-up. Darker colors may be more protective than lighter colors.

Wear a hat

Hats offer great protection from the harmful sun rays. Just make sure the hat has a brim that shades your face, ears and back of your neck. Hats with holes let the sunlight through so they may not be the best choice. Baseball caps provide some protection but do not cover the back of your neck or ears. Apply sunscreen to those areas.

Protect your eyes

Sunglasses protect your eyes from the UV rays and reduce the risk of cataracts. [2] They also protect the skin around your eyes. Choose glasses that protect from both types of sunrays. Most glasses sold in stores will protect you from both. Consider the wrap around kind to prevent the light from sneaking in the side.

Lather on the lotion

Make it a habit to put on sunscreen. Your sunscreen must be SPF 15 or higher. Put it on thick. Also, put it on multiple times a day. Sunscreen wears off. Put it on every two hours or after getting wet.

Combine all of these sun safety measures to keep your skin healthy and decrease your risk of skin cancer. Enjoy the sunshine!!!

1. **Sun safety** - [CDC.gov/cancer/skin/basic_info/sun-safety.htm](https://www.cdc.gov/cancer/skin/basic_info/sun-safety.htm)

2. **Tips to stay safe in the sun: From sunscreen to sunglasses** - [FDA.gov/consumers/consumer-updates/tips-stay-safe-sun-sunscreen-sunglasses](https://www.fda.gov/consumers/consumer-updates/tips-stay-safe-sun-sunscreen-sunglasses)

Health programs offered to keep you healthy

We have valued programs to help members be as healthy as possible. Every member is on their own personal health care journey. We help you manage and improve your health. For most programs, we automatically put you into the program if you are eligible. You can choose to join or leave the program at any time. Call us if you do not want to be part of a program. To learn more about how we can help you with your health care, call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

As a member of Aetna Better Health Premier Plan MMAI, you have your own Case Manager who can help you find the right care and services. Your Case Manager contacts you soon after you enroll with us.

A Case Manager works with you and your health care providers to make sure you receive the right care and services with your needs in mind. The goal is to build a care plan just for you to help you live a healthier life. Your Case Manager meets with you by phone or where you live as often as needed.

Below are some of the programs we offer to keep you healthy. You can learn more about these programs at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois).

Managing multiple chronic conditions

A Case Manager works with you and providers to make sure you receive the right care and services with your needs in mind. Your Case Manager also helps you if you:

- Go to the emergency room a lot
- Have trouble getting things your provider has ordered
- Need information about a disease or treatment
- Need help with activities of daily living
- Were recently hospitalized and need help getting all your discharge needs met

At times, you may not need much assistance from a Case Manager. But things can change and be overwhelming. To offer you support, your provider or hospital discharge planner may refer you to Case Management. A Nurse on our health information line may also refer you. If you need help, do not wait for a referral. You can self-refer by calling us at **1-866-600-2139 (TTY: 711)** and asking for Case Management.

We want to help you stay healthy and make sure that you get the care and service you deserve. To learn more about how we can help you, call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.



Keeping members healthy

Along with your provider, we partner with you to get the best care and stay healthy. We want you to visit your provider each year and get tests or vaccines like:

- Breast cancer screening
- Colorectal cancer screening
- Flu shot
- Eye exam

Managing members with emerging risk

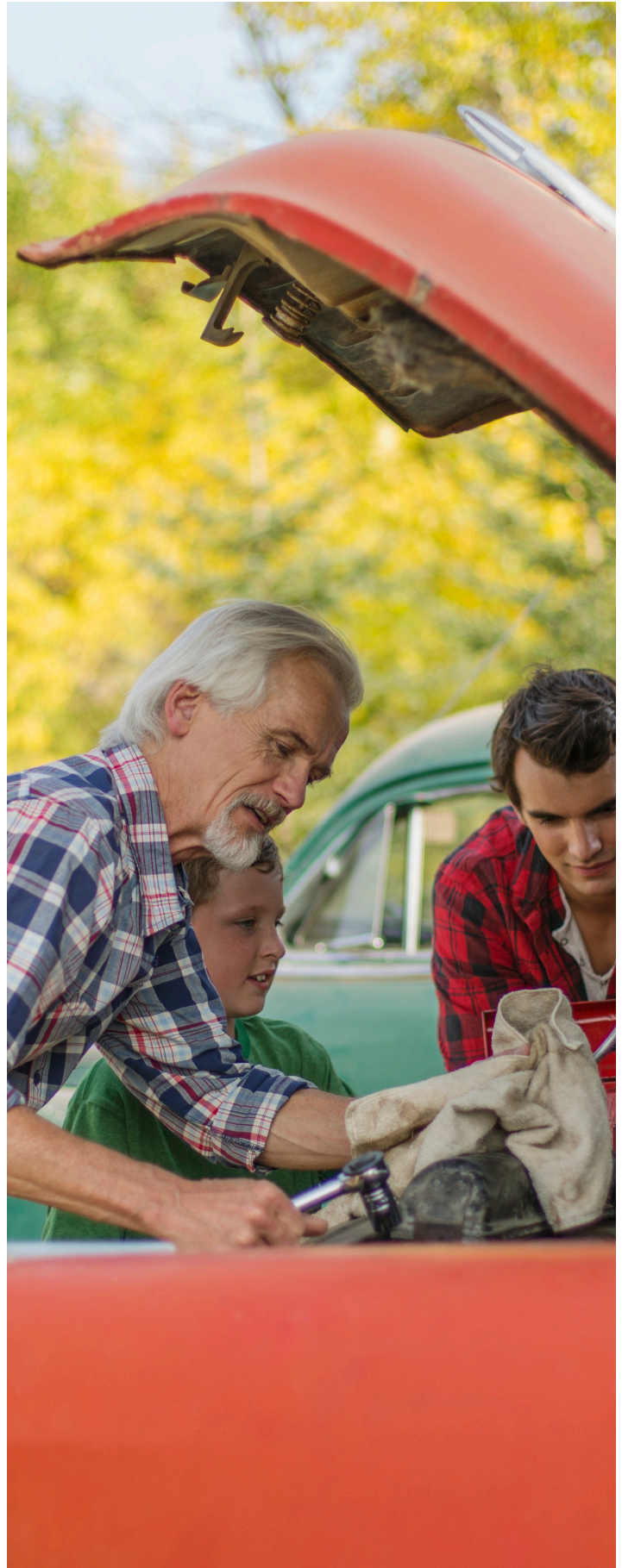
If you have diabetes or high blood pressure, we teach you how to take care of yourself. You learn how to:

- Take care of your diabetes or high blood pressure conditions
- Watch your blood sugar or blood pressure
- Learn healthy habits that help you feel better

Patient safety and outcomes across settings

We want you to be informed about the different medicines you may need to take. We can help you with questions you should ask your provider like:

- Why am I taking this medicine?
- How should the medicine be taken?
- Are there any side effects or possible allergic reactions to this medicine?





Quality management program

It is important to us that you receive quality health care and customer service. At Aetna Better Health Premier Plan MMAI, our quality management program makes sure our services meet high standards of quality and safety.

Our quality management program includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any chronic conditions or illnesses
- High satisfaction with your doctors and with us

Each year, our quality improvement activities include:

- Contacting you to remind you to get care
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care

- Making sure you continue to get the care you need
- Meeting the cultural, ethnic and language needs of our members
- Checking that your calls are answered quickly and that you get the right information
- Taking actions when we identify issues with the quality of care being provided
- Evaluating our programs and data trends of how our members receive health care and preventive care services. We compare our findings to national practice guidelines

Throughout the year, we evaluate our quality programs and data trends related to how our members receive health care and preventive care services. We share this information with you. To learn more about our quality management program, visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois). You can also call Member Services at **1-866-600-2139 (TTY: 711)** to request a copy of our quality management program. You can learn more about what we do to improve your care.

Making sure you 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. Our UM program helps make sure you get the right services at the right place.

When we make decisions, it is important to remember:

- We make UM decisions by looking at your benefits and clinical guidelines for the most appropriate care and service
- We consider your needs, evidenced-based practice and availability of care. You also must have active coverage
- We do not reward providers for denying coverage or care
- Our employees do not get any incentives to reduce the services you get

If you have questions about UM, call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. If you need translation or assistance, you can call Member Services at **1-866-600-2139 (TTY: 711)**.



Finding helpful information

You can find the information below in your Member Handbook and at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois):

- Benefits and services included in your health plan as well as those not covered
- Pharmaceutical management procedures
- Copayments
- Benefit restrictions outside the Aetna service area
- Language assistance
- How to submit a claim
- Information about providers in the Aetna network
- Primary care services
- Specialty care, behavioral healthcare and hospital services
- Care after normal business hours
- Emergency care, including when to go to the emergency room or call 911
- Care and coverage outside of the Aetna service area
- How to make a complaint
- How to appeal a decision
- How Aetna evaluates new technology to include in coverage

For a printed copy of the above information on our website, call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week.



Understanding your pharmacy benefits

The Aetna Better Health Premier Plan List of Covered Drugs (Drug List or formulary) lists prescription drugs and over-the-counter (OTC) drugs and items that we cover at network pharmacies. A network pharmacy has agreed to work with our plan. It has also has agreed to fill prescriptions for our plan members. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

The Drug List tells you if there are any special rules or restrictions on any drugs that we cover. The rules or restrictions are listed under “Necessary actions, restrictions, or limits on use.” In these cases, you or a provider must ask us to cover a drug. You will also need to submit required medical information before the plan will pay for the requested drug.

The Drug List and list of network pharmacies are posted at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois). We update the Drug List monthly throughout the year. The date it was last updated can be found on the front cover. Changes to the Drug List are also posted on our website.

Visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois) for the updated Drug List and latest Member Handbook. For a printed copy of anything on our website, call Member Services at **1-866-600-2139 (TTY: 711)**.

Types of rules or limits:

- Prior approval (or prior authorization): You or your provider must ask us for approval. Required medical information must be

submitted before you fill your prescription. We may not cover the drug if you do not get approval

- Quantity limits: Sometimes Aetna limits the amount of a drug you can get. You or your provider must get approval from Aetna by submitting required medical information for you to get a higher quantity. We may not cover the drug if you do not get approval
- Step therapy: This is a rule that requires you to try another drug before we will cover the drug you are requesting for your medical condition. If your provider thinks the first drug does not work for you, then you or your provider must ask Aetna for approval. The provider would submit required medical information before you fill your prescription
- If a medication is not on the Drug List: You or a provider must get Aetna’s approval by submitting required medical information before you fill your prescription. We may not cover the drug if you do not get approval

To ask for approval of drugs with special rules or restrictions, call Member Services at **1-866-600-2139 (TTY: 711)**. A Member Services representative will work with you and your provider to help you ask about a drug with special rules or restrictions, or for drugs that are not listed on the Drug List.

As an Aetna Better Health Premier Plan MMAI Member, you have no copays for prescription and OTC drugs if you follow the Aetna Better Health Premier Plan MMAI rules and fill the drug at a network pharmacy.

Tiers are groups of drugs on our Drug List.

- Tier 1 drugs are Medicare Part D prescription brand name and generic drugs
- Tier 2 drugs are Medicare Part D prescription brand name and generic drugs
- Tier 3 drugs are Non-Medicare Part D prescription and over-the-counter drugs



Stay active with SilverSneakers

At Aetna Better Health Premier Plan, we care about your health. That is why we offer SilverSneakers® fitness program. SilverSneakers helps you get active and stay healthy. And it is yours at **no extra cost**.

SilverSneakers has many ways to help you get active. Take online classes at home. Go to participating fitness locations.¹ Use the mobile app. Following are the ways you can use the program.

SilverSneakers LIVE offers live classes and workshops on the SilverSneakers website through Zoom².

- SilverSneakers trainers
- No equipment needed
- Many classes each day

SilverSneakers On-Demand has more than 200 online videos you can use at home.

- Beginner to advanced exercises

- Nutrition information
- Fitness challenges and more

Videos at [Silversneakers.com/learn/ondemand](https://silversneakers.com/learn/ondemand)

SilverSneakers GO mobile app. Get exercise programs on your phone.

- Just one click to change exercise levels
- Activity schedule and reminders
- Download at SilverSneakers GO from the Apple App Store or Google Play apps

Go to participating locations near your home or where you travel.

- Thousands of locations to use any time you want
- Treadmills, weights, pools and more
- Group exercise classes³ at some locations

Stay connected.

- Fitness with friends at participating locations
- Fun social activities
- SilverSneakers Facebook page and newsletter

Visit [SilverSneakers.com](https://www.silversneakers.com) to learn more. You can sign up and get your SilverSneakers ID number. Go to a participating location when you are ready. You can find one near you with the location finder. You can also sign up for the e-newsletter.

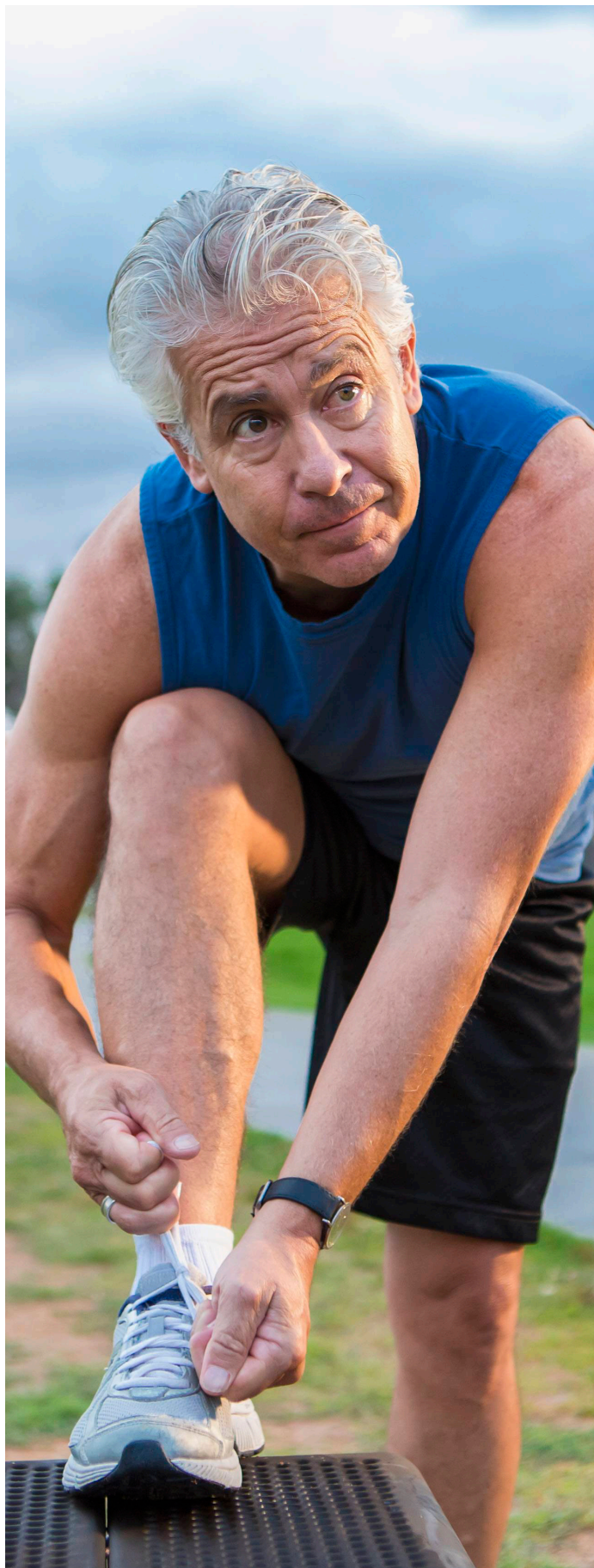
Start using SilverSneakers today. Your good health is worth it.

Always talk with your provider before starting an exercise program.

SilverSneakers disclaimers

1. Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
2. Zoom is a third-party provider and is not owned or operated by Tivity Health or its affiliates. SilverSneakers members who access SilverSneakers Live classes are subject to Zoom’s terms and conditions. SilverSneakers member must have internet service to access SilverSneakers Live classes. Internet service charges are responsibility of SilverSneakers member.
3. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

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receive each month at no cost:

- Data
- Unlimited texts
- Voice minutes
- Android smartphone*

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/illinois)

*Subject to change

Do not risk a gap in your Medicaid coverage

Update your contact information with your state Medicaid agency. This way, they can reach you to renew your Medicaid coverage. You can update your contact information by:

Cell service at no cost to you!

We know how important it is to stay connected to health care, jobs, emergency services and family. That is why Aetna Better Health Premier Plan partners with Assurance Wireless Lifeline service.

Eligible members must sign-up with Assurance Wireless Lifeline services under the Aetna Better Health Premier Plan MMAI program. Then they

- Going online at www2.illinois.gov/hfs/address
- Calling the state Medicaid agency at **1-877-805-5312** from 7:45 AM–4:30 PM. If you use a TTY, call **1-877-204-1012**.



Know your rights and responsibilities

We work with you to make sure you receive the best care available. You have certain rights and responsibilities. These help you to receive the best service.

As an Aetna Better Health Premier Plan MMAI member, you have a right to:

- Receive information about Aetna, our services, our providers, and member rights and responsibilities
- Be treated with respect and recognition of your dignity and your right to privacy
- Participate with providers in making decisions about your health care
- Have a candid discussion of appropriate or medically-necessary treatment options for your conditions, regardless of cost or benefit coverage
- Voice complaints or appeals about Aetna or the care we provide
- Make recommendations about the Aetna member rights and responsibilities policy

You also have a responsibility to:

- Give information that Aetna and our providers need to give care
- Follow plans and instructions for care that you have agreed to with your providers
- Understand your health problems and help develop treatment goals that you and your provider have agreed to

You will find these rights and responsibilities in the Member Handbook and at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois). If you have any questions or would like a copy of your rights and responsibilities, call Member Services at **1-866-600-2139 (TTY)**, 24 hours a day, 7 days a week.

Aetna Better Health Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Aetna Better Health Premier Plan MMAI Member Handbook.

Contact us

Aetna Better Health® Premier Plan MMAI
3200 Highland Ave.
Downers Grove, IL 60515

24 hours a day
Member Services: **1-866-600-2139**
AetnaBetterHealth.com/Illinois

This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own healthcare needs. Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have. Aetna Better Health® Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille or audio. Call **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Aetna Better Health® Premier Plan MMAI Member Handbook.

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

ATENCIÓN: Si habla español, tiene a su disposición servicios de idiomas gratuitos. Llame al **1-866-600-2139 (TTY: 711)**, las 24 horas del día, los 7 días de la semana. Esta llamada es gratuita.

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website or call the phone number listed in this material.

In addition, your health plan provides auxiliary aids and services, free of charge, when necessary to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Your health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, call Customer Service at the phone number on your benefit ID card.

If you believe that we have 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 Grievance Department (write to the address listed in your Evidence of Coverage). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card **(TTY: 711)**. If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf.

ESPAÑOL (SPANISH): Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

繁體中文 (CHINESE): 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。