

## HEALTHY LIVING



### NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. If you lost your coverage and are still eligible, you may be able to get your benefits back. Visit [aetna.com/sp24va-1](https://aetna.com/sp24va-1) or scan the QR code below to learn more.



## 4 barriers to good health — and how your Aetna plan can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor's office can make it harder to take care of your health. These are called social determinants of health (SDOH). And many of them may be out of your control. That's why Aetna Better Health® of Virginia provides benefits designed to help you overcome those barriers.

*Barriers story continues on page 2*

## Barriers story continued



### **BARRIER 1** **Transportation**

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

#### **How Aetna can help:**

We provide rides to any nonemergency appointments and covered services. Members ages 18 years or older can schedule a ride. Just call ModivCare (formerly LogistiCare) at **1-800-734-0430 (TTY: 711)**. Or schedule your ride online at **modivcare.com**. They're here for you 24 hours a day, 7 days a week. Remember to schedule your ride at least three business days before you need it.



### **BARRIER 2** **Language**

We know that not all members speak English as their first language. That can make it hard to talk to your doctor or ask questions about your benefits.

#### **How Aetna can help:**

We provide interpreter services in any language.

## **Our Care Managers are here for you**

Whatever barriers you're facing, your dedicated Care Manager can help. Your doctor, hospital discharge planner or another provider can refer you to Care Management. Or a nurse on our health information line may refer you. You can also self-refer by calling Member Services at **1-800-279-1878 (TTY: 711)** and asking to speak with Care Management.



If you need a qualified interpreter, written information in other formats, translation or other services, call **1-800-385-4104 (TTY: 711)**. You can also find the number on your member ID card.



### **BARRIER 3** **Accessing care**

Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment. This can make it tough to get the care you need.

#### **How Aetna can help:**

Telehealth services are covered just like in-person visits. You can talk to a provider via a phone or video chat from the comfort of your own home, on your schedule. Ask your provider what services they provide through telehealth.

Have a medical problem after hours? You can call our 24-hour nurse line at **1-877-878-8940** to talk with a nurse anytime. They can help you decide where to go for care or how to treat your health problem at home.



### **BARRIER 4** **Budgets**

Costs are rising for housing, food and other essentials. So it may be harder than ever to stick to your budget.

#### **How Aetna can help:**

Your health plan provides other Value-Added Benefits to help you pay for life's health essentials, including:

- \$25 per month for new moms to spend on mom and baby care products, plus 300 free diapers delivered to your door
- \$20 per month to spend on period products through CVS Pharmacy®
- A free smartphone with unlimited texts, minutes and data

---

Check out your Member Handbook or visit **AetnaBetterHealth.com/virginia** to learn more about the benefits and services included in your health plan, as well as those not covered.

# Good health care starts with the right doctor

Your primary care provider (PCP) is your first stop for all your health care needs. But at some point, you may need to see a specialist to help treat certain injuries or illnesses. When this happens, your PCP will help you find a specialist and refer you for care.

You don't always need a referral to see a specialist. For example, women do not need a referral to see an ob-gyn for routine care.

Here are three ways your Aetna Better Health® plan can help connect you with the right provider.

## Provider network

You must get most of your care from providers in our

network. Go to **AetnaBetterHealth.com/virginia/find-provider** to find in-network providers. You can search or download our provider directory.

Need help or want a hard copy of the provider directory? Call Member Services at **1-800-279-1878 (TTY: 711)**.

## Out-of-network care

Let's say there are no network providers near you. Or there aren't any appointments available. If that happens, we can help you get a referral to see a provider outside of the network. You won't be charged more for out-of-network care in this case.



## Second opinions

You may not always agree with your doctor's plan of care. If this happens, you have the right to go to another provider for a second opinion. You don't have to pay to get a second opinion, and you don't need prior authorization. Call Member Services to learn more.

Your Member Handbook has info about all the types of care covered by your plan, including:

- Primary care
- Specialty care
- Behavioral health care
- Emergency care

View your Handbook at **[aet.na/sp24va-2](http://aet.na/sp24va-2)** or call Member Services for a hard copy.



## Understand your pharmacy benefits

Wondering if your medications are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at **[AetnaBetterHealth.com/virginia/drug-formulary.html](http://AetnaBetterHealth.com/virginia/drug-formulary.html)** or call Member Services at **1-800-279-1878 (TTY:711)** to ask for a printed copy. You can find more information on all your pharmacy benefits in the Member Handbook.

**Benefits at your fingertips.** Access your plan benefits from anywhere through your online Member Portal. You can also use the Aetna Better Health app to see your benefits on the go. Visit **[AetnaBetterHealth.com/virginia/member-portal.html](http://AetnaBetterHealth.com/virginia/member-portal.html)** to get started!

# Fraud, waste and abuse

Aetna Better Health® of Virginia is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

## What are fraud, waste and abuse?

**Fraud** happens when someone lies to get money or services.

**Waste** happens when someone uses benefits or services they don't need.

**Abuse** happens when someone takes money for services when they aren't legally entitled to payment.

## Reporting fraud, waste or abuse

If you suspect or know about fraud, waste or abuse, report it immediately. Here's how:

**Virginia Office of the State Inspector General Fraud, Waste and Abuse Hotline:**  
Call **1-800-723-1615 (TTY: 711)** or email **covhotline@osig.virginia.gov**.



**Virginia Medicaid Fraud Control Unit:** Call **804-371-0779** [toll-free: **1-800-371-0824 (TTY: 711)**] or email **MFCU\_mail@oag.state.va.us**.

**Fraud and Abuse Hotline:**  
Call **1-804-786-1066** [toll-free: **1-866-486-1971 (TTY: 711)**] or email **RecipientFraud@DMAS.virginia**.

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Virginia, and you can remain anonymous.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

## We're here for you

### Member Services:

**1-800-279-1878 (TTY: 711)**

24 hours a day, 7 days a week

### 24-hour Nurse Line:

**1-877-878-8940** 24 hours a day, 7 days a week

### Behavioral health hotline:

**1-800-279-1878 (TTY: 711)**

Choose the crisis option.

### Vision care: Vision Service Plan (VSP)

**1-800-877-7195**

### Transportation: ModivCare

**1-800-734-0430 (TTY: 711)**

24 hours a day, 7 days a week

(Be sure to call for a ride at least three days before your appointment.)

### Dental care: DentaQuest

**1-888-912-3456 (TTY: 1-800-466-7566)**

Monday–Friday, 8 AM–6 PM

### Hearing care: HearUSA

**1-833-427-9922**

# Having a baby? We'll help cover the essentials

Welcoming a newborn to the family is a time to celebrate. But we know there are challenges too. That's why we offer extra benefits to help support your growing family.

If you've had a baby recently, or are expecting one soon, you may be eligible for the New Mom's Stipend and New Mom's Box.

## New Mom's Stipend

Together with CVS Health®, we're giving you \$25 of over-the-counter (OTC) baby and personal care products each month.

You'll get to choose products from our OTC catalog, and we'll deliver them right to your door, at no added cost to you. Some items can include:

- Diapers
- Baby wipes and creams
- Disposable underwear

## New Mom's Box

All members who recently gave birth will receive a New Mom's Box from Aetna Better Health. The box contains essential items for you and your baby, such as:

- Lanolin cream
- Digital thermometer
- Baby lotion

You will automatically receive this box if you are actively connected with your Case Manager.

All new moms are also eligible to receive 300 free diapers delivered right to their door at no cost.

## Let us celebrate you!

Expecting a new baby soon? Come join our virtual baby shower! Those who attend will receive a free portable (travel) crib.



Your Case Manager can help you take advantage of these and other plan benefits. Call Member Services at **1-800-279-1878 (TTY: 711)** to learn more or to talk with a Case Manager.

## NEW! Get support with Pyx Health

Aetna Better Health is offering a new, personalized program to support your health. Pyx Health is here to help you get the most from your health plan, at no cost to you. Whether you need help finding a doctor, food or transportation, or you just need someone to talk to, Pyx Health is here for you.

With Pyx Health, you can:

- Chat with compassionate Pyx Health staff for support and encouragement.
- Get connected to all the benefits Aetna Better Health offers.
- Find resources to help your physical and mental health.
- Improve mood, anxiety, motivation and more.

Download the Pyx Health app on your phone or tablet to get started.

No smartphone? No problem! You can also sign up by phone or on the web:

Phone: **1-855-499-4777** (select option 1)

Web: **PyxHealth.com/store-download**



**We want to hear from you!** Join our Member Advisory Committee (MAC) to share your feedback and help us improve our services. Call Member Services at **1-800-279-1878 (TTY: 711)** to find out how to join.

## 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:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o 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  
P.O. Box 818001  
Cleveland, OH 44181-8001  
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>.

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 번호로나 **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:** 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**).

**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:** 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.

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

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

**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**).

**HINDI:** ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

**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.

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

**KRU:** TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-á win kwa cetiyò + ne-lá, i belé-ó bi má-ó mù bò kó putu bò. Dà nobâ né ê nea-ó ñ-á jié jipolé kateh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

**IGBO (IBO): NRUBAMA:** O bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

**YORUBA:** ÀKÍYÈSÍ: Tí ó bá sọ èdè Yorùbá, àwọn olùrànlówó ìpèsè èdè tí wá ní lẹ́ fún ọ lófèé, pe nọhà tí ó wà lẹyìn káàdì ìdánimò rẹ tàbí **1-800-385-4104** (TTY **711**).



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

<Recipient's Name>

<Mailing Address>

2968362-17-01-SP (03/24)

## Take advantage of your Member Handbook

Your Aetna Better Health® of Virginia Member Handbook has everything you need to know about your health plan, including:

- ✔ Benefit restrictions outside the Aetna service area
- ✔ Copayments and other charges you may be responsible for
- ✔ How to submit a claim
- ✔ How to file a complaint, grievance or appeal
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ How we evaluate new technology as a covered benefit
- ✔ Notice of privacy practices
- ✔ Your member rights and responsibilities



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



Scan the QR code or visit [aet.na/sp24va-2](https://aet.na/sp24va-2) to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-800-279-1878 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.