



Aetna Better HealthSM Premier Plan



Spring 2019

Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service plus an AndroidTM smartphone

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

Each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited texts
- Voice minutes

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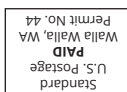
Weight Watchers program with you in mind!

Are you interested in losing weight, but tired of dieting and always trying to figure out which foods are healthiest? Do you live with diabetes, hypertension or heart conditions? If you answered yes to either of these questions, Aetna Better Health of Illinois Premier Plan has a benefit that is perfect for you!

Our health plan offers many value-added benefits for a healthy lifestyle. One of the benefits we offer to our members is access

to 12 weeks of free WW (Weight Watchers) meetings! WW is not a diet program. It is a program that helps you to create a healthy lifestyle that can keep up with your busy routine. Here, you will learn how to make healthy choices at home and on the go.

Are you interested? Please contact your case manager for more information. They can mail you the vouchers needed for the program and connect you to a local meeting.



Cell service at no cost to you!

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Plus an 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.

Your Aetna Better Health team

Each of our members is on their own personal healthcare journey. We can help you to manage and improve your health. To learn more about how we can help you with your healthcare, call Member Services at **1-866-600-2139** (toll-free), 24 hours a day, 7 days a week, TTY Relay Illinois **711**. You can also visit our website at aetnabetterhealth.com/illinois to find information about programs that will help you stay healthy like:

Case management. A case manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. Your case manager will help you if:

You are going to the emergency room a lot

You are having trouble getting things your doctor has ordered

You need information about a disease or treatment

You need help with activities of daily living

And so much more

Diabetes management. If you have diabetes, we will help you take control of your diabetes. You will learn:
How to take care of your diabetes
How to watch your blood sugar
Healthy habits

Medication safety. We want you to be informed about the different medicines you may need to take. We can help you with questions you should always 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?



Join the Member Advisory Council

In our last newsletter you read that as one of the experts in your own healthcare, you are empowered to make decisions about your health. As an important part of your healthcare team, you can work with your doctor, specialist, Aetna Better Health Premier Plan care manager and other supports (like your family and friends).

As you also read, our Member Advisory Council (MAC) is going to provide newsletter articles on topics that may be important to you about your health.

Topics will include:

How to talk with your doctor

How to advocate for yourself when scheduling appointments

(that means how you can use your voice)

Knowing your healthcare rights

For more information on how to join the MAC, please call your care manager or Member Services at

1-866-600-2139.



Quality is our focus!

You and your health are important to us. Because of this, every year, we look at everything we do for our members. We do this to make sure that we provide the best care and services our members need. This is called an annual Quality Evaluation.

We take the information that we reviewed and come up with ways to make the care and services even better. We use that as our guide for the next year. This is called our Quality Program.

Schedule your annual checkup today!

Seeing your primary care provider at least once a year for your annual checkup is very important, even if you do not feel sick. At your annual checkup, your provider will speak with you about some regular screenings that may be right for you.

Screenings are done based on your age, gender and other risk factors that can affect your life. Regular screenings help doctors check to make sure that everything is ok, or to catch a potentially dangerous illness while it is still early. Screenings are done even when you do not feel sick. Some of the screenings that your doctor might recommend for you or ask you about are:

Colorectal cancer screening to test for colorectal cancer. Talk to your doctor about different testing options.
Breast cancer screening mammogram.

Evaluating your activities of daily living — this helps identify areas where you may need more help so you can continue living independently.

Asking you if you experience any pain — pain can have bad effects on your quality of life; screening you for pain can help your provider treat it.

Asking you about end-of-life wishes, such as a medical power of attorney, living will or advance directive.

A review of all medications you take at every visit to make sure you are taking the right medications for you.

Aetna Better Health of Illinois Premier Plan offers a \$25 gift card for completing preventive services like the ones above. Call Member Services or your case manager to get more information about the incentive program available to you.



For more information

about the Quality Evaluation or Quality Program please visit the Aetna Better Health of Illinois website at aetnabetterhealth.com/illinois/members. You can also discuss these programs with your case manager or call Member Services for a copy of these documents.

Helpful hints for your mood

1. Are you taking medicine for depression? If yes, it is important to keep taking the medicine even if you do not notice improvement right away. It can take up to 3 weeks for your medicine to help with your symptoms. It is also important that you do not stop taking them because if you stop, your symptoms may return and it may take a long time to control them again. If you have questions about your medicine, talk to your doctor.
2. We understand that coping with life's ups and downs can be difficult. It may also lead to alcohol and/or drug use for some people. Don't be afraid to ask for help. If you have been in the emergency room for alcohol or drug use, Aetna Better Health of Illinois is here to work with you. Call us today. We can help you find the right doctors to help you live a better life. There is always hope. Call Member Services at **1-866-600-2139** to start your journey to recovery.
3. We want to make sure that you are on the right path to a quality life. It's very important that you follow up with your mental health doctor as soon as possible after discharge from the hospital or emergency room. You don't have to be alone. Please call us and let us know how we can help you see your mental health doctor soon after you have been discharged. Call Member Services at **1-866-600-2139** or your case manager for help in setting up your appointments with the right provider.



Help us fight fraud

Is your doctor billing for services that were not performed?
Is your homemaker billing for more hours than they are actually working?
Is someone else using your name to receive medical services?

Each year billions of dollars are lost to healthcare fraud. Help us fight back.

You can report suspected fraud or abuse directly to Aetna Better Health of Illinois in the following ways:
Call our Health Plan hotline at **1-877-436-8154**. All calls are anonymous.

Call the Special Investigations Unit (SIU) at **1-800-338-6361** if you have questions or to report fraud. Use the fraud and abuse reporting form on the Aetna Better Health of Illinois website: **aetnabetterhealth.com/illinois**. You will see a link to Fraud &

Abuse at the top of the page.

Note: Even if you provide your contact information, your identity will be kept confidential.

We can make a difference if we all work together.

The following is brought to you by the Agency on Aging Northeastern Illinois

Stress-Busting Program for family caregivers

Do you provide care for a loved one with Alzheimer's disease or other dementia?

The Stress-Busting Program offered by the Agency on Aging Northeastern Illinois offers stress management techniques, problem solving, support and education. The program is designed to improve the quality of life for family caregivers who provide care for persons with Alzheimer's disease or other related dementias.

This program helps caregivers manage their stress and cope better with their lives. Caregivers who have participated in this program have said that they feel significantly lower stress, depression and anxiety. They also said that they feel they have an improved quality of life. They have also reported improvement in:

- Ability to relax
- Stress management
- Increased self-esteem



Stress Busting consists of 90-minute sessions once a week for 9 weeks. The program is held in a small group setting and led by two trained group facilitators. Caregivers are provided with many resources, including a handbook covering class material, a meditation CD and a relaxation strategies CD.

The program is provided at no cost to you. Also, respite from caregiving may be provided for your loved one while you are participating. That means that arrangements can be



made to stay with the caregiver's loved one while the caregiver attends the program.

For more information on dates and locations near you, please contact the Agency on Aging Northeastern Illinois and ask to speak with Colette Jordan at **630-293-5990** or email cjordan@ageguide.org.


Contact us



Aetna Better HealthSM Premier Plan
333 W. Wacker Drive, Suite 2100, MC F646
Chicago, IL 60606



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

 This is general health information and 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 HealthSM Premier Plan (Medicare-Medicaid Plan) 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 in Spanish or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139 (TTY/TDD: 711)**, 24 hours a day, 7 days a week. The call is free. The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better HealthSM Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better HealthSM Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

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
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>.

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**).

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub 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。請致電您的 ID 卡背面的電話號碼或 **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.

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**).

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**).

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**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડના પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

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۔

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**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि: शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **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 numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS : **711**).

GREEK: ΠΡΟΣΟΧΗ: Εάν μιλάτε Ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στο πίσω μέρος της ταυτότητάς σα ή στο **1-800-385-4104** (Λειτουργία 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.