



Quality time



AetnaBetterHealth.com/Illinois

Aetna Better Health® Premier Plan MMAI

Member incentive program

If you are enrolled with Aetna Better Health® Premier Plan MMAI, you may be eligible to receive \$25 added to your reloadable gift card for completing needed preventive screenings. You can receive rewards for completing the following services between January 1, 2021, and December 31, 2021:

- \$25 — members 20 years of age and older who have an annual wellness visit with their provider by December 31, 2021
- \$25 — members 18 years of age and older with diabetes

who complete all three of the below services:

- Dilated retinal exam, also known as the diabetic eye exam, by December 31, 2021
- Hemoglobin A1c test by December 31, 2021
- Screening for kidney complication by December 31, 2021 (this is usually done through a simple urine test)

- \$25 — female members 52 to 74 years of age who complete a screening mammogram by December 31, 2021
- \$25 — members 51 to 75 years of age who complete a colorectal cancer screening by December 31, 2021

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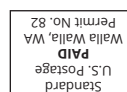
Fall 2021

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

Make a plan to prevent flu and COVID-19

Last year, the safety measures we took to fight COVID-19 may also have helped us have a very mild flu season. And that was a welcome dose of good news in a hard time.

But this year people are meeting up again. So it's vital for you and your family to get your flu shots.

The flu and you

The Centers for Disease Control and Prevention (CDC) recommends flu shots for almost everyone 6 months and older. They are extra important for people at high risk of getting very sick. That includes:

- People 65 and older
- People with chronic conditions
- Pregnant women
- Young children

- Racial and ethnic minority groups
- People with disabilities

Most people should get their flu shot in September or October, CDC says. But it's not too late to get one now.

Children 6 months to 8 years old who have not had a flu shot before will need two doses. And those shots have to be given at least four weeks apart. So the sooner kids start, the better.

Get your COVID-19 shots too

If you've yet to get a COVID-19 vaccine, there are good reasons to go ahead and get them now. The vaccines are safe and very good at protecting people from COVID-19. Plus, once you're fully vaccinated, you can start doing more, like getting together with friends and dropping your mask at times.

CDC recommends that most people 12 and older get their COVID-19 shots. And it's OK to get other shots at the same time. So ask your provider about catching up on all the shots your family needs.



Member incentive program

Continued from front page

The first time we get a claim for one of the above services, you will receive \$25, which will be added to your reloadable gift card. You will not receive a new gift card if you are eligible and complete other services — any additional

earnings will be loaded to the original card that you received. Do not throw away your gift card! You can always check your balance by calling the number on the back of your card. If you are unsure what incentives you are eligible for, you can always call your case manager.

How to talk to loved ones about getting a COVID-19 vaccine

If you've been vaccinated against COVID-19, you know it can be a big relief. And you may be eager for your friends and loved ones to make the most of that opportunity too.

But some people are hesitant. And it can be hard to talk about what's holding them back. If you're ready to dive into those conversations, though, your support can make a difference. Here are some tips that may help:

1. Listen without judgment.

It's normal to have questions or concerns about new vaccines. Before you were vaccinated, you may have had some doubts too. Try to ask open-ended questions and really listen to the answers. Remember: The goal is not to win an argument. It's to learn what the other person is worried about and help put their mind at ease.

2. Share facts — but ask first. Sometimes people just need accurate information to help them make up their minds. But ask for permission to share what you know. They may be more open to listening and less defensive that way.

3. Help them find their why. Some people get vaccinated because they want to be safer or to spend time with their grandkids. Others just



want to help the world move a little closer to normal. Sharing your reasons with your loved ones might help them to identify theirs. And it doesn't hurt to remind them that you love them and want them to be safe.

4. Offer to help sign them up. Maybe your friend is willing to get a vaccine but doesn't know how to get an appointment. Could you offer to help? Chances are you already know the ropes.

So it may be quicker and less stressful for you.

5. Know when to press pause. If either of you becomes upset, take a break from the discussion. Maybe you'll be able to pick it up in a more positive way later. Maybe not. But whatever your loved one decides, you still want to have a good relationship when all is said and done.

Sources: AARP; Centers for Disease Control and Prevention; Kaiser Family Foundation

Breast cancer screening

A mammogram is a low-dose X-ray that allows specialists to look for changes in breast tissue. Breast cancer deaths have declined 39% in the United States from 1989 to 2017.¹

When you get regular mammograms, doctors may find and treat changes in the breast early, before they become more serious. It's one of the most important things you can do for your health — and it usually takes less than 30 minutes.

Based on clinical guidelines,² women age 50 to 74 should have a mammogram at least once every two years. However, if you've recently received a vaccination for COVID-19, wait at least six weeks afterwards before getting your mammogram.

Plan ahead — contact your doctor today to help you schedule your mammogram appointment. It's good to get your appointment scheduled even if it's not due for a while.

Sources:

¹*Susan G Komen. Available at: ww5.komen.org/BreastCancer/FactsandStatistics.html.*

²*Screening for Breast Cancer: U.S. Preventive Services Task Force Recommendation Statement, February 2016. Available at: NCBI.NLM.NIH.gov/pubmed/26757170.*

Accessed June 5, 2018.



Colorectal cancer screening

Even if you're feeling good and have no problems, think about getting a colorectal cancer screening. Regular screenings can help prevent cancer or find it early, before it becomes more serious. It could save your life.

Preventive colorectal cancer screenings are covered at no extra cost to you. There are several different types of screenings you can get. An in-home screening can be done without ever leaving your home and needs to be done every year. If you prefer a colonoscopy, you only need it done every 10 years. Talk to your doctor about which screening is right for you. Visit [CDC.gov/cancer/colorectal](https://www.cdc.gov/cancer/colorectal) to learn more about screening.

Plan ahead — talk to your doctor about a plan for your next screening. And ask when you should schedule it during your next office or telehealth visit.

If you've already received an in-home screening kit and haven't returned a sample, do it today. It only takes a few minutes. And you can use the postage-paid envelope to return your sample to the lab. You and your doctor will get the results. If you have questions about your kit, just call the toll-free number included with your kit.



If you haven't received a screening kit, talk to your doctor about what screening is right for you. Ask for help to get your screening before the end of the year. Call your care manager or Member Services at **1-866-600-2139 (TTY/TDD: 711)**.

Care managers: We're on your side

When you're facing a health challenge, having a caring team on your side can make a world of difference. That's what our Care Management Department is all about.

We help members through all kinds of challenging situations. Care managers can help you:

- Access your benefits
- Locate providers
- Find community resources
- Make sure you get the care you need

How does it work?

Here's how care managers helped a Chicago woman get moving again not long ago.

Anne* is 72 years old and lives with her husband, daughters and grandchildren. One of our care managers called her after a hospital stay. She wanted to make sure Anne had all the follow-up care she needed.

During the call, Anne mentioned that she was having trouble getting around. Her rollator needed repairs. (A rollator is like a walker but with wheels on all four legs.) So her care management team jumped into action.

One of Anne's care managers recalled seeing a request for a new rollator for Anne within the past year. So she called the company up. They confirmed that Anne's prescription was still valid. And a new rollator was soon on its way.

Later that week, however, tragedy struck. Anne lost a family member to COVID-19. She told her concerned care managers about it. She was worried she wouldn't be able to attend the funeral service if her new rollator didn't arrive in time.

So, of course, they jumped in to help again. They confirmed that it had shipped the day before. Anne received her new rollator the next day. And she was able to join in her loved one's funeral service at the end of that week. She was

so grateful to her care managers for helping to make that happen.

The heart of it all

Healing is about so much more than medicine. It's about helping people live their lives in the best way they can. Anne's story goes to show: It can make all the difference when someone is there looking out for you.

Think we might be able to help you? Don't hesitate to reach out. We're always here for you. Call your care manager or Member Services at **1-866-600-2139 (TTY/TDD: 711)**.

**Name has been changed.*





Healthy aging

Healthy Aging Month helps bring focus on the positive aspects of growing older — it provides inspiration and practical ideas for adults, ages 50-plus, to improve their physical, mental, social, and financial well-being.

Here are some tips that the aging community can implement during Healthy Aging Month or anytime:

1. **Become an intern.** You are never too old to start new!
2. **Go back to school.** It's never too late! Take classes to refocus your career or enhance your skills.
3. **Volunteer.** Volunteering gives you the opportunity to possibly travel and give back.
4. **Start walking — not only for your health but to see the neighbors.** Have a dog? You'll be amazed how the dog can be a conversation starter.
5. **Travel.** Go explore new and beautiful places.

6. **Be positive in your conversations and your actions every day.** When you catch yourself complaining, check yourself right there and change the conversation to something positive.
7. **Practice your art skills.** Take art classes and learn to paint a beautiful seascape or still-life portraits.
8. **Get a physical.** Make this month the time to set up your annual physical and other health screenings.
9. **Eat fresh.** Add more fruits and veggies to your life. September is still harvest season, so check out your local farmers market.

Aetna encourages our members to stay active, stay fit, stay healthy and stay connected by using any of these tips to improve your health.

Sources:

Aveanna Healthcare. (28 Sept 2012). September is healthy aging month. Retrieved from <https://www.aveannaconcierge.com/2012/09/28/september-healthy-aging-month/>

Healthy Aging. (2020). September is healthy aging month-ten tips to celebrate. Retrieved from <https://healthyaging.net/healthy-lifestyle/september-is-healthy-aging-month-10-tips-to-celebrate/>

Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ 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 MMAI is partnering with Assurance Wireless Lifeline service.

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

- Data
- Unlimited texts
- Voice minutes
- 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

Safety first!

We care about your safety, health and welfare. It is important to recognize signs of abuse, neglect and exploitation and report it. This will allow you to be safe and get the care you need. If you are or suspect that you are being abused, neglected or exploited, please call the appropriate number below to report, prevent or stop the abuse, neglect or exploitation.



To report regarding members who are disabled adults 18 through 59 years of age who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	• 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To report regarding members who are 60 years of age and older who live in the community, call the Illinois Adult Protective Services Unit of the DoA.	• 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To report regarding members in nursing facilities, call the Department of Public Health Nursing Home Complaint Hotline.	• 1-800-252-4343
To report regarding members in supportive living facilities, call the Supportive Living Facility Complaint Hotline.	• 1-800-226-0768
Call Member Services or your care coordinator at any time to report abuse, neglect and exploitation. You can contact us 24 hours a day, 7 days a week.	• 1-866-600-2139 (toll-free) • TTY: 711

How national coverage decisions affect your plan

The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois). Then go to: For Members > Aetna Better Health Premier Plan > Member Benefits.

You can also visit [CMS.gov](https://www.cms.gov) for more information. Once on the website, click on "Medicare" then type "National Coverage Determination" in the search box.

You can also contact your care manager or Member Services at **1-866-600-2139 (TTY/TDD: 711)**.

For more information, please visit our website at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois)

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 does 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 at 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。