



Aetna Better HealthSM Premier Plan



Together

Late Winter 2020

Getting the right care after a hospital discharge

Have you been discharged from a hospital recently? Did you follow-up with a primary care provider (PCP) after leaving the hospital?

Telling your PCP that you are in the hospital is an important step to make sure that you are well cared for once you leave the hospital. If your PCP knows that you are in the hospital, they can make sure that you get the right care once you leave. It is important to see your PCP within 14 days of leaving the hospital. Your PCP will go over all

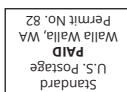
your medications with you at this visit and discuss any additional needs you may have to make sure you are on a road to recovery.

What to bring with you to your follow-up appointment?

- Your discharge instructions
- All your medications — even over-the-counter vitamins and herbal supplements

If you need help in setting up your follow-up appointment, please let the hospital discharge planner or your Aetna Better Health of Illinois Case Manager know. We care about your recovery and are here to make sure that all your discharge needs are met.

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

Winter shoveling safety

Winter months can be almost unbearable because of very cold temperatures and heavy snowfalls. Aetna Better Health of Illinois wants you and your family to get through the winter months safely.

We have a few good winter tips you can use to avoid injuries and frostbite while you are out in the cold weather.

During cold temperatures, our bodies are programmed to keep our brain, heart, kidneys and liver well perfused. What this means is that our bodies will pull our oxygen-rich blood to the core of our bodies to make sure there is enough oxygen-rich blood around

these vital organs. This happens through the constriction of our blood vessels. If you have a history of high cholesterol, high blood pressure, or fat deposits in your veins and arteries, you are at a higher risk of suffering a cardiac event, such as a heart attack, during the winter while exerting yourself with shoveling snow.

If you must shovel the snow this winter, here are a few safety tips:

- Warm up your muscles first.
- Shovel light loads instead of heavy ones.
- Take frequent breaks.
- Drink plenty of water.
- Bend your knees and lift with your

legs; if you can, push the snow rather than lift it.

- Keep the shovel blade close to you to reduce back strain.
- Switch off between right hand and left hand.
- Don't smoke while shoveling.
- Don't shovel right after a meal.

Frostbite can happen on uncovered and covered skin. It happens mostly on the fingers, toes, nose, ears, cheeks and chin. The skin will become very cold and red, then numb and hard. See your doctor immediately if you notice any of these signs.

If you are out in the cold weather, here are a few tips to help decrease your chance of frostbite:

- Dress in several layers of loose, warm clothing.
- Wear a hat.
- Try a thin pair of glove liners under a pair of heavier gloves or mittens.
- Carry emergency supplies in your car in case you become stranded.
- Eat a good meal and drink plenty of fluids.
- Don't drink alcohol if you plan to be outdoors in the cold.

Have a Wonderful Winter!



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.



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 make a 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).	<ul style="list-style-type: none"> • 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To make a 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 Department on Aging (DoA).	<ul style="list-style-type: none"> • 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To make a report regarding members in Nursing Facilities, call the Department of Public Health Nursing Home Complaint Hotline.	<ul style="list-style-type: none"> • 1-800-252-4343
To make a report regarding members in Supportive Living Facilities, call the Supportive Living Facility Complaint Hotline.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 1-866-600-2139 (toll-free) • TTY 711



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

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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.AetnaBetterHealth.com/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 Case Manager or Member Services at **1-866-600-2139 (TTY/TDD 711)**.



Health Outcomes Survey

The Health Outcomes Survey (HOS) is a survey that is a requirement of Centers for Medicare & Medicaid Services (CMS). It is mailed out to a randomly selected group of members and is repeated again two years later to see if members are improving in their health.

The results from this survey tell us how you rate your overall physical and behavioral health, which then allows us to develop different programs to make sure that your needs are being met.

The HOS survey is administered in the spring. If you receive it, please take the time to complete it. You will receive the same survey again in two years.

If you have any questions about the HOS survey, please do not hesitate to reach out to your assigned Case Manager.

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 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](https://www.AetnaBetterHealth.com/Illinois)

[AetnaBetterHealth.com/Illinois](https://www.AetnaBetterHealth.com/Illinois)

24/7 Nurse Line

Call **1-866-600-2139**

24/7 Behavioral Health Crisis Line

Call **1-866-600-2139**

Your doctor, also known as your PCP

Need help finding a doctor? Call **1-866-600-2139**

Your dentist

Need help finding a Dentist? Call DentaQuest at **1-800-416-9185**

Urgent Care or Immediate Care Center

Need help finding an Urgent Care Center? Call **1-866-600-2139**







Emergency Room

Have someone take you there or call **911**

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Knowing your health care options

You have several options of where to go when you have a medical need, and sometimes it is not easy to know where is the best place to start. A good start is to check with your primary doctor, if possible, or call our 24-hour nurse line if your doctor is not available. You can also review the chart below to help you understand your choices.

When to use:	Wait times:	Examples of health needs:	
When you want to talk to a registered nurse to get answers to your medical or dental questions	 Less than 5 minutes	<ul style="list-style-type: none"> • Questions and education about a variety of health and dental topics and symptoms 	
When you want to talk to a professional specially trained in behavioral health crisis situations	 Less than 5 minutes	<ul style="list-style-type: none"> • Concerns related to substance abuse or mental health • In need of community resources related to substance abuse or mental health 	
The best place to start when you have a non-emergency medical issue	 Typically less than 30 minutes	<ul style="list-style-type: none"> • Manage disease and other conditions like diabetes, high blood pressure and asthma • Preventative checkups • Immunizations 	<ul style="list-style-type: none"> • Earache • Allergies or sinus problems • Minor burns or cuts • Stomachache • Cold, flu and fever
The best place to start when you have a non-emergency dental issue	 Less than 30 minutes	<ul style="list-style-type: none"> • Preventative dental cleaning and checkups to keep your mouth healthy • Manage tooth or gum pain 	<ul style="list-style-type: none"> • You are pregnant, have diabetes, have cardiovascular disease, are HIV positive or you smoke • Have a broken tooth
When your doctor is not available and you need immediate attention, but do not have a true emergency	 Typically less than 20 minutes	<ul style="list-style-type: none"> • Sore throat • Urinary tract infections • Fevers • Minor injuries and sprains 	<ul style="list-style-type: none"> • Headache or migraine • Allergies or sinus problems • Cold or flu • Earache
When you are facing a serious illness or a life-threatening problem	 Up to several hours, depending on the severity of your situation	<ul style="list-style-type: none"> • Difficulty breathing • Severe chest pain • Severe bleeding or burns • Suddenly not able to move or speak • An attack by a person or animal • Poisoning 	<ul style="list-style-type: none"> • Blacking out (fainting) • Broken bones or sudden severe pain and swelling in a joint • Life-threatening behavioral health or substance abuse crisis • Choking

Your feedback helps us to improve

We want to hear from you! Aetna Better Health works hard to give our members high-quality services. We measure our performance to make sure that we are meeting your needs. One way that we do this is through surveys.

Every spring, some members of Aetna Better Health will get a satisfaction survey called CAHPS. This survey tells us how you feel about your doctor and your health plan services.

If you get the survey in the mail, please take the time to complete it and mail it back in the prepaid postage envelope. If you do not respond when you first get the survey, you will receive a phone call to help you complete the survey over the phone.

We use the results of the CAHPS survey to improve the quality and availability of the care and service provided to you. We will continue to work hard to offer you access to good healthcare, good customer service and good doctors. Thank you for your feedback.

It's time for your annual flu shot

The flu is a contagious, viral illness. It is most often spread by respiratory droplets, even as far away as 6 feet! Protect yourself and your family by getting your flu shot early this season.

Who needs the vaccine? The CDC recommends the flu vaccine for most people over 6 months of age. It is especially important for adults over 65 and those with other health conditions, like Diabetes or heart problems. The flu vaccine should be repeated each year.

When should we get it? It's best to get the flu vaccine by the end of October. The earlier the flu vaccine is received, the sooner the benefit.

Why get the vaccine? The flu vaccine can reduce your chance of getting the flu and related complications, such as pneumonia.

Where can I get the flu shot? Aetna Better Health of Illinois members can receive the flu shot at their doctor's office or at participating pharmacies in our network. Talk with your doctor, or call Member Services to find out more about where to go.

References: CDC.gov/Flu



Telemonitoring program

As a member of Aetna Better Health, you have access to our Telemonitoring program. This program offers you the tools to monitor and manage your chronic conditions, such as Diabetes, Coronary Obstructive Pulmonary Disorder (COPD), Congestive Heart Failure, Asthma and End Stage Renal Disease (ESRD). The program is designed to increase your independence in managing these conditions, with the help of your Case Manager and your providers. Telemonitoring bridges the gap between you, your health plan and your providers. It starts with a conversation between you and your provider to get your approval to participate. Once approved, you will be assigned a Nurse Case Manager who will educate you on the process.

How does it work? Durable medical equipment, such as a glucometer, scale and blood pressure monitor, are installed in your home at no cost to you. These devices send



readings to Aetna Better Health and to your treating provider. These readings are of your weight, blood sugar levels, oxygen levels and lung function. These readings help you to monitor your health. Early detection of changes in your health condition can help to reduce your need to use emergency services

and can increase your ability to independently manage your health.

If you are interested in finding out more about the Telemonitoring program, please contact your Case Manager. If you are unsure who your Case Manager is, please contact Member Services at **1-866-600-2139**.


Contact us



Aetna Better HealthSM Premier Plan
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 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 કૉલ 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 σας 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.