

# wellness & you

Your Aetna Better Health® Premier Plan MMAI (Medicare-Medicaid Plan) member newsletter

**HEALTHY ALL YEAR**

## Safety first

Your safety and welfare are a key part of your health and well-being. It is important to report signs of abuse, neglect and exploitation. This will help you stay safe and get the care you need. Here's how.



To report for...	Call...
<b>Members who are disabled adults aged 18 or older who live in the community</b>	Illinois Adult Protective Services Unit of the Department on Aging (DoA) Voice: <b>1-866-800-1409</b> TTY: <b>1-888-206-1327</b>
<b>Members in Nursing Facilities</b>	The Department of Public Health Nursing Home Complaint Hotline: <b>1-800-252-4343</b>
<b>Members in Supportive Living Facilities</b>	The Supportive Living Facility Complaint Hotline: <b>1-800-226-0768</b>

If you are being abused, neglected or exploited, call the appropriate number above. The representatives can help you stay safe or stop the problem. You can also call member services or your case manager at any time.

### Working with you to get the right care

Our utilization management (UM) program ensures you get the right care, in the right setting, right when you need it. UM staff can help you and your Providers make decisions about your health care.

- We make UM decisions by looking at your benefits and clinical guidelines for appropriate care and service.
- We consider your needs, evidence-based practice and availability of care.
- You must have active coverage.
- We don't reward doctors or other people for denying coverage or care.
- Our employees don't get any incentives to reduce your services.

If you have questions about UM or how to access a copy of clinical practice guidelines, you can speak to someone by calling Member Services toll-free at **1-866-600-2139 (TTY: 711)**, 24 hours a day, seven days a week to learn more. If you need language translation or assistance, contact Member Services.

**Ready to book your mammogram or colonoscopy?** Your Case Manager can help you schedule these covered screenings. Call them at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week.

# 5 valuable benefits to cheer about

As we near the end of the year, we want to make sure you use all the valuable benefits and services your Aetna® plan has to offer. Need some inspiration? Check out these helpful benefits designed to help you get—and stay—healthy.



## 1 Extra Benefits Card

You can use the monthly benefit amount (allowance) on your Aetna Extra Benefits Card to help pay for certain everyday expenses like healthy foods and select over-the-counter (OTC) health and wellness products.

## 2 \$0 copay

All covered Part D drugs (like diabetes medicines) have a \$0 copay at in-network pharmacies. This makes it easier to keep your medications on hand — and your money in your wallet.

## 3 SilverSneakers®

No need to spend money on a gym membership. Aetna members have a covered

SilverSneakers® fitness benefit that can be used for in-person and online fitness classes. Visit [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to learn more.

## 4 Covered appointments

Exams, screenings and vaccines are key for your health. Don't worry about paying out of pocket for flu shots, yearly checkups, and hearing and vision exams — they're covered by your plan at no cost.

## 5 Fall prevention allowance

You get an annual allowance to buy fall-prevention safety items like no-slip bathmats. Call Member Services to learn more.

## Look for your Annual Notice of Change (ANOC)

The annual enrollment period (AEP) is a time of year when you can enroll in a medical insurance plan. **The great news is if you're happy with your plan and all your benefits, you don't need to do anything:** Your plan will automatically renew starting January 1.

Be on the lookout for your ANOC. It will arrive in the mail this month. Have questions? We're happy to answer them! Call Member Services today.

**Have questions about your plan?** Call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week to learn more. They are ready to help guide you.

## BENEFIT SPOTLIGHT

# Your ride is here!

Need help getting to your next medical appointment? Aetna® members can get rides to and from approved locations at no extra cost. Call Member Services to learn more about your transportation benefit. And check out the answers to three frequently asked questions for more information.



### Where can your transportation benefit take you?

With your Aetna plan, transportation support can take you to and from approved locations such as:

- Your primary care provider's (PCP's) office
- Dentist appointments
- Pharmacies
- Hospitals
- Senior centers

### How do I book a ride?

Member Services can help you schedule a ride if you use your member ID card for your transportation benefit. If you have a transportation allowance on your Extra Benefits Card, you can use your card like a credit card (no pin required).

### What if I need a specific vehicle?

When scheduling your ride, be sure to let the transportation service representative know if you have certain health needs.

This will help them decide what kind of vehicle you need. There are different options such as:

- Car or van
- Wheelchair vehicle
- Nonmedical gurney van

### Learn how national coverage decisions affect your plan

The Centers for Medicare & Medicaid Services sometimes change coverage rules for a benefit or service. Then, they send out a National Coverage Determination (NCD). NCDs tell us:

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

You can find NCDs at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois) 30 days before they are effective. To view them, head to the "For Members" link, then "Aetna Better Health Premier Plan" and finally "Member Benefits."

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. Or call your Case Manager or Member Services anytime.

**You may be eligible for the Assurance Wireless Lifeline cell service plus an Android Smartphone.** This includes data, unlimited texts and voice minutes at no extra cost. Call Member Services to learn more.



### Health and wellness or prevention information

**Questions or concerns about your health and wellness?** Reach out to your Aetna<sup>®</sup> MMAI Care Team at **1-866-600-2139 (TTY: 711)**, 24 hours a day, seven days a week. Visit **AetnaBetterHealth.com/Illinois** for more information.

## Did you know?



There are numbers you can call if you're feeling unsafe or are around harmful situations.



Take advantage of these five helpful benefits before the end of the year.



You can travel to and from select medical appointments using your transportation benefit.



**Find out more inside**

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. See Member Handbook for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. The provider network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna Better Health. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. All other trademarks are property of their respective owners. Nations OTC is not a product or service of The Bancorp Bank, N.A. or Mastercard. The Bancorp Bank, N.A., is issuer of the card only and not responsible for other products, information or recommendations provided on this site. Please visit [AetnaMMP.NationsBenefits.com](https://AetnaMMP.NationsBenefits.com) for more information. ©2024 NationsBenefits, LLC. And NationsOTC, LLC. NationsOTC is a registered trademark of NationsOTC, LLC. All other marks are property of their respective owners.