



## Aetna Better Health<sup>®</sup> of Louisiana



Spring 2020

### How to get the care you need

Your primary care provider (PCP) is a central part of your health care. Your PCP should be the one you contact first with most health care issues. You should make an appointment to see your PCP when you join Aetna Better Health of Louisiana. If you need help scheduling appointments, call Member Services at **1-855-242-0802 (TTY: 711)**.

Your PCP helps you get care from other providers. Your PCP is responsible for coordinating your health care by:

- Learning your health history
- Keeping good health records
- Providing regular care
- Answering your questions
- Giving you advice about healthy eating
- Giving you needed shots and tests
- Getting you other types of care

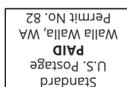
- Sending you to a provider that has special training for your special health care needs

We believe that the PCP is one of the most important parts of your health care. That is why we support you in choosing your PCP. You must be assigned to a PCP that is in our network.

### How do I pick my PCP?

When you first enroll in our Plan, you have the option to tell Healthy Louisiana the name of the PCP you would like. Healthy Louisiana will have a list of the PCPs that work with our plan. We will do our best to make sure you get to keep the PCP

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Aetna Better Health<sup>®</sup> of Louisiana  
2400 Veterans Memorial Blvd., Suite 200  
Kenner, LA 70062

## How to get the care you need

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you picked. Sometimes we cannot assign you to the PCP you picked. When this happens we will pick a PCP for you. The PCP's name and phone number will be on your ID card. YOU can call us at any time to change PCPs. We might pick a PCP for you if:

- You didn't tell Healthy Louisiana the name of the PCP you want when you enrolled.
- The PCP you picked isn't taking new members.
- The PCP you picked only sees certain members, such as pediatricians who only see children.

The provider directory has a list of providers to pick from in your area. You can find your own provider by visiting our website. Click "Find a Provider" at the top of the website. The online provider directory also gives a provider's professional credentials, like board certification.

For more information about our providers, you can visit [AetnaBetterHealth.com/Louisiana](https://www.aetna.com/betterhealth/louisiana) or call Member Services 24 hours a day, 7 days a week at **1-855-242-0802**.

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## Getting a second opinion

When a PCP or a specialist says you need surgery or other treatment, you have the right to check with another provider. This is called a second opinion. A second opinion is available at no charge to you. Your PCP can recommend a provider, or you can call Member Services.



## How to get after-hours care

Except in an emergency, if you get sick after your PCP office is closed, or on a weekend, call the office anyway. An answering service will make sure your PCP gets your message. A PCP will call you back to tell you what to do. Be sure your phone accepts blocked calls. Otherwise your PCP may not be able to reach you.

We also have a nurse line available to help answer your medical questions. This number is available 24 hours a day, 7 days a week. It is staffed by medical professionals. Call **1-855-242-0802 (TTY: 711)**, and listen for the option for the nurse line.

### How to get emergency care

If your or your child's life is in danger, you should always call **911** or go to the nearest emergency room (ER). If you need transportation to the hospital, call **911**. The hospital does not have to be in our network for you to get care. If you're not sure it's an emergency, call your PCP.

You should only use an ER for real, life-threatening emergencies. An emergency is the sudden start of a medical condition with severe symptoms, including severe pain. These symptoms are so serious that not getting immediate medical attention could result in:

- Loss of life or serious harm to you or another person
- A pregnant woman becoming very ill and possibly losing her unborn child
- Some bodily functions ceasing to work
- Serious harm to any body organ or part

Examples of emergencies are:

- Sharp chest pain
- Choking
- Bleeding that won't stop
- Passing out
- Poisoning
- Drug overdose
- Severe burns
- Extreme shortness of breath
- Broken bones
- Severe spasms or convulsions
- Sudden loss of feeling or not being able to move

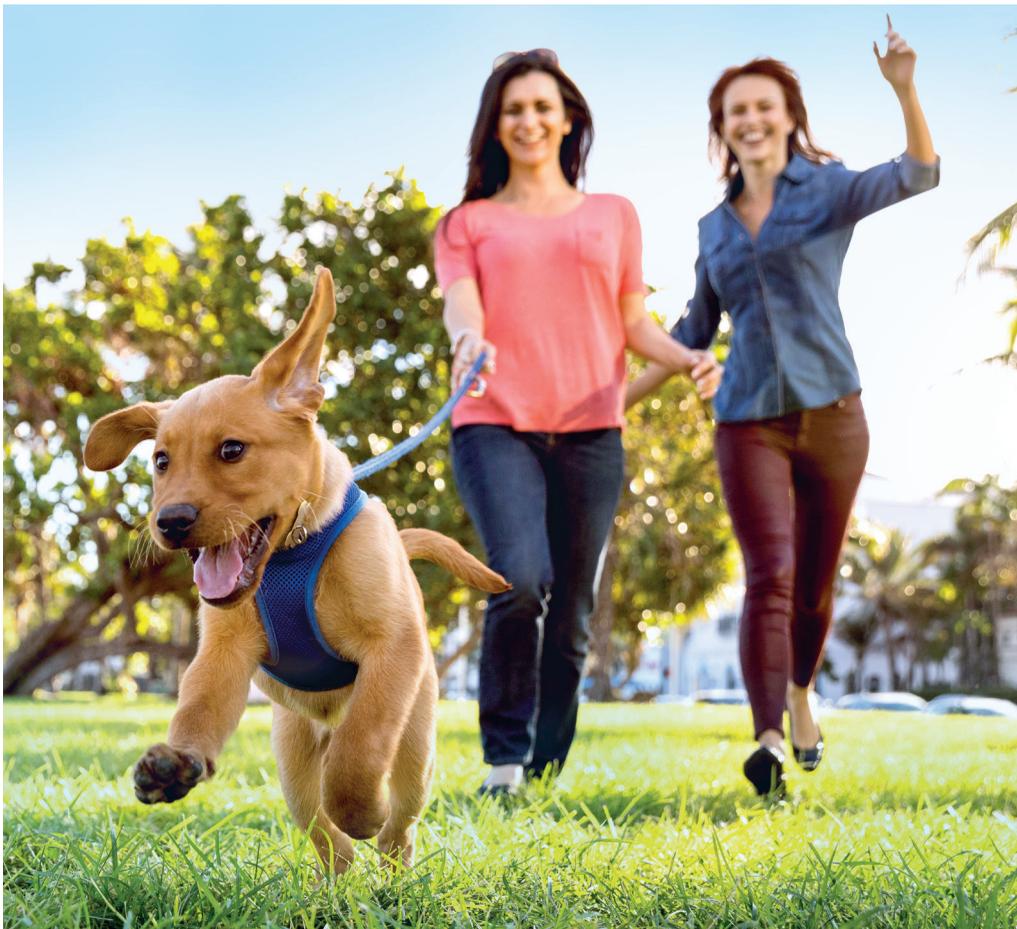
## Out-of-service care when you're away from home

Aetna Better Health of Louisiana's service area is the state of Louisiana. If you're traveling or out of the state, you're only covered for emergency services. Routine care out of the service area or out of the country isn't covered by Medicaid. If you're out of the service area

and need health care services, call your PCP. She or he will tell you what to do. (You can also call us to check if you're out of the service area.)

If you're not in Louisiana and you think your or your child's life is in danger, go to the closest ER. Show your

Aetna Better Health of Louisiana ID card, your Medicaid ID card and any other insurance ID cards you have to the ER staff. If you or your child gets services in the ER and is admitted to the hospital, have the staff call us at the number on the back of your ID card.



## Out-of-network services

We have a large network of providers and services. If a provider you want to see is not in our network, your PCP must first get approval from us before you can see that provider. Except for in an emergency, only your PCP can make this request. It's not something you can do yourself. If approved, we will properly and timely cover these services. This is only for as long as you can't get the service in our network. If you have questions, please call us.

## Self-referral

You can get some services without needing the Plan's prior approval. We call this self-referral. It is best to make sure your PCP knows about any care you get. Some examples are family planning services and behavioral health services. You must go to an Aetna Better Health of Louisiana provider for your services to be covered, except for emergency services. Aetna Better Health of Louisiana members must receive family planning services from an Aetna Better Health of Louisiana provider.

### Contact us



Aetna Better Health of Louisiana  
2400 Veterans Memorial Blvd., Suite 200  
Kenner, LA 70062



24 hours a day, 7 days a week

**1-855-242-0802 (TTY: 711)**

**[AetnaBetterHealth.com/Louisiana](https://www.AetnaBetterHealth.com/Louisiana)**



This newsletter is published as a community service for the friends and members of Aetna Better Health of Louisiana, 2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062. 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 health care needs. Models may be used in photos and illustrations.

# AETNA BETTER HEALTH® OF LOUISIANA

## 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  
Hours of operation: 8:00 a.m. – 5:00 p.m.

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.

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## 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**).

**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**).

**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**).

**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.

**PORTUGUESE: ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104** (TTY: **711**).

**LAOTIAN: ເຊີນຊາບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (TTY: **711**).

**JAPANESE: 注意事項:**日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

**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۔

**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.

**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.

**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**).

**THAI: ข้อควรระวัง:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)