

## BENEFITS SPOTLIGHT

# Welcome to your 2025 health plan



We're here to help you make this your healthiest year yet. Your Aetna Better Health® plan provides tools and support to help you get the care you need. Be sure to take advantage of these resources in the new year.

### 1 Care management

You have a dedicated care team to help you get the right care and services. Your team will know your health conditions and help with your daily needs

so you can stay independent. They're available any time you have a question or need help. Just call Member Services or go to **[AetnaBetterHealth.com/newyork/care-management.html](https://www.aetnabetterhealth.com/newyork/care-management.html)** for more info.

### 2 Language help

Do you speak a language other than English? Call Member Services and ask for an interpreter. You can use this service at no extra cost to

you. If you're deaf or blind, we can provide info in other formats like sign language, braille, large print or audio.

### 3 Dental and vision care

Oral care and eye health are key to your overall health. Vision benefits are covered through EyeQuest. You can get a routine eye exam and glasses every two years.

Dental care is covered through LIBERTY Dental. You can get a dental exam and cleaning every six months. It also covers X-rays, fillings and more.

Go to **[Aetnabetterhealth.com/newyork/vision-dental-benefits.html](https://www.aetnabetterhealth.com/newyork/vision-dental-benefits.html)** for more info.

### 4 Member portal

You can do so much more with your health plan when you create an account in your member portal. Log in to manage your plan benefits and health goals from anywhere. Or use your Aetna Better Health app to access your benefits on the go. Go to **[AetnaBetterHealth.com/newyork/member-portal.html](https://www.aetnabetterhealth.com/newyork/member-portal.html)** to get started.



# Health screenings made simple

Regular health screenings are essential for catching health problems early, before you start feeling sick. Take advantage of these covered screenings to keep you and your family healthy.



SCREENING	WHO NEEDS IT	WHEN TO GET IT
✓ <b>Blood pressure</b>	Everyone	Every year
✓ <b>Cholesterol</b>	Everyone	Every 4-6 years, or more often if needed
✓ <b>Diabetes</b>	Adults 35 to 70 with overweight or obesity	Ask your doctor
✓ <b>STI/HIV</b>	All sexually active adults	Ask your doctor
✓ <b>Breast cancer</b>	Women 45 to 74 years old (or sooner if you are at high risk)	Every 2 years
✓ <b>Prostate cancer</b>	Men 55 to 69 years old	Ask your doctor
✓ <b>Colorectal cancer</b>	Adults 45 to 75 years old (or sooner if you are at high risk)	Every 1-3 years for at-home stool tests Every 10 years for a colonoscopy
✓ <b>Bone density</b>	All women over 65 years old (or sooner if you are at high risk)	Ask your doctor
✓ <b>Dental exam</b>	Everyone	Every 6 months
✓ <b>Vision exam</b>	Everyone	Every 3 years (or more often)
✓ <b>Hearing exam</b>	Adults over 65 years old	Ask your doctor

**Need a doctor?** Go to [AetnaBetterHealth.com/newyork/find-provider](https://www.aetna.com/better-health/new-york/find-provider) to search our provider directory. Enter your ZIP code to find in-network providers and specialists near you. You can also call Member Services to have a directory mailed to you.

# Your go-to guide to using your health plan

Your Aetna Better Health® member handbook includes everything you need to know about your health plan.

Keep reading for a list of information that’s available inside this handy resource.

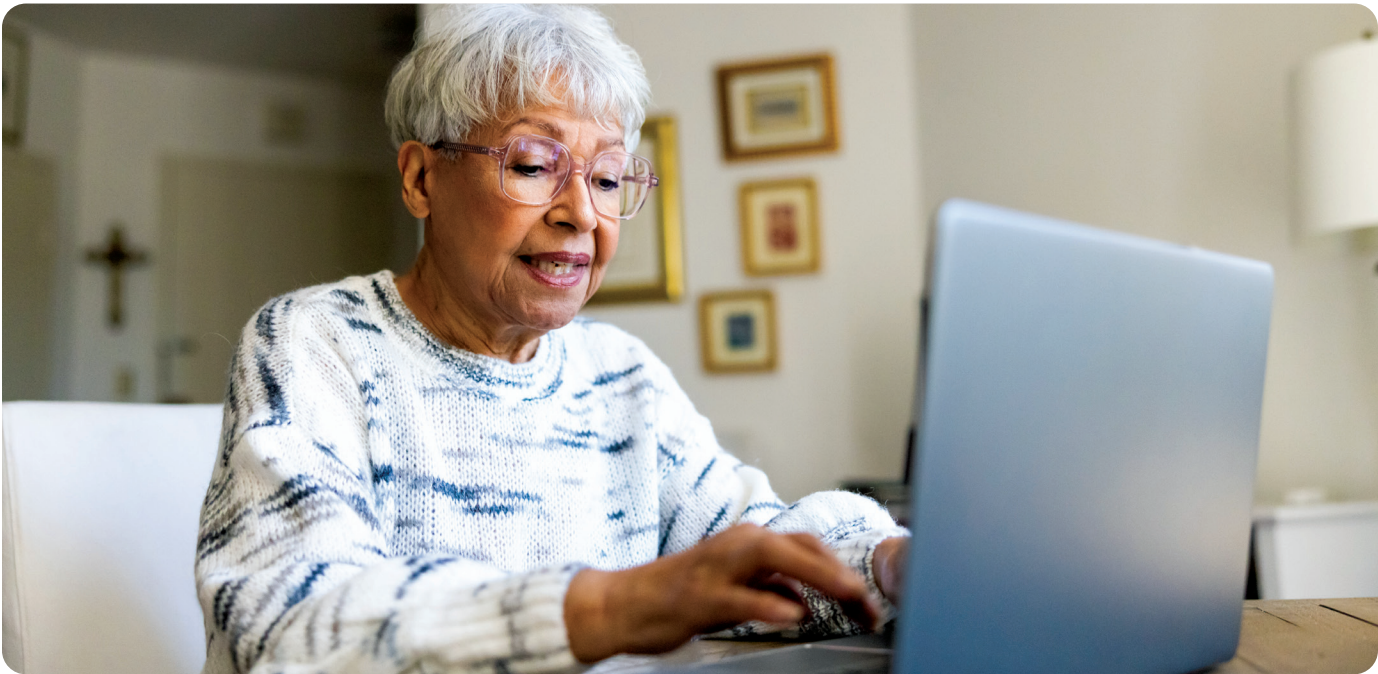
- Benefits and services that are covered and those that are not, including specific excluded services
- How to get your medicine and other rules about pharmacy benefits
- How to get language help
- Benefit restrictions outside of the Aetna service area
- How to get information about providers in the Aetna network
- How to get primary care services

- How to get specialty care. This includes:
  - Behavioral health care
  - Hospital services
  - Care for specific conditions
  - How to get a referral
- How to get care after normal office hours, plus how and when to use emergency room care
- How to get care outside of your service area
- How to file a complaint or grievance

- How to appeal a decision that affects your coverage, benefits or relationship with your plan
- How we make decisions about new technology we may include as a covered benefit
- How we make decisions about your care (called utilization management)
- Your member rights and responsibilities and a notice of privacy practices

The member handbook is updated every year. If there are major changes, we will send you a letter about them at least 30 days before the changes are effective.

Scan the QR code or visit [aet.na/sp25ny-2](https://aetna.com/sp25ny-2) to view your member handbook. Or call Member Services to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.





# Know your rights

As an Aetna Better Health® member, you have certain rights and responsibilities. Get to know them here.

## Your rights include:

- A right to get info about the organization and its services, practitioners and providers, and about your member rights and responsibilities
- A right to be treated with respect and dignity
- A right to privacy
- A right to work with your practitioners to make decisions about your health care
- A right to talk openly about treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals about the organization or the care it provides
- A right to give feedback on the organization's member rights and responsibilities policy

## Your responsibilities include:

- A responsibility to give information (to the extent possible) that the organization and its practitioners and providers need to provide you with care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and join in the development of treatment goals, to the degree possible

Go to [AetnaBetterHealth.com/newyork/medicaid-rights-responsibilities.html](https://www.aetna.com/betterhealth/newyork/medicaid-rights-responsibilities.html) for more info.



# How we make decisions about your care

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

When we make decisions, it's important for you to remember the following:

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

If you have questions about UM, call Member Services. They can also help if you need language translation or assistance.

# Stay safe at home

Falls are a common cause of injury, especially for older adults. Sometimes it can feel harder to move around or feel confident about daily activities after taking a fall. But with a few simple changes, you can make your home much safer and keep doing the things you enjoy.

ROOM	FALL-PREVENTION TIPS
✓ Living room	<b>Lay down non-slip rugs:</b> Make sure rugs are secure or non-slip. <b>Use supportive furniture:</b> Chairs with sturdy armrests can help you stand.
✓ Bedroom	<b>Clear the floors:</b> Remove clutter and keep pathways open. <b>Use bright lighting:</b> Use nightlights and make sure rooms are well-lit.
✓ Bathroom	<b>Install grab bars:</b> Place near the toilet and inside the shower. <b>Use non-slip mats:</b> Put non-skid mats in the shower and on the floor.
✓ Kitchen	<b>Organize your cabinets:</b> Keep everyday items on lower shelves. <b>Use a sturdy step stool:</b> Use a stable step stool with a handle if you need to reach high shelves.
✓ Stairs & hallways	<b>Install good lighting:</b> Motion-sensor lights make for easier navigation. <b>Mark the steps:</b> Use bright tape on stair edges for visibility.



**Opt in to Healthix.** Consenting to Healthix means the members of your care team can easily share information with each other, improving the quality and safety of your care. Visit [AetnaBetterHealth.com/newyork/member-materials-forms.html](https://www.aetna.com/betterhealth/newyork/member-materials-forms.html) to opt in.





## Help for recovering after a hospital stay

Taking the right steps once you (or your loved one) come home from the hospital can help speed healing. Here’s how to support your recovery and get back to doing what you love.

### 1 Plan ahead

The earlier you can start planning for recovery, the better. Use the time before your discharge to figure out how you’ll get meals, your medicines and a ride home if needed. Your plan may even cover meal delivery after a hospital stay.

### 2 Book a follow-up appointment

Seeing your primary care provider (PCP) after a

hospital stay is key to your recovery. They can help make sure everything is going well with your healing process. Try to book this visit before you leave the hospital, so you know it’s all set.

### 3 Include your caregiver

Have someone helping you? You can make them an official part of your care team. This means they can stay updated on your care plan and progress and talk to your providers about your recovery.

### 4 Stick to your medication plan

One of the most important steps in your recovery process is taking your medicines as prescribed. If you miss doses or take too much, it could slow down your recovery or cause problems. To make it easier to remember, try using a pill organizer or setting a reminder on your phone. Some pharmacies may even offer reminder texts or phone calls.

## Never miss a dose again

Medicines work best when you take them as directed by your provider. Sticking to your treatment plan will help you get and stay better. But sometimes, it can be hard to remember to take your pills or get your prescriptions refilled. Here are some common barriers, and ideas for getting around them.

### ✓ Cost

The price of medicines can add up. But there are ways to make them more affordable. Ask your provider or pharmacist about cheaper alternatives, generic versions or discount programs. There may be other resources that can help. Call your care

manager or Member Services if you’re struggling to pay for your medicines.

### ✓ You don’t know why you need the medicine

Knowledge is power! Ask your provider or pharmacist to explain how your medicine works and

why it helps you. And remember: Even if you’re not feeling sick, skipping your meds could cause problems. Think of it like brushing your teeth. You do it every day to prevent cavities, even if your teeth don’t hurt.

### ✓ You have too many medicines

Start by reviewing all of your medicines with your PCP at least once a year. They may be able to cut down on the number of meds you need.

Next, find a tool to help you organize your meds. Pill organizers are low cost and easy to use.

For a more high-tech solution, look into phone apps. You can log all your medicines and set up alarms or other reminders when it’s time for a dose.



Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ENGLISH: ATTENTION:** If you speak a language other than 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)**.

**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)**。



**Get more tips for healthy living.**  
Scan the QR code or go to [aetna.com/sp25ny-0](https://aetna.com/sp25ny-0) to browse our health and wellness library. You’ll find articles packed with info to help you feel your best.





Aetna Better Health® of New York  
101 Park Ave., 15th Floor  
New York, NY 10178

<Recipient's Name>

<Mailing Address>

4450400-07-01 (07/25)

## Don't lose your benefits

You need to renew your New York State Medicaid benefits every 12 months. Watch for a Medicaid renewal notice in the mail. You'll get it about the same time of year you first applied for benefits. You'll also get reminders in the mail from us when it's time to renew.

**Has your phone number or address changed?** Call Member Services and your local Medicaid office to update your contact info.

For more info on renewing your plan, go to **aet.na/sp25ny-1** or scan the QR code with your phone.



**Keep your benefits at your fingertips.** You can access your plan benefits from anywhere through your online Member Portal or the Aetna Better Health® app. Visit **AetnaBetterHealth.com/newyork/member-portal.html** to get started!