

Aetna Better Health Premier Plan MMAI Member Newsletter



Aetna Better Health® Premier Plan MMAI

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 think that you are being abused, neglected or exploited, please call the appropriate number below to report it. They can help 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 Department on Aging (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 case manager at any time to report abuse, neglect and exploitation. You can call us 24 hours a day, 7 days a week.	1-866-600-2139 (toll-free) TTY 711

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

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

Quality Management Program

It is important to us that you receive quality health care and customer service. At Aetna Better Health Premier Plan MMAI, our Quality Management program makes sure our services meet high standards of quality and safety.

Our Quality Management program includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any chronic conditions or illnesses
- High satisfaction with your doctors and with us

Each year, our quality improvement activities include:

- Reminding you to get care
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care
- Making sure you are continuing to get the care you need

- Meeting the cultural, ethnic and language needs of our members
- Checking that your calls are answered quickly and that you get the right information
- Taking actions when we identify issues with the quality of care being provided
- Reviewing our programs of how our members receive health care and preventive care services. We compare our findings to national practice guidelines.

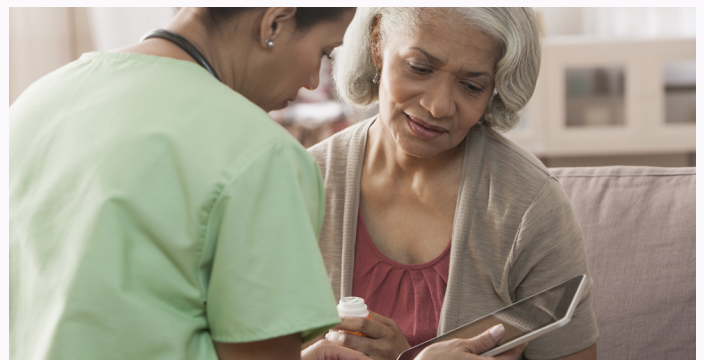
Throughout the year, we review our quality programs and data trends related to how our members receive health care and preventive care services. We will share this information with you. To learn more about our Quality Management Program, visit our website at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/betterhealth/illinois). You can call Member Services at **1-866-600-2139 (TTY: 711)** to request a copy of our Quality Management program and to learn more about what we are doing to improve your care.



Protect yourself from a COVID 19 Scam

- Do not buy a fake vaccine card. Do not make your own vaccine card. Do not fill-in blank a vaccination record card with false information.
- As volunteers go door-to-door to inform communities across the country about COVID-19 vaccines, be sure to protect yourself from criminals who are trying to commit fraud.
- Do not provide personal, medical or financial information to anyone in exchange for vaccine information.
- Get vaccinations from trusted providers.
- Offers to buy COVID-19 vaccination cards are scams. Only approved providers giving vaccines can provide valid proof of COVID-19 vaccinations.
- Be careful of COVID-19 survey scams. Do not give your personal, medical or financial information to anyone who offers money or gifts in exchange for you taking part in a COVID-19 vaccine survey.
- Be mindful of how you throw away of COVID-19 materials such as
 - Syringes
 - Vials
 - Vial container boxes
 - Vaccination record cards
 - Shipment or tracking records
- If you do not throw them away correctly, these items could be used to commit fraud.
- Do not share photos of COVID-19 vaccination cards on social media.
- Do not post things on social media that includes your date of birth, health care details or other information that can identify you. The information could be used to steal your identity.
- Members should be careful of unsolicited requests for their personal, medical and financial information. Medicare does not call members to offer COVID-19 related products, services or benefits.
- Be cautious of any unexpected calls or visitors offering COVID-19 tests or supplies. If you receive a suspicious call, hang up immediately.
- Do not respond to or open links in text messages or emails about COVID-19 from strangers.
- Ignore offers or advertisements for COVID-19 testing or treatments on social media sites. If you make an appointment for a COVID-19 test online, make sure the location is an official testing site.
- Do not give your personal or financial information to anyone who say they are offering grants related to COVID-19.
- Be aware of scammers pretending to be COVID-19 contact tracers. Approved contact tracers will never ask for your Medicare number, financial information or try to set up a COVID-19 test for you. They also won't collect payment information for the test.
- If you suspect COVID-19 health care fraud, report it immediately at [AetnaBetterHealth.com/Illinois/fraud-abuse](https://www.aetna.com/betterhealth/illinois/fraud-abuse) or call our Special Investigations Unit **1-866-670-6885** or **1-800-HHS-TIPS (800-447-8477)**.

Resource - [OIG.HHS.gov/fraud/consumer-alerts/fraud-alert-covid-19-scams/](https://www.oig.hhs.gov/fraud/consumer-alerts/fraud-alert-covid-19-scams/)

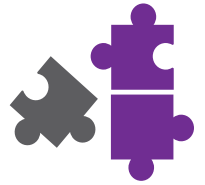


Behavioral health follow-up needs

If you were recently in a hospital for behavioral health reasons it is important for you to follow-up with your Behavioral Health provider. Your follow up should be between 7–30 days after you leave the hospital. This way your provider can help you manage your condition, medications or help you connect with any other resources you may need.

The sooner you follow up with your behavioral health provider the sooner they will be able to start helping you meet all your discharge needs. Having the resources to meet your discharge needs helps you have a successful recovery. If you need any help finding a behavioral health provider or scheduling an appointment call your case manager or Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week.

If your provider has recently talked to you about your treatment options for either drug or alcohol use, it is very important that you participate in these programs. It is recommended that you start your treatments as soon as possible, preferably within 14 days of your referral. Also it's important that you continue with your treatment for at least 6–8 weeks. Studies have shown that these treatment options are very effective in the management of alcohol or drug use. We are here to help you live quality life, call our Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week if you need assistance in finding a treatment program near you.



Protect yourself and your loved ones from pneumonia

Chances are you've heard about how important the flu vaccine is. But did you know there is another vaccine worth your attention? Here's what you need to know about the pneumonia vaccine.

For adults 65 and over, the pneumonia vaccine can save lives. This is because as we get older, the risk for developing pneumonia gets higher. This is also true for adults under age 65 with certain health conditions, or are a smoker. Talk to your provider to see if you need to receive the vaccine.

Pneumonia is caused by a type of bacteria called pneumococcus. It is most commonly spread by sneezing, coughing, or even close contact with surfaces that have droplets from the mouth or nose. It can lead to serious infections of the lungs, ears, brain and blood. Thankfully, there are two vaccines available that can protect you from many common types of pneumococcal bacteria. The pneumonia vaccine is conveniently available at your local pharmacy or primary care provider's office. Talk to your provider today about which one is right for you! Read more about protecting yourself at [CDC.gov/pneumococcal](https://www.cdc.gov/pneumococcal).



Case Management Programs

As a member of Aetna Better Health Premier Plan MMAI, you will have your own case manager as part of our case management program. Your case manager can help you find the right care and services. Your case manager will contact you soon after you are enrolled with Aetna Better Health Premier Plan MMAI.

A case manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. The goal is to build a care plan just for you to help you live a healthier life. Your case manager will meet with you by phone or where you live as often as needed.

Each of our members is on their own personal health care journey. We can guide you in managing and improving your health. To learn more about how we can help you with your health care, call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week.

Have you already received a call from an Aetna Better Health Premier Plan MMAI case manager?

If you are a new member to our plan, you will receive a welcome call from one of our care management staff. We want to welcome you to our plan and find out how we can help you. During the call, a case manager will work with you to complete a health assessment to learn more about you and your health care needs. The assessment is important so we know all of your goals and know how to support you as a valued member of our plan.

At a minimum, you can also expect that our case managers will call you to check in and see how you have improved throughout the year. During that call, the case manager will update the health assessment and together you will

set new health goals. If you move or change your phone number, please call your local Department of Human Services office and your case manager. You need to have your profile updated so we know the best way to contact you. You can also update your information by calling Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week.

How to keep yourself healthy: preventive screenings

Cancer screenings are an important part of ongoing preventive care. Ask your primary care provider (PCP) what screenings might be right for you. Two common ones that your provider might suggest to you are breast cancer screenings and/or colorectal cancer screenings. A breast cancer screening is a test called a mammogram that takes an X-ray of the breast tissue to check for cancer. A colorectal cancer screening looks for cancer in the colon.

There are different kinds of tests for colon cancer screening. Talk to your doctor about the different kinds and which one might be right for you. Having early and regular screenings can help to identify some cancer in its early stages. Catching cancer early often means a better chance of treating the cancer. If your PCP orders one of these tests and you need or want help scheduling your appointment, call case manager or Member Services **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. We are happy to help you set up your screening appointment.



Dental benefits: keeping a healthy smile



Dental health is important to your overall health. Preventive care can help make sure small problems don't become big ones. Regular dental visits are important for people of all ages. Your dentist can catch problems early when they are easier to treat. For example, cavities are easier to fill when they are small. And gum disease can be reversed if caught early.

Aetna Better Health Premier Plan MMAI offers our members an exam, cleaning, fluoride treatment, X-rays two times a year. Members are also eligible for an annual dental allowance for services not covered by Medicaid and Medicare. Call Member Services to learn more.

It's important to take care of your teeth and gums. It's never too early to start good dental health habits which means:

- Brushing two times each day
- Using fluoride toothpaste
- Flossing daily
- Eating a healthy diet
- Seeing a dentist two times each year

Tell your dentist if you have had a change in your health. Medical conditions may affect your teeth, especially if you have:

- Sensitive teeth
- Puffy or bleeding gums
- Frequent bad breath
- Pain or swelling in your mouth
- Dry mouth
- Diabetes, heart disease, an eating disorder or HIV
- A family history of tooth decay or gum disease
- A history of smoking or tobacco use

To find a dentist, you may call DentaQuest at **1-800-416-9185** or visit [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois).

Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. For urgent or emergency dental needs, most dentists have openings in their daily schedules. Call your dentist if you have tooth or gum pain, bleeding, a broken tooth or other common problems.

For member transportation assistance, call MTM at **1-888-513-1612**. One to three days advance notice is required. Members should have their appointment information and dental office address available when making the call. There is no charge for transportation services.



Population health programs offered to keep you healthy

We have valued programs to help members be as healthy as possible. Every member is on their own personal health care journey. We can help you to manage and improve your health. For most programs, we automatically put you into the program if you are eligible. You can choose to join or leave the program at any time. Just call us if you do not want to be part of a program.

To learn more about how we can help you with your health care, call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

Below are some of the programs we offer to keep you healthy. You can learn more about these programs on our website at AetnaBetterHealth.com/Illinois.

Keeping members healthy

Along with your doctor, we will partner with you to get the best care and stay healthy. We want you to visit your doctor each year and get tests or vaccines like:

- Breast cancer screening
- Colorectal cancer screening
- Flu shot
- Eye exam

Managing members with emerging risk

If you have diabetes or high blood pressure, we will teach you how to take care of yourself. You will learn:

- How to take care of your diabetes or high blood pressure conditions
- How to check your blood sugar or blood pressure
- Healthy habits that will make you feel better

Patient safety

We want you to know about the different medicines you may need to take. We can help you with questions you should ask your doctor, like:

- Why am I taking this medicine?
- How should the medicine be taken?
- Are there any side effects or possible allergic reactions to this medicine?

Managing multiple chronic conditions

A case manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. Your case manager will help you if:

- You are going to the emergency room a lot.
- You are having trouble getting things your doctor has ordered.
- You need information about a disease or treatment.
- You need help with activities of daily living.
- You were recently hospitalized and need help getting all your discharge needs met.

At times, you may not need much help from a case manager, but conditions can change. It can be overwhelming. To offer you support, your doctor, hospital discharge planner or other providers may refer you to case management. Or a nurse on our Nurse Line may refer you. If you need help, do not wait for a referral. You can refer yourself by calling us at **1-866-600-2139 (TTY: 711)** and asking for Case Management.

We want to help you stay healthy and make sure that you are getting the care and service you deserve. To learn more about how we can help you, call Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.



Cell service at no cost to you!



See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ smart phone.

We know how important it is to stay connected to health care, 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.



Also, Aetna Better Health Premier Plan MMAI members who qualify for Lifeline AND who sign up with Aetna's service carrier, are eligible to receive:

- Unlimited free calls to the plan's Member Services toll-free number.
- Free health-related texts and free texts from the plan, as appropriate.

Call Member Services **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week to find out how to complete an application to see if you qualify.

How National Coverage Decisions affect your plan

The Centers for Medicare & Medicaid Services (CMS) sometimes change 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/members/premier/services.

You can visit CMS.gov/Medicare/Medicaid for more information. Type "National Coverage Determination" in the search box. Or you can also contact your case manager or Member Services at **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week.

How to manage your chronic conditions

This article focuses on Chronic Obstructive Pulmonary Disease (COPD), Chronic Kidney Disease (CKD), and Congestive Heart Failure (CHF).

Dealing with chronic health conditions can be overwhelming, but Aetna Better Health MMAI is here to help. Let's talk about a few common conditions. Medications and other treatment options can help you manage them.

COPD stands for Chronic Obstructive Pulmonary Disease. When doctors say COPD it usually means a combination of emphysema and chronic bronchitis. COPD affects the way you breathe. It's usually caused by smoking or air pollution which affect the way our lungs expand over time.

When you have COPD, you can keep symptoms under control. Do things like quitting smoking, knowing your triggers and taking your COPD medications. COPD usually gets worse over time.

Medicines are important because they help control symptoms, like shortness of breath and coughing. They can also reduce the amount of flare ups you get. Your doctor may prescribe inhaler medications that make it easier for you to breathe and prevent flare ups. Your medications can only work best if you take them the way your doctor prescribed.

You should tell your doctor if you have side effects of your COPD medications. Keep in mind some medications work over time and you may not notice changes right away. Talk to your doctor first if you don't think a medication is working well for you.

Source: [WebMD.com/lung/copd/default.htm](https://www.webmd.com/lung/copd/default.htm)

CHF stands for Congestive Heart Failure. If you have CHF this means that your heart doesn't pump blood to the rest of your body as well as it should. This causes fluid to back up throughout your body. Excess fluid in the body may cause you gain weight quickly. Most people who have CHF weigh themselves every day to see if this is happening.

Some things you can do to care for yourself when you have CHF include:

- Watch your weight
- Eat a low sodium diet
- Take your medicines

CHF medications help to making it easier for your heart to pump blood. This makes it easier for you to breathe and helps your heart carry oxygen to your body. When CHF is under good control, many people find that they can be more active and go to the hospital less often. Some medicines, like water pills also help your body to get rid of extra fluid. This can improve your breathing and reduce swelling.

To help you stay on track with your CHF medications, make a list including:

- What medications you take.
- How much of the medications you take
- When you take them.

Show the list to all your doctors, especially if you see specialists in addition to your primary care Provider (PCP).

Your CHF medications will work their best if you take them the way your doctor recommends. Talk to your doctor or pharmacist before taking over-the-counter medications. They can check for any interactions with your CHF medications.

CKD means Chronic Kidney Disease. Our kidneys remove waste from our bodies through urine. When the kidneys are damaged, this is called kidney disease. Chronic Kidney disease develops over time. The kidneys can be damaged if you have uncontrolled high blood pressure or diabetes for a long time. If you have high blood pressure or diabetes it is important to take the medications prescribed by your doctor. This helps to prevent kidney damage.

Some people who have already kidney disease may need to take medications that help take fluid off the body. Ask your doctor if you are taking the right medications to help prevent kidney damage.

Continued on page 10

Continued from page 9

American Heart Association. **Heart Failure**. May 31, 2017. Available at [Heart.org/en/health-topics/heart-failure](https://www.heart.org/en/health-topics/heart-failure). Accessed December 23, 2021.

Centers for Disease Control. **Basics About COPD**. June 9, 2021. Available at [CDC.gov/copd/basics-about.html](https://www.cdc.gov/copd/basics-about.html) Accessed December 23, 2021.

WebMD. **COPD Health Center**. Available at [WebMD.com/lung/copd/default.htm](https://www.webmd.com/lung/copd/default.htm). Accessed December 23, 2021.

Centers for Disease Control. **Chronic Kidney Disease Basics**. August 19, 2021. Available at [CDC.gov/kidneydisease/basics.html](https://www.cdc.gov/kidneydisease/basics.html). Accessed December 23, 2021.



Free health screenings available at a CVS near you!

CVS Health, the parent company of Aetna Better Health of Illinois, is now offering free community health screening events at a CVS store near you. Of course, it's always best to see your primary care provider for an annual exam. But we also wanted you to know about this convenient option in your community.

The free health screenings are a part of the way that CVS Health is helping communities stay healthy. Some of

screenings are blood pressure, body mass index and total cholesterol. These tests can show if you're at risk for developing chronic health conditions and knowing the results can help you take charge of your health. After the screening, take your results with you to your next doctor's appointment. Your doctor can help you plan for next steps. To find the CVS Project Health screening closest to you please visit: [CVS.com/project-health/events](https://www.cvs.com/project-health/events).

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。