

# Resilience



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

Aetna Better Health<sup>SM</sup> Premier Plan MMAI

## Understanding your prescription benefit.

We work with you to get the prescriptions that you need, when you need them. To continue to help you stay healthy during COVID-19, some of your prescription benefits have been updated. You can read below to find out more information on these updates.

### Refilling your prescription

During the pandemic, you can refill your prescriptions for chronic health conditions (known as maintenance medications) earlier than you would normally be allowed. If

you need to shelter in place (stay at home) or will be away from your usual residence or find it difficult to get to the pharmacy, talk to your pharmacist. To find out more, you can also contact Member Services or your Care Manager.

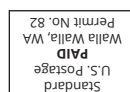
### Home delivery for your prescription

Ask your pharmacy if they provide free home delivery. Some major chain pharmacies have been offering free home delivery during the pandemic. Some independent pharmacies also provide home delivery as

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Aetna Better Health<sup>SM</sup> Premier Plan MMAI  
3200 Highland Ave.  
Downers Grove, IL 60515

## Understanding your prescription benefit.

*Continued from front page*

part of their usual service. The details of home delivery service may change or be different for each pharmacy; it is important to talk to your pharmacist to learn what is available to you. See the information below about mail-order pharmacy. It is a standard benefit that is offered to all our members.

### COVID-19 testing

There is no cost for testing related to COVID-19. The test can be done by any approved testing facility. You can find a list of facilities on our website or by calling Member Services or your Care Manager.

### Mail-order

This benefit was offered before COVID-19. There is no change to this benefit. It's included here as a reminder that, for certain kinds of drugs, you can use the plan's network mail-order services. Generally the drugs available through mail-order are drugs that you take on a regular basis for a chronic or long-term medical condition. Our plan's mail-order service allows you to order up to a **90-day supply**. You can request mail order by either filling out a mail-order form on our website, **[AetnaBetterHealth.com/Illinois/members/premier/partd](https://www.aetna.com/illinois/members/premier/partd)** or by calling Member Services or your Care Manager. You can also register for mail-order with CVS Caremark at **[Caremark.com](https://www.caremark.com)**.

More detailed information about all of your prescription benefits can be found in your Member Handbook or on the website at **[AetnaBetterHealth.com/Illinois](https://www.aetna.com/illinois)**. You can also call Member Services or your Care Manager at **1-866-600-2139 (TTY: 711)**.

## 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](https://www.aetna.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 confidential.

We can make a difference if we all work together.



## Get ready for the CAHPS survey.

At Aetna Better Health Premier Plan MMAI, member satisfaction is our top priority. Soon you may be receiving a CAHPS survey. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems. The goal of the survey is for you to help us identify strengths and areas we can improve. It tells us how we are doing, as well as how your doctors are doing. The results of the survey help us make improvements to our health plan to better serve you.

The survey looks at the many ways you are involved with the healthcare system. Some of those are:

- Did your doctors and nurses organize your care activities and share that information with others involved in your care?
- Did you have had good communication with healthcare providers?
- Were you able to schedule appointments in a timely fashion?
- Did your healthcare provider have easy access to your health information?

The survey lets you rate the care you have received in the six months prior to the survey. It also gives you the chance to tell us how we are doing. We want to hear about your




dealings with Aetna Better Health Premiere Plan MMAI by rating our customer service, healthcare services and prescription (drug) plan.

Your answers to the survey help Aetna Better Health MMAI make sure that:

- You get the care you need in a timely fashion. This includes your annual visits and sick visits. It also includes that you are seen within 15 minutes of your appointment time.
- Your healthcare provider explains your health problems, tests and procedures so you understand your medical care.
- Your healthcare providers have all of your medical

information. This information includes your current medications, test results and visits with specialists.

- You get reminders about your prescriptions from your doctor or your pharmacy and get your prescriptions when you need them.
- You get information about the benefits of the flu vaccine and can receive the vaccine.

 If you have questions or require additional assistance in completing the survey, please call Member Services or your Care Manager at **1-866-600-2139**.

## The Medicare Health Outcomes Survey.

The Centers for Medicaid & Medicare Services (CMS) requires all Medicare Managed Care Organizations to participate and conduct the Medicare Health Outcomes Survey (HOS).

### What is the Medicare Health Outcomes Survey?

The Medicare Health Outcomes Survey is a short survey that measures Aetna Better Health Premier Plan MMAI's success in improving and maintaining the health of our members over a two-year period. The survey includes questions that address your physical health, mental

health, physical activity, bladder control and risk of falling.

### How is the HOS survey given?

The initial HOS survey is distributed to a randomly selected group of Health Plan members by mail and by telephone, for members who have not responded by mail between April and July. Two years later, the same group of members who responded to the initial survey are surveyed again as a follow-up health measurement.

### Why is the HOS survey important to complete?

The HOS survey results are used to help us make improvements to the health plan's services and programs, and to ensure the health plan meets your healthcare needs.

If you have questions about the survey, feel free to contact our Member Services Department or your Care Manager toll-free at **1-866-600-2139 (TTY/TDD: 711)**. Thank you in advance for taking time to complete the HOS survey. As always, we look forward to providing you quality care here at Aetna Better Health Premier Plan MMAI.





## Managing your high blood pressure.

Do you have high blood pressure, also known as hypertension? If so, then your doctor has probably told you that having high blood pressure means the force of blood inside blood vessels, called arteries, is chronically elevated. That means that it remains high.

If your blood pressure remains high over time, serious complications, like stroke or kidney disease, can develop. Many people do not even know when their blood pressure is elevated, because they do not have any symptoms. For that reason, high blood pressure is sometimes called a “silent killer.”

The good news is that you can take steps to keep your blood pressure under control,

including regularly taking your blood pressure medications and practicing healthy habits. Ask your doctor what your blood pressure goal should be. Your doctor will likely want your blood pressure to be less than 140/90.

Additionally, your Aetna Premier Plan care manager can also work with you to keep your blood pressure under control. Here’s how we can help you to manage your blood pressure:

- We can help you to get a free blood pressure monitor: Keeping track of your blood pressure numbers helps to you to know if your medications are working. Be sure to share your blood pressure readings with your doctor.

- We can help you to set healthy lifestyle goals like quitting smoking, starting an exercise routine, healthy eating or managing stress. Even if you haven’t been successful in the past, don’t be discouraged. With your care manager’s help, you can break down these big goals into smaller ones that you can reach.
- We can help you to keep track of your medications; it’s important to take the right medications, at the right time and at the right amount.
- If your doctor agrees, you may also qualify to participate in our blood pressure home monitoring program with one-on-one guidance from a registered nurse.

*Source: [Heart.org/en/health-topics/high-blood-pressure](https://www.heart.org/en/health-topics/high-blood-pressure)*

## The flu shot may be more important than ever this year.

This year many of us have been thinking a lot about protecting ourselves from COVID-19, but it's important for us to remember about the flu. According to the Centers for Disease Control and Prevention (CDC), both viruses could be spreading at the same time during the flu season. Both conditions are spread by respiratory droplets. This means it's spread when you exhale. Both conditions can cause similar symptoms, and it's even more important to get a flu vaccine this year. Like COVID-19, the flu is a contagious viral illness and is often spread by coughing, sneezing or touching contaminated areas and then touching the eyes, nose or mouth. You can protect yourself and your family by making your flu shot a priority, especially this year.

**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. If you can't get it by then, you can still benefit from getting the flu vaccine throughout the flu season.

**Why get the flu vaccine?** The flu vaccine can reduce your chance of getting the flu and related complications, such as pneumonia or requiring care at a hospital

**Where can I get the flu shot?** Aetna Better Health Premier Plan MMAI 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.

**What else can I do to protect myself from getting the flu?**

- Avoid touching your face, especially your eyes, nose and mouth.
- Avoid contact with people who are sick.
- Cover your mouth when coughing or sneezing.
- Wash your hands often.

*Reference: [www.cdc.gov/flu](http://www.cdc.gov/flu)*



## Did you know? Home Care Ombudsman Program.

*The following is brought to you by the Home Care Ombudsman Program.*

The Home Care Ombudsman Program provides advocacy to individuals receiving in-home services through a managed care organization or waiver services. Home Care Ombudsmen can work with you to file complaints or appeals and make referrals on your behalf when needed.

The Home Care Ombudsman Program can help you with issues that you may have with certain health plans (managed care organizations). This program is available free of charge to you if you are enrolled in:

- The Medicaid Medicare Alignment Initiative (MMAI)
- The Managed Long Term Services and Supports (MLTSS)



Or if you are receiving services through one of the following waivers:

- Persons who are Elderly (Aging)
- Persons with Brain Injury (BI)
- Persons with HIV or AIDS
- Persons with Disabilities

You can contact a Home Care Ombudsman if you feel that you not being treated fairly.

This also means that your voice is important to them! If you have any questions about the Home Care Ombudsman Program, please email **Aging.HCOProgram@Illinois.gov** or call the Illinois Department on Aging's Senior Helpline, toll-free at **1-800-252-8966** and ask for a Home Care Ombudsman.

## Need help with employment?

*The following article is brought to you by the Division of Rehabilitation Services.*

Are you interested in finding a job? Need help keeping your current job? Or maybe you are working and would like to find a different job? The Division of Rehabilitation Services can help individuals with disabilities in finding and keeping employment in the community. You can work with one of the Vocational Rehabilitation Counselors to help you meet your career goals. They are dedicated to helping you through your employment journey.

### How will my benefits be affected?

The Vocational Rehabilitation Counselors can help you understand how work may affect your benefits (such as Social Security Disability Income [SSDI] and Social Security Income [SSI]). They also can connect you with a Benefits Specialist if you need more-detailed information.

### How do I contact a Vocational Rehabilitation Counselor?

You can fill out the application online at **WR.DHS.Illinois.gov/WRPublic/WR/Dynamic/Referral.jsf** or find your local office at **www.DHS.State.IL.US/page.aspx?module=12&officetype=7**. You can also call **1-877-581-3690** for more information.



## How national coverage decisions affect your plan.

The Centers for Medicare & Medicaid Services (CMS) sometimes change 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.aetna.com/better-health/illinois). Then go to: For Members > Aetna Better Health Premier Plan (Medicare-Medicaid 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 Care Manager or Member Services at **1-866-600-2139 (TTY/TDD 711)**.

## 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 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).	<b>1-866-800-1409</b> (voice) <b>1-888-206-1327</b> (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).	<b>1-866-800-1409</b> (voice) <b>1-888-206-1327</b> (TTY)
To report regarding members in Nursing Facilities, call the Department of Public Health Nursing Home Complaint Hotline.	<b>1-800-252-4343</b>
To report regarding members in Supportive Living Facilities, call the Supportive Living Facility Complaint Hotline.	<b>1-800-226-0768</b>
Call member services or your care coordinator at any time to report abuse, neglect and exploitation. You can contact us 24 hours a day, seven days a week.	<b>1-866-600-2139</b> (toll-free) <b>TTY: 711</b>

 For more information, please visit our website at [AetnaBetterHealth.com/Illinois](https://www.aetna.com/better-health/illinois).



## 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 MMAI is partnering with Assurance Wireless Lifeline service.

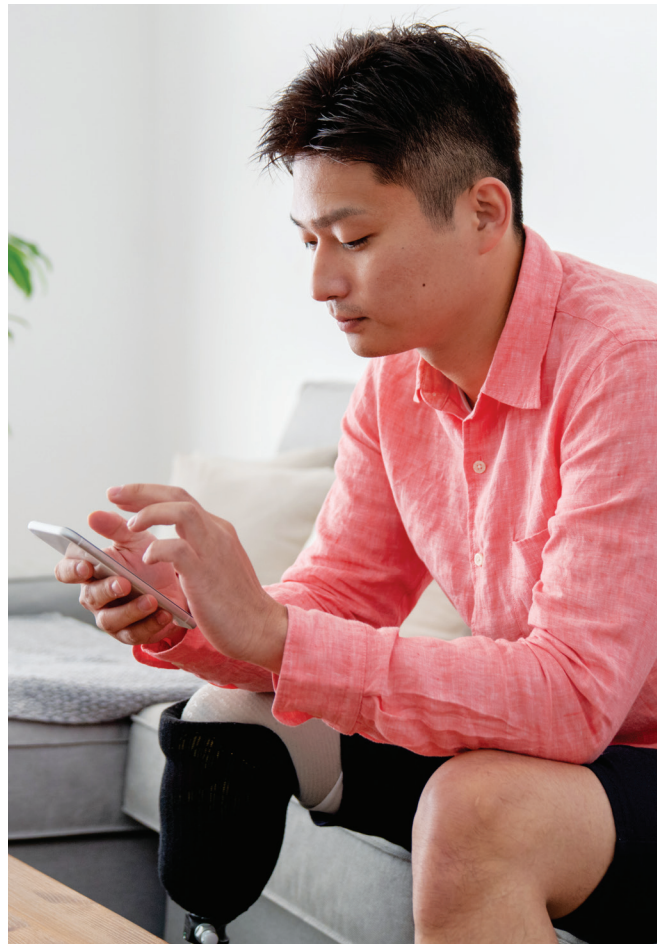
Each month eligible Assurance Wireless customers receive, at no cost:

- 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).



### Contact us



Aetna Better Health<sup>SM</sup> Premier Plan MMAI  
3200 Highland Ave.  
Downers Grove, IL 60515

24 hours a day  
Member Services: **1-866-600-2139**  
[AetnaBetterHealth.com/Illinois](https://www.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<sup>SM</sup> Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. 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 Health<sup>SM</sup> Premier Plan MMAI Member Services at **1-866-600-2139** or read the Aetna Better Health<sup>SM</sup> Premier Plan MMAI 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.

**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.

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## 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: 한국어어를 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 કોલ 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 σα 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.