



Aetna Better Health[®] of Illinois E-newsletter

Winter 2024-2025

The 2025 Member Handbook is now available

View your new handbook [here](#) to learn about:

- Covered benefits
- Medication management procedures
- Copayments
- Benefit restrictions outside our service area
- Language assistance
- How to submit a claim
- How to get information about in-network doctors
- How to get primary care services and emergency care
- How to get specialty care, behavioral health care and hospital services
- How to get care after normal business hours
- How to get care and coverage outside of the Aetna Better Health[®] of Illinois service area
- How to submit a complaint and appeal a decision
- How we evaluate new technology to include in coverage



For a printed copy of the handbook, call Member Services at **1-866-329-4701 (TTY: 711)**.

Get more from your plan

Aetna Better Health® of Illinois offers extra benefits and services to help you reach all your health goals and more. Here are some of our extra benefits for 2025.



FREE grocery delivery

Eligible members ages 18 and up can get monthly subscription fees covered for certain grocery delivery apps.



FREE baby essentials

Eligible members can get a car seat or highchair or play yard, plus a diaper bag and \$45 each month to spend on diapers.



FREE extras for youth activities

Eligible members ages 5-21 can get an annual stipend for healthy activities or programs. Members in grades K through 12 (ages 5 through 18) can get a voucher for clothing.



FREE gym membership

Members 18 and older can receive a digital or in-person membership at participating gyms. Eligible members ages 13 and up can get a voucher for a monthly digital membership.



FREE nutrition services

Eligible members ages 18 and older can get personal nutrition counseling services and may also get food assistance.



FREE weight management support

Eligible members ages 18 and older can get a voucher for digital weight management support.



FREE behavioral health wellness support

Eligible members ages 12 and older can get a voucher to cover behavioral health wellness app membership.



FREE educational support

Eligible members ages 18 and older can get career training, skill building and GED support.

Check out all your benefits at [AetnaBetterHealth.com/Illinois- Medicaid/Whats-Covered](https://www.aetna.com/illinois-medicaid/whats-covered)



Get over-the-counter (OTC) products each month

Our OTC product line includes many OTC health products, plus food essentials like milk, cereal, bread, eggs and much more. Your household gets a \$25 monthly allowance to order these items online, by phone or at a CVS store. Visit

[AetnaBetterHealth.com/Illinois-Medicaid/OTC-benefit](https://www.aetna.com/better-health/illinois-medicaid/otc-benefit) to view the OTC catalog.



Take control of your health with an annual checkup

An annual visit with your primary care provider (PCP) can help you stay healthy or catch health problems early.

Your PCP:

- Gets to know you and your health history
- Monitors any health conditions you may have
- Makes sure you get the tests and screenings you need
- Works with you on treatment options

Your PCP's name is shown on your member ID card. Call today to schedule your annual visit. If you need help finding a PCP or making an appointment, call Member Services [1-866-329-4701](tel:1-866-329-4701) (TTY: [711](tel:1-866-329-4701)).

Get ready to renew your coverage

When it's time to renew your Medicaid, HFS will contact you. Watch your mail and complete your renewal right away.

You can also use Manage My Case at [ABE.Illinois.gov](https://www.abemillinois.gov) to:

- Verify your mailing address under "Contact Us"
- Find your renewal due date (the "redetermination" date) in your "Benefit Details"

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois, [GetCoveredIllinois.gov](https://www.getcoveredillinois.gov).

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the [fraud report website](https://www.fraudreportwebsite.com) or the Medicaid fraud hotline at [1-844-453-7283](tel:1-844-453-7283) / [1-844 ILFRAUD](tel:1-844-ILFRAUD)



More doctors, more choices

Aetna Better Health® of Illinois is always working to improve the services available to our members.

We've expanded our network of medical providers to include Advocate Health facilities and providers in the state of Illinois. This change became effective January 1, 2025.

Advocate Health has locations for care throughout the Greater Chicagoland area. Services for children and adults include:

- ✓ Primary care
- ✓ Cancer care
- ✓ Heart care
- ✓ Kidney care
- ✓ Urgent care
- ✓ Emergency care

[Find a provider](#)

Check your [member handbook](#) for details on the services we cover at all in-network providers.

Get convenient reproductive healthcare from home

Aetna Better Health® of Illinois has partnered with Twentyeight Health to make sexual and reproductive health care more accessible for our members. Through this partnership, you can connect with experienced health care providers online, get prescriptions delivered to your door, and receive ongoing support — all at low or no cost with your insurance.



Services include family planning care, birth control prescriptions, prenatal/postpartum care, STI treatment and sexual health support. You'll also have access to unlimited messaging with your provider team who can answer questions about your medications or health concerns. Plus, Twentyeight Health offers educational resources to help you make informed decisions about your reproductive health.

Getting started is simple: complete a quick online health questionnaire, connect with a provider who will review your needs and receive your medications delivered free to your door.

Ready to take control of your reproductive health?
Visit twentyeighthhealth.com/partnerships/home to enroll.

SAD and seniors: Tips for brighter winter days

Do you feel sad, tired or just “off” during the winter months? You’re not alone! Some people experience changes in their mood as the days get shorter and colder. This is called **Seasonal Affective Disorder**, or SAD for short. It’s also sometimes called the “winter blues.”

Why does SAD happen?

Our bodies need sunlight to help us feel happy and energized. Sunlight helps our brain produce chemicals like serotonin, which boosts our mood, and melatonin, which helps us sleep. When there’s less sunlight, it can throw off our internal clock, making us feel tired, sad or even irritable.

Signs of SAD

If you or someone you know has SAD, you might notice things like:

- Feeling very tired, even after a good night’s sleep
- Losing interest in activities you usually enjoy
- Eating more, especially craving sweets or carbs
- Gaining weight
- Having trouble concentrating

SAD can affect older adults in unique ways, often overlapping with other health challenges common in aging. Approximately 4% of adults aged 70 and over have depression according to the Global Health Data Exchange. They may already feel lonely because they’re not working anymore or have lost loved ones. SAD can make this worse by causing low energy and sadness, making it harder to stay in touch with friends or family. SAD can also make it harder to take care of conditions such as arthritis or diabetes.



How to feel better

The good news is there are ways to manage SAD. Here are some tips:

- Try to spend time outside during the day, even if it’s cloudy. Sitting near a window can also help. Some people use a light therapy box, which mimics natural sunlight.
- Exercise can boost your mood and energy levels. Even a short walk can make a big difference.
- Going to bed and waking up at the same time every day can help your body feel more balanced.
- While it’s okay to enjoy treats, try to include fruits, vegetables and whole grains in your meals.

If SAD is making life really hard, talk to your doctor. They might recommend counseling or other treatments to help. As an Aetna Better Health® of Illinois member, you have access to a range of **mental health resources** that can help.

Remember, you’re not alone. Feeling a little down during the winter is common, but you don’t have to face it alone. Taking small steps can help you feel better and enjoy the season. If you or someone you know are experiencing a mental health crisis, the suicide and crisis lifeline provides 24/7 connection to confidential support, call or text **988**.

Prioritize your mental health this New Year

Kick off the year by focusing on your mental health. As an Aetna Better Health® of Illinois member, you have access to mental health tools with apps like:

Moodfit – a mental health app for members ages 13 and up that provides tools to help manage mental wellness. Users learn how to:

- Reduce stress
- Fight procrastinations
- Use relaxation techniques
- And much more

Pyx Health® – designed to help young and older adults reduce loneliness and improve health, this app connects you to resources in real time and has tools to support mental, social and physical health needs.

Call Member Services at **1-866-329-4701 (TTY: 711)** for information about your mental health benefits or visit our [Resources and services](#) page.

Your privacy matters

Aetna Better Health® of Illinois is committed to protecting our members' privacy. We are required by law to keep your health information private. And we work to provide a safe and secure member experience. Learn more about our commitment to your privacy.

[Your privacy rights](#)

Free language services

To help our members, Aetna Better Health of Illinois can provide any information you need in Spanish or any other preferred language. This means you can ask for letters, benefit information and even your member handbook in another language. You can also get this information in a different format like large print, Braille and sign language. We can also get an interpreter in your language if you need assistance. All of these services are free to you.

Please call **1-866-329-4701 (TTY: 711)** if you need help in another language. You can ask for materials to be mailed or emailed to you, like your member handbook or preferred drug list (PDL). You can also print some of these materials by visiting our website at AetnaBetterHealth.com/Illinois-Medicaid.

Rights and responsibilities

Your rights:

- Be treated with respect and dignity at all times.
 - Have your personal health information and medical records kept private except where allowed by law.
 - Be protected from discrimination.
 - Receive information from Aetna Better Health® of Illinois in other languages or formats such as with an interpreter or Braille.
 - Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
 - Receive information necessary to be involved in making decisions about your healthcare treatment and choices.
 - Refuse treatment and be told what may happen to your health if you do.
 - Receive a copy of your medical records and in some cases request that they be amended or corrected.
 - Choose your own primary care provider (PCP) from the Aetna Better Health of Illinois. You can change your PCP at any time.
 - Be free from any form of restraint or seclusion used as a manner of coercion, discipline, convenience or retaliation.
 - Exercise your rights, with the assurance that the exercise of those rights will not adversely affect the way you're treated.
- Request and receive in a reasonable amount of time, information about your Health Plan, its providers and polices.
 - Voice complaints or appeals about the organization or the care it provides.
 - Make recommendations regarding the organization's member rights and responsibilities policy.

Your responsibilities:

- Treat your doctor and the office staff with courtesy and respect.
- Carry your Aetna Better Health of Illinois ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them.
- If you cannot keep your appointments, cancel them in advance.
- Follow plans and instructions for care that you have agreed to with your practitioners.
- Tell your health plan and your caseworker if your address or phone number changes.
- Read your member handbook so you know what services are covered and if there are any special rules.
- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

Find a provider

The online [provider directory](#) lists information of all network providers, including names, addresses, phone numbers, specialties and qualifications, board certification status and more. You can also search our providers on [HealthGrades.com](#) to get more information, such as medical school attended and residency completion.

Care management

Care managers teach you about your health conditions and ways to take care of yourself. They also teach you about your benefits and connect you with local resources. Your care manager can help you:

- ✓ Find a primary care physician
- ✓ Schedule doctors' visits
- ✓ Find specialists and behavioral health services near your home
- ✓ Get rides to your doctor, drug store or hospital
- ✓ Get medical and dental services, supplies and equipment
- ✓ Provide you with community resources and educational materials
- ✓ [Plan your pregnancy](#)
- ✓ Make sure you're getting the services you need
- ✓ [Manage chronic conditions](#)

And if you have a chronic condition, our care management team can help you get the treatment you need to be healthy. Our care management team will come up with a personalized care plan. The primary goal is to assist our members and their caregivers to better understand their conditions, update them with new information and provide them with assistance from our staff to help them manage their disease. The care management team has nurses and social workers to help you:

- ✓ Get services and care, including information on how to get referrals to special facilities for highly specialized care
- ✓ Work with your health care providers and organizations
- ✓ Learn more about your symptoms
- ✓ Access services for crisis situations after normal business hours
- ✓ Arrange services for children with special health care needs, such as well-child care, health promotion, disease prevention and specialty care services

The care management program is voluntary. If you're interested, call us at [1-866-329-4701 \(TTY: 711\)](#) and ask to speak to care management.

Members can be referred to the complex case management program from a variety of sources, including our medical management programs, discharge planners, members, caregivers and providers. For a member referral into case management, call Member Services at [1-866-329-4701 \(TTY: 711\)](#) or visit the [Care Management](#) page on our website.



Aetna Better Health[®]
of Illinois



Share your thoughts

You can share your voice through our Family Leadership Council. It meets multiple times each year and helps us improve care coordination for children with behavioral health needs. And you can even receive a \$25 incentive for attending your first Family Leadership Council Meeting. Find details for the council's next meeting on our [News and Events](#) page.

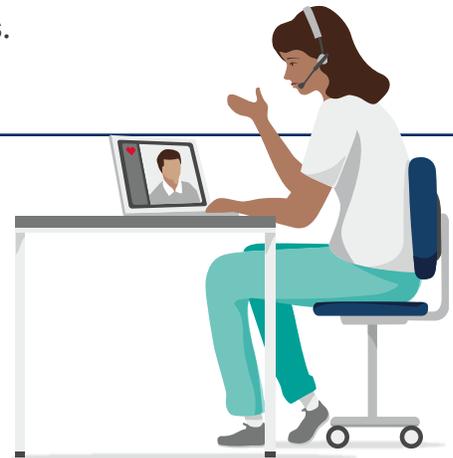
You can also contribute to our Member Advisory Committee. The group brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call [1-866-329-4701](tel:1-866-329-4701) (TTY: 711).

Stay informed

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services.

Simply text **SIGN UP** to **72138**.

Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.



We're here to help

Call Member Services at [1-866-329-4701](tel:1-866-329-4701) (TTY: 711) Monday through Friday, 8:30 AM to 5:00 PM to:

- Make an appointment
- Get help with your benefits
- Arrange a ride to the doctor's office



Connect with us on social media.

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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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
P.O. Box 818001
Cleveland, OH 44181-8001

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 **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń 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 **1-800-385-4104** (TTY: **711**)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

Arabic: **711**. إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: ملحوظة).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-385-4104** (TTY: **711**).

Urdu: کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں: **1-800-385-4104** (TTY: **711**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104** (TTY: **711**).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **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 **1-800-385-4104** (ATS: **711**).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-800-385-4104** (TTY: **711**).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

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[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/betterhealth/illinois-medicaid)

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