



Aetna Better Health® of Illinois

## Quick Reference Guide

We know health is more than feeling good, so we're excited to offer the support you need for your physical and mental wellbeing.

With Aetna Better Health® of Illinois, you have access to a large network of health care providers. Our Member Services and Care Management teams are ready to serve your needs.

At Aetna®, our members are always at the heart of all we do. We look forward to being by your side on your journey toward better health, because **healthier happens together™**.



Scan the QR code to get started.

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

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### Inside >

- Member information ..... 2
- Forms to complete ..... 4
- What's covered? ..... 5
- Getting care..... 6
- Care Management program..... 7
- Wellness activities ..... 8
- Programs and services..... 9
- Plan extras..... 10
- Resources..... 11
- Non-discrimination notice ..... 12
- Contact us ..... 13

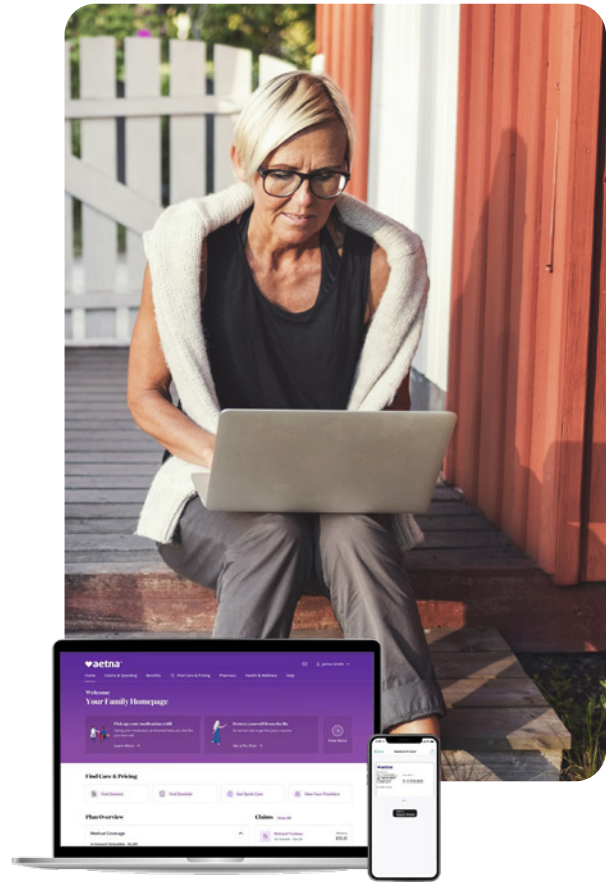
## Member portal

Get the most out of your health plan. Sign up for your personalized, secure member portal. You can use the portal to manage your benefits and meet your health goals.

### Your member portal lets you:

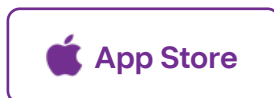
- Change your primary care provider (PCP)
- Update your contact information
- Submit important forms
- Get a new member ID card
- View your personal health history
- Track your health goals

Go to [AetnaBetterHealth.com/Illinois-Medicaid](https://AetnaBetterHealth.com/Illinois-Medicaid) to set up your secure member account. Click “Member Login” at the top of the toolbar. You’ll need your Member ID number and a current email address. If you need help, call Member Services at **1-866-329-4701 (TTY: 711)**.



## Mobile app

View your member ID card, find providers and access your benefits all on your smartphone. The Aetna Better Health® App is available from both the Apple App Store for iPhone and Google Play Store for Android.



## Member ID card



Each eligible member of your family should have received an Aetna Better Health® of Illinois member ID card. It was mailed separately from this packet.

You should always carry your member ID card with you. It has important phone numbers. You’ll need to show it when you get any services, too.

If anything on the member ID card is wrong or if you lose it, call Member Services at **1-866-329-4701 (TTY: 711)**.

## Member handbook



Find information on how to get care and use your benefits. Your handbook also has important phone numbers and helpful resources. You can find it on our website in English and Spanish at [AetnaBetterHealth.com/Illinois-Medicaid](https://AetnaBetterHealth.com/Illinois-Medicaid). It's also available on the secure member portal and the Aetna Better Health® mobile app.

### Your member handbook includes:

- Your rights and responsibilities as a member
- List of all covered benefits
- How to file a complaint against a provider or your health plan
- How to file a grievance or appeal
- And more

## Your information

It's important that we have your correct contact info. If we can't reach you, you may miss important updates.

If you change your address, phone number, or family size, or if you move addresses call Member Services at **1-866-329-4701 (TTY: 711)**.

## Language and formats

This information is available for free in other languages and formats, including Braille or large print. Call Member Services at **1-866-329-4701 (TTY: 711)** to request other formats or languages. Hours are Monday through Friday, 8:30 AM – 5:00 PM (CT).



## Health risk screening

Take a few minutes to fill out this important form as soon as you can. It will help us identify any extra services or benefits you may qualify for.

Complete the survey on the member portal or mobile app. Call Member Services at **1-866-329-4701 (TTY: 711)** for help.

You'll earn **\$20** when you complete this form within 60 days of enrollment.



## Notification of pregnancy

If you're pregnant or become pregnant, fill out this form to let us know. That will help us identify any extra services or benefits you may need during your pregnancy.

Complete the notification of pregnancy on the member portal or mobile app. Call Member Services at **1-866-329-4701 (TTY: 711)** for help.

You'll earn **\$25** when you complete this form and return to us within the first six months of pregnancy.

Scan the QR code to login to the member portal and complete these forms.



# What's covered?



As an Aetna Better Health® of Illinois member, you have health care coverage to help you live your healthiest life.

## Your benefits include:

- Medical
- Dental
- Vision
- Pharmacy
- Behavioral health
- Care management
- And more

See your member handbook for complete information. You can find it on our website in English and Spanish at [AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetnabetterhealth.com/illinois-medicaid). It's also available in the secure member portal and the Aetna Better Health mobile app.

## Primary care provider

Your primary care provider (PCP) is your first stop for medical care. It's important to have a good relationship with your PCP. This helps you get the health care you need. When choosing your PCP, keep in mind you can choose one who shares your beliefs, language or other cultural preferences.

### How do I choose my PCP?

- Choose a PCP who is in the Aetna Better Health® of Illinois provider network. Visit our website at [AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetnabetterhealth.com/illinois-medicaid) to look at the provider directory online.
- Your PCP can be a doctor, nurse practitioner or physician assistant.
- You can have one PCP for your whole family or choose different PCPs for each family member.

You can change your PCP at any time, for any reason. If you want to change your PCP to another provider in our network, call Member Services at **1-866-329-4701 (TTY: 711)**. You can also make PCP changes in the member portal and mobile app.





## Primary care

When the doctor's office is open

- Sore throat
- Cough
- Bronchitis
- Earache
- Skin rash
- Sinus infection
- Toothache
- Pink eye



Scan the QR code to find a provider.



## Urgent care

When the doctor's office is closed

- New back pain
- Urinary tract infections
- Small cuts
- Migraines
- Sprains & strains
- Flu & COVID-19



## Emergency Room (ER)

All times of day

- Trouble breathing
- Chest pain
- Head injury
- Slurred speech
- Seizure
- Broken bones

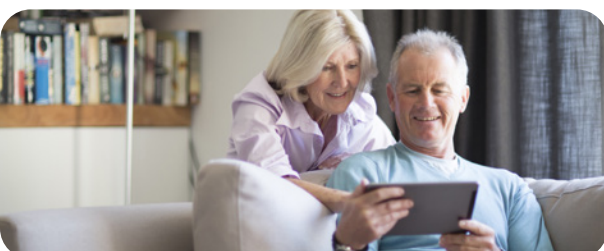
If you're having a life-threatening emergency, call **911**.

For behavioral health emergencies, call **988**.



## 24-Hour Nurse Line

You and your family can get health advice when you need it. Call **1-866-329-4701 (TTY: 711)** to talk to a nurse.



## Virtual care

Schedule virtual primary care and mental health appointments, or request on-demand care 24/7/365 by video.

The health risk screening you complete as a new member helps us learn about your current and past health care needs, and if you have any special health care requirements. If you have complex health conditions, you may benefit from our Care Management program. A care manager may call you to see if you'd like to join the program.

Our care managers can help you access care and coordinate services. Your provider can also talk to you about our care management programs.

## What you can expect from Care Management

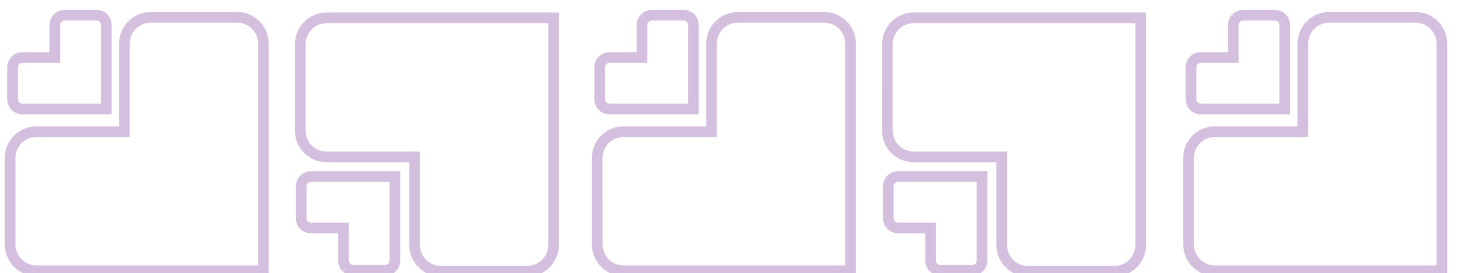
We empower you to take charge of your health by supporting you through your health journey. Care managers teach you about your health conditions and ways to take care of yourself. They also teach you about your benefits and connect you with local resources so you can take good care of yourself.

## Registering for our Care Management program

Call Member Services at **1-866-329-4701 (TTY: 711)** and ask for Care Management. The program is offered at no cost, and you can stop taking part at any time.










### Care managers can help you manage conditions such as:

- Pregnancy and postpartum
- Asthma
- Coronary artery disease (CAD)
- High blood pressure
- Diabetes
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Depression
- HIV
- Hepatitis C
- Kidney disease



Aetna Better Health® of Illinois wants our members to lead healthy lives. One way to help you stay on top of your health is to see the doctor regularly. Your doctor can help you decide what screenings are needed.

Earn rewards when you complete the activities marked with a star. Find more info about rewards on page 10.

★ Well-child visits and immunizations		<ul style="list-style-type: none"><li>• Birth-15 months should have 6 visits</li><li>• Ages 15-30 months should have 2+ visits</li><li>• Ages 3+ should have yearly well-child visits</li></ul>
★ Annual wellness visits		<ul style="list-style-type: none"><li>• All adults age 21+ should have a yearly wellness visit.</li></ul>
Annual flu and COVID-19 shots		<ul style="list-style-type: none"><li>• Everyone ages 6 months+ should get yearly flu and COVID-19 shots.</li></ul>
Depression screening		<ul style="list-style-type: none"><li>• Everyone should have a yearly screening.</li></ul>
★ Cervical cancer screening		<ul style="list-style-type: none"><li>• Women ages 21+ should have a screening every 3 to 5 years.</li></ul>
★ Prenatal and postpartum care		<ul style="list-style-type: none"><li>• Pregnant women should have regular visits during and after pregnancy.</li></ul>
★ Breast cancer screening		<ul style="list-style-type: none"><li>• Women age 40+ should have a yearly screening.*</li></ul>
Colorectal cancer screening		<ul style="list-style-type: none"><li>• Adults ages 45+ should have a screening every 10 years.</li></ul>
Prostate cancer screening		<ul style="list-style-type: none"><li>• Men ages 50+ should have a yearly screening.</li></ul>



## Early and periodic screening, diagnosis and treatment

The Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program helps members 21 years or younger get care. It covers preventive health and wellness visits at no cost to you. EPSDT also allows for the early detection and treatment of possible health problems that may arise. The cost of treating any problems found during a visit are also covered at no cost.

## Home and community-based waivers

Aetna Better Health® of Illinois covers the services available to people who qualify for home and community-based waiver services. These waivers allow you to receive additional benefits that help you live independently at home or in a community setting.

## Managed long term services and supports (MLTSS)

If you meet the Illinois Department of Healthcare and Family Services criteria for needing an institutional level of care, then you may qualify for MLTSS. You can get MLTSS benefits from the comfort of your home or at an assisted living home.

## Transportation

Aetna Better Health® of Illinois offers free transportation to appointments and to the pharmacy directly after a doctor's appointment. If you need a ride, call us at **1-866-329-4701 (TTY: 711)** at least two (2) business days in advance and we'll arrange it for you. You can bring a guest to appointments, if needed.



## Get help quitting tobacco

It's not easy to quit tobacco, but we're here to help.

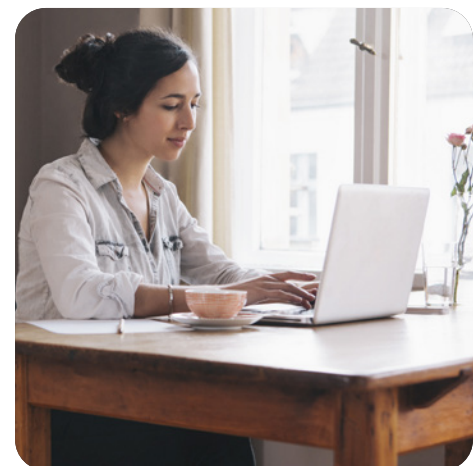
- Call us at **1-866-329-4701 (TTY: 711)** and ask to speak to a care manager about our tobacco cessation services.
- As part of your covered benefits, you can receive up to eight tobacco cessation counseling sessions per year.
- Ask your PCP for advice.
- Call the Illinois Tobacco Quitline at **1-800-QUIT YES**.

## Suicide and Crisis Lifeline

You have many resources and support services available to support with any mental health crisis and unexpected life events. **The Suicide and Crisis Lifeline is ready to help with those unexpected life events and can be reached in three easy ways:**

- 1 Text to **988**
- 2 Call **988**
- 3 Chat online at **988lifeline.org**

Anyone who calls the 988 Lifeline will immediately be connected to local crisis centers for safe, supportive and confidential mental health services.



You deserve to be as healthy as you can be. That's why we offer the support and tools you need to be your healthiest, bringing together what matters most to your health. It's care you can trust. And experience you can count on — with extra benefits that go beyond your standard health coverage.

## Aetna Better Care<sup>®</sup> Rewards

Get rewarded for focusing on your health. You can earn rewards by completing healthy activities like annual screenings, wellness exams and more. You can use your rewards to shop in store or online at participating retailers.

See the ways you can earn rewards online at [AetnaBetterHealth.com/Illinois-Medicaid/Rewards-Program](https://www.aetna.com/illinois-medicaid/rewards-program).

## Value-added benefits

**Aetna Better Health<sup>®</sup> of Illinois offers extra programs and services at no cost to help you take care of your overall health and well-being.**

- Gym membership
- Kids' clothing
- Baby essentials
- Diaper club
- Educational support
- Behavioral wellness app membership

View all of our value-added benefits and how to qualify online at [AetnaBetterHealth.com/Illinois-Medicaid/Whats-Covered](https://www.aetna.com/illinois-medicaid/whats-covered).

## \$25 over-the-counter monthly benefit

You should have everything you need to help you feel your best. That's why we work with CVS Health<sup>®</sup> to give your household \$25 of over-the-counter (OTC) health supplies, product and groceries every month. And we can even send it to you at no extra cost.

Learn more about this benefit and view the OTC catalog online at [AetnaBetterHealth.com/Illinois-Medicaid/OTC-Benefit](https://www.aetna.com/illinois-medicaid/otc-benefit).



## Community Resource Directory

Caring and helpful resources are just around the corner. Using the Community Resource Directory (CRD) tool you can find support and services near you. From food and housing services to wellness and mental health support and more. Access the CRD through the member portal.

## Join our member committees

We value your ideas and suggestions. Aetna Better Health® of Illinois has two advisory committees that meet four times each year. These are the Member Advisory Committee (MAC) and the Family Leadership Council (FLC).

**Some of the topics we'll discuss during these meetings are:**

- Member activities and materials
- Quality improvements
- Grievance and appeals

We hope you'll join us. For more information on our member committees, visit [AetnaBetterHealth.com/Illinois-Medicaid](https://www.AetnaBetterHealth.com/Illinois-Medicaid) or call Member Services at **1-866-329-4701 (TTY: 711)**.

## Be ready to renew your benefits online

Create a Manage My Case account at [ABE.Illinois.gov](https://www.ABE.Illinois.gov) for the best way to access and manage your Medicaid benefits. Questions or need help? Call **1-800-843-6154**.



# 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:	<b>1-888-234-7358 (TTY: 711)</b>
Email:	<a href="mailto:MedicaidCRCoordinator@aetna.com">MedicaidCRCoordinator@aetna.com</a>

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>.

**Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.**



## Contact us

### Member Services

**1-866-329-4701 (TTY: 711)**

Monday – Friday,  
8:30 AM to 5:00 PM CT

Call Member Services for help with benefit questions, language services and more.

### 24-Hour Nurse Line

**1-866-3290-4701 (TTY: 711)**

Call 24 hours a day, 7 days a week for health care advice from a nurse.

### Other ways to get in touch

Website: [AetnaBetterHealth.com/Illinois-Medicaid](https://AetnaBetterHealth.com/Illinois-Medicaid)

Email: [ABHILContactUsMem@aetna.com](mailto:ABHILContactUsMem@aetna.com)

Mail: Aetna Better Health of Illinois

PO Box 818031, MC F661

Cleveland, OH 44181-8031

Fax: **1-855-254-1791**

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.*