

wellness & you

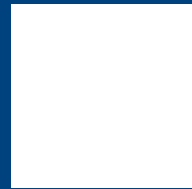
Your Aetna Better Health® Medicaid member newsletter

HEALTHY LIVING



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. If you lost your coverage and are still eligible, you may be able to get your benefits back. Visit aetna.com/sp24la-1 or scan the QR code below to learn more.



4 barriers to good health — and how your Aetna plan can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor’s office can make it harder to take care of your health. These are called social determinants of health (SDOH). And many of them may be out of your control. That’s why Aetna Better Health® of Louisiana provides benefits designed to help you overcome these barriers.

Barriers story continued on page 2

Barriers story continued**BARRIER 1
Transportation**

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

How Aetna can help:

We provide rides to any nonemergency appointments and covered services. To schedule a ride, call MediTrans at **1-877-917-4150 (TTY: 1-866-288-3133)**, Monday through Friday, 7 AM to 7 PM. Be sure to call at least two days before your appointment.

**BARRIER 2
Language**

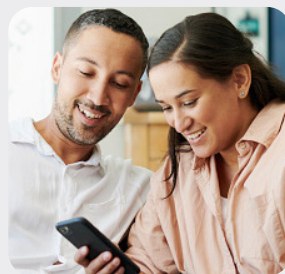
We know that not all members speak English as their first language. That can make it hard to talk to your doctor or ask questions about your benefits.

How Aetna can help:

We provide interpreter services in any language. If you need a qualified interpreter, written information in other formats, translation or other services, call **1-800-385-4104 (TTY: 711)**.

Our Care Managers are here for you

Whatever barriers you're facing, your dedicated Care Manager can help. Your doctor, hospital discharge planner or another provider can refer you to Care Management. Or a nurse on our health information line may refer you. You can also self-refer by calling Member Services at **1-855-242-0802 (TTY: 711)** and asking to speak with Care Management.

**BARRIER 3
Access to care**

Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment. This can make it tough to get the care you need.

How Aetna can help:

We offer telehealth services. You can talk to a provider via a phone or video chat from the comfort of your own home, on your schedule. Telehealth visits are covered, just like in-person visits, as long as the service is a covered benefit. Ask your provider what services they provide through telehealth.

Have a medical problem after hours? You can call our 24-hour nurse line at **1-855-242-0802 (TTY: 711)** to talk with a nurse anytime. They can help you decide where to go for care or how to treat your health problem at home.

**BARRIER 4
Budgets**

Costs are rising for housing, food and other essentials. So it may be harder than ever to stick to your budget.

How Aetna can help:

Your health plan provides other Value-Added Benefits to help you pay for life's health essentials, including:

- Pharmacy benefit including \$25 per month for over-the-counter (OTC) products
- A new mom welcome kit with diapers, diaper bag and other items
- A free smartphone with unlimited texts, minutes and data
- Dental care: \$1,000 per year toward dental care
- Vision care: \$150 per year toward eyewear (frames, glasses or contact lenses)

Check out your Member Handbook or visit [AetnaBetterHealth.com/louisiana](https://www.aetna.com/louisiana) to learn more about the benefits and services included in your health plan, as well as those not covered.

Good health care starts with the right doctor

Your primary care provider (PCP) is your first stop for all your health care needs. But at some point, you may need to see a specialist to help treat certain injuries or illnesses. When this happens, your PCP will help you find a specialist and refer you for care.

You don't always need a referral to see a specialist. For example, women do not need a referral to see an ob-gyn for routine care.

Here are three ways your Aetna Better Health® plan can help connect you with the right provider.

Provider network

You must get most of your care from providers in our

network. Go to [AetnaBetterHealth.com/louisiana/find-provider](https://www.aetna.com/louisiana/find-provider) to find in-network providers. You can search or download our provider directory.

Need help or want a hard copy of the provider directory? Call Member Services at **1-855-242-0802 (TTY: 711)**.

Out-of-network care

Let's say there are no network providers near you. Or there aren't any appointments available. If that happens, we can help you get a referral to see a provider outside of the network. You won't be



charged more for out-of-network care in this case.

Second opinions

You may not always agree with your doctor's plan of care. If this happens, you have the right to go to another provider for a second opinion. You don't have to pay to get a second opinion, and you don't need prior authorization. Call Member Services to learn more.

Your Member Handbook has info about all the types of care covered by your plan, including:

- Primary care
- Specialty care
- Behavioral health care
- Emergency care

View your handbook online at [aet.na/sp24la-2](https://www.aetna.com/sp24la-2) or call Member Services for a hard copy.



Understand your pharmacy benefits

Wondering if your medications are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at [AetnaBetterHealth.com/louisiana/pharmacy-prescription-drug-benefits.html](https://www.aetna.com/louisiana/pharmacy-prescription-drug-benefits.html) or call Member Services at **1-855-242-0802 (TTY:711)** to ask for a printed copy.

Benefits at your fingertips. Access your plan benefits from anywhere through your online Member Portal. You can also use the Aetna Better Health app to see your benefits on the go. Visit [AetnaBetterHealth.com/louisiana/member-portal.html](https://www.aetna.com/louisiana/member-portal.html) to get started!

How to report fraud, waste and abuse

Aetna Better Health® of Louisiana is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

What are fraud, waste and abuse?

Fraud happens when someone lies to get money or services.

Waste happens when someone uses benefits or services they don't need.

Abuse happens when someone takes money for services when they aren't legally entitled to payment.

Reporting fraud, waste or abuse

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. Here's how.

- Call our fraud and abuse hotline at **1-855-725-0288 (TTY: 711)** or go to **AetnaBetterHealth.com/louisiana/medicaid-fraud-abuse.html**
- Call the Louisiana Medicaid Fraud and Abuse Hotline at **1-800-488-2917** or go to **ldh.la.gov/page/reporting-fraud**



- Call the U.S. Department of Health and Human Services, Office of the Inspector General at **1-800-447-8477** or go to **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Louisiana, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

We're here for you

Member Services: 1-855-242-0802 (TTY: 711) 24 hours a day, 7 days a week

24-hour Nurse Line: 1-855-242-0802

24-hour Behavioral health hotline: 1-833-491-1094 (TTY: 711)

Vision care: 1-855-242-0802 (TTY: 711)
eyedoclocator.aetnavision.com/abhla/en

Transportation: MediTrans 1-877-917-4150 (TTY: 1-866-288-3133)
Monday to Friday, 7 AM to 7 PM
(Be sure to call for a ride at least two days before your appointment.)

Dental care: DentaQuest 1-800-685-0143 (TTY: 1-800-466-7566)
Monday to Friday, 7 AM to 7 PM

Get the most out of your medications

Medicines are a powerful tool that can help you fight an infection, manage a chronic condition, improve your mental health and more. But how you take them can have a surprising impact on how well they work. Follow these tips to make sure you get their full benefits.

Follow dosage instructions

This refers to how much of the medicine you need to take, and how often you need to take it. You must follow these instructions to get the full benefit of the medicine. For example, taking HIV medicines as prescribed can lower your viral load to the point that it is undetectable. And when it's undetectable, you will not transmit HIV through sex. But if you miss a dose, your viral load can increase quickly.

Follow any other special instructions

Some medicines may need to be taken at a certain time of day. Or with food. Or on an empty stomach. Special instructions like these may help you avoid bad side effects. They can also improve how well the medicine works.

Don't stop taking your medicines

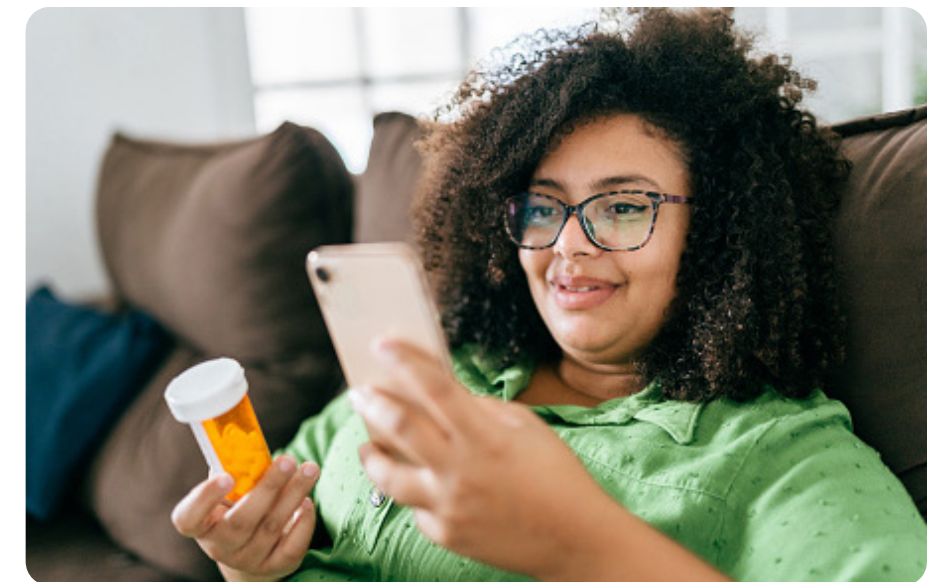
If you're concerned about taking a medicine or having bad side effects, talk to your doctor. They might be able to lower your dose or switch you to a different medicine. If you're having trouble affording your medicines, ask your doctor if there are lower-cost options. Or call Member Services. They can connect you to resources to help you pay for prescription meds.

Avoid interactions

Some medicines can interact with other medicines, supplements, or even foods and drinks. Interactions can make medicines less effective or cause side effects. Tell your doctor or pharmacist about all the medicines you take, including over-the-counter medicines and supplements. They may give you specific instructions to avoid interactions. Follow them carefully. They can help keep you safe and avoid side effects.

Ask about side effects

Most medicines come with some risk of side effects. Ask your doctor or pharmacist which ones you should watch out for and what to do if you experience any.



We want to hear from you! Join our Member Advisory Committee (MAC) to give us your feedback and help us improve our services. Call Member Services at **1-855-242-0802 (TTY: 711)** to find out how to join.

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate based on 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 based on 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)**.

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)**.

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)**.

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)**。

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)**.

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)**.

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104 (TTY: 711)**.

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງຂັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104 (TTY: 711)**.

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104 (TTY: 711)**までご連絡ください。

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۔

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.

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104 (TTY: 711)** تماس بگیرید.

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)**.

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104 (TTY: 711)**.



Aetna Better Health® of Louisiana
2400 Veterans Memorial Blvd, Suite 200
Kenner, LA 70062

<Recipient's Name>

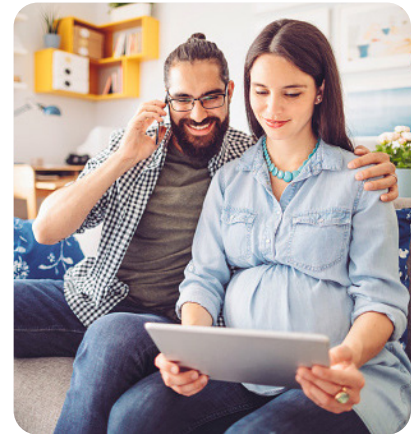
<Mailing Address>

2968362-09-01-SP (MM/YY)

Take advantage of your Member Handbook

Your Aetna Better Health® of Louisiana Member Handbook has everything you need to know about your health plan, including:

- ✔ Benefit restrictions outside the Aetna service area
- ✔ Copayments and other charges you may be responsible for
- ✔ How to submit a claim
- ✔ How to file a complaint, grievance or appeal
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ How we evaluate new technology as a covered benefit
- ✔ Notice of privacy practices
- ✔ Your member rights and responsibilities



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

QR Code

Scan the QR code or visit aetna.com/sp24la-2 to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-855-242-0802 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.