



# By your side



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

Aetna Better Health® of Maryland

## What is obesity?

You are overweight or obese when you weigh more than you should for your height. This weight is not healthy.

Obesity is a serious chronic disease. The number of overweight people continues to increase in the United States.

**One child in 5 struggles with being overweight.**

**One adult in 3 struggles with being overweight.**

- Being overweight can cause type 2 diabetes, heart disease and some cancers.
- A healthy diet and regular exercise help people stay at a healthy weight.

**Fewer than 1 in 4 kids gets enough exercise every day.**

**Fewer than 1 in 10 people eats a healthy amount of vegetables every day.**

Eating the right foods, getting regular exercise and having the right help can be hard. Sometimes diet and exercise

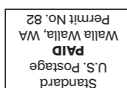
are not enough. Your doctor may give you medicine to help you lose weight.

**Starting January 1, 2023, Aetna Better Health of Maryland will cover some drugs that help you lose weight.** These drugs, along with diet and exercise, will help you lose weight over time.

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Winter 2022

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Aetna Better Health® of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090-2256

## Did you know MinuteClinic® at CVS is an in-network provider?

MinuteClinic® makes care easy with online scheduling and walk-in appointments available! Services like vaccines, physicals, A1C tests and more are available.

In-person and virtual care are available seven days a week for all your needs. Learn more about the services available at [CVS.com/minuteclinic](https://CVS.com/minuteclinic).

## Healthy moms and babies with our Maternity Matters program

If you're expecting a child, we're here for you! Our Maternity Matters program can help you and your child stay healthy during pregnancy and take care of you after your child is born. You can even earn gift cards for going to appointments! Visit our website or call Member Services to learn more.



## Everyone can use a little extra support

Introducing Pyx Health — companionship, connection and empowering wellness activities!

Pyx Health combines compassionate human interaction and an engaging, personalized app experience to help you feel better each day. Use it to:

- Chat with compassionate Pyx Health staff for support and companionship.

- Get connected to all the benefits we offer.
- Improve mood, anxiety, motivation and more.
- Find resources to help your physical and mental health.

It's safe, secure and at no cost to you. Download the app on your phone or tablet, or call **1-855-499-4777** (select **option 1**) to get started.

## What is obesity?


*Continued from front page*

Your doctor must get approval for these drugs. Your doctor will watch for side effects while you are on these drugs.

Please see a list of drugs we cover on our formulary at [AetnaBetterHealth.com/Maryland](https://AetnaBetterHealth.com/Maryland). If you have questions about losing weight, talk to your doctor.

## You've got Teladoc

Talk to a doctor anytime, anywhere by video

 **Use your phone**, the Teladoc app or the website to create an account.

 **Request a time**, and a Teladoc doctor will contact you.

 **Get a diagnosis** and medicine prescribed, if needed.

### Securely talk to a doctor at your free visit

- Visit [Teladoc.com/AetnaBetterHealthMD](https://www.teladoc.com/).
- Call **1-855-TELADOC (1-855-835-2362)**.
- Download the app.



*Teladoc is not available internationally.*  
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## Medicaid member pharmacy information

You can gain access to the Aetna Better Health of Maryland Medicaid formulary online at [AetnaBetterHealth.com/Maryland](https://www.aetna.com/better-health/maryland). Go to “What’s Covered,” then “HealthChoice,” and select “Formulary and Updates.” Please note that the formulary can change at any time. This is due to the ever changing world of medicine.


If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they’re on the list.

## New virtual health education classes

Join us for virtual health education classes at no cost! Learn about heart health, type 2 diabetes, and the programs and services available to Aetna Better Health of Maryland members. Everyone is welcome, and registration is required.

Scan the QR code to learn more, or visit [AetnaBetterHealth.com/maryland/news-events.html](https://www.aetna.com/better-health/maryland/news-events.html).



 If you have questions, call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator, or email [WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com).



## How to file a complaint, grievance or appeal

If you are dissatisfied with a provider or Aetna Better Health of Maryland, this is called a complaint. If your complaint is about a service or care your provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal. You must file an appeal within 60 days from the date on the denial letter you received. You can file an appeal by phone (**1-866-827-2710; TTY: 711**), in writing

or in person. Your doctor can also file an appeal for you if you sign a form giving him/her permission.

A complaint that is not related to a denial of some type of service or care is called a grievance. Examples of

grievances include quality of care issues, not being treated fairly by someone who works here or at your doctor's office, or trouble getting an appointment. A grievance can be filed at any time by calling customer service at **1-866-827-2710 (TTY: 711)**.



Our customer service representatives can assist you with filing a complaint, grievance or appeal. You can find more information about appeals and grievances in your Member Handbook.

## Member rights and responsibilities

Find a full description of your rights and responsibilities in the Member Handbook or at **AetnaBetterHealth.com/Maryland**. The Member Handbook is updated annually and mailed to new and existing members. It also explains how to get information about providers in the network, including specialty care.

## Need a Member Handbook or a provider directory?

You can request that a Member Handbook and provider directory be mailed to you. Just call Member Services to request a copy.

## Check out our website

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

There you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical Practice Guidelines
- Information about how we use and share your health information

📞 If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you the written information you need.

## Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

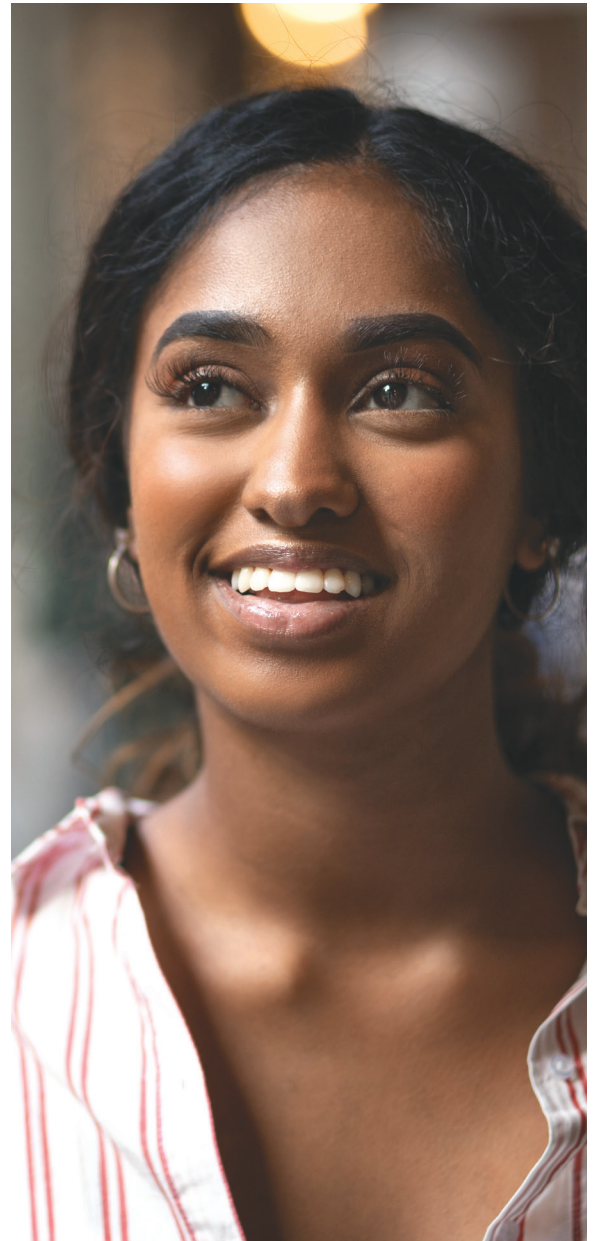
- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health Member Services: **1-866-827-2710 (TTY: 711)** or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **[DHMH.Maryland.gov/OIG/Pages/Report\\_Fraud.aspx](https://DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx)**
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **[OIG.HHS.gov/Fraud/Report-Fraud/Index.asp](https://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 Maryland, and you can remain anonymous when you make the report. Provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions from government entities and exclusion from future participation in Medicaid and any services provided by state and federal governments.






## Our care managers are here for you

Do you need help getting care? Our care management team is here for you! Care managers are nurses and social workers who understand your health conditions and help connect you to the right care. A care manager can teach you more about your health; get services and care that you need, like helping you find rides to your appointments; and more.

... If you have questions or if you would like to speak to a care manager, call us at **1-866-827-2710 (TTY: 711)**. You can also email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may disenroll from the program at any time.

## Helpful information

 **Member Services:**  
**1-866-827-2710**  
24 hours a day, 7 days a week

**Services for Hearing and Speech-Impaired (TTY):**  
Call **711**

**Dental Services:**  
Adults 21 and over — Avesis,  
**1-855-214-6777**  
Monday through Friday,  
7 AM to 8 PM

Pregnant women and children — Maryland Healthy Smiles Dental Program,  
**1-855-934-9812**  
Monday through Friday,  
7:30 AM to 6:00 PM

**Vision Services:** Superior Vision,  
**1-800-879-6901**  
Monday through Friday,  
8 AM to 9 PM

**Behavioral Health Services:**  
Optum Maryland,  
**1-800-888-1965**  
Monday through Friday,  
8 AM to 6 PM  
Optum Crisis Line available  
24 hours a day, 7 days a week

**24-Hour Nurse Call Line:**  
**1-866-827-2710**, say “Nurse,”  
24 hours a day, 7 days a week

**Interpreter service:** You have the right to have someone help you with any communication issue you might have. There is no cost

to you. Call Member Services at **1-866-827-2710 (TTY: 711)**.

**Maryland Medicaid Help Line: 1-800-284-4510**

**Emergency:** If you have a medical condition that could cause serious health problems or even death if not treated immediately, call **911**.

To speak with other health plan staff, call Member Services at **1-866-827-2710 (TTY: 711)**. You can speak with staff in Care Management, Utilization Management, Community Outreach and Health Education.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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