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Community Health Workers

Engaging Aetna Medicaid members, experiencing or at risk of health disparities, to improve their health care engagement and reduce unnecessary hospitalizations and Emergency Department (ED) visits. Conduct scheduled and unscheduled home visits (and alternative locations) to assess barriers to healthy living while providing disease self-management education, promoting medication adherence & teaching healthy lifestyle habits. Linkages to community resources for housing, food, counseling, parenting education, home visiting programs, financial assistance and more.

 734-780-5311

 nicholsE1@aetna.com

Social Impact Team

Aetna Better Health's Better Together: Social Impact Solution is a suite of products and programs aimed at creating healthier members and communities together. Member REACH Team performs SDOH assessments and referrals to community organizations, Community CARES Team Establish partnerships to support sustainability of the social safety net with community-based organizations through SDOH and health equity initiatives built through analysis and strategy planning and lastly our Social Impact Team that develop & delivers health equity strategic plan and SDOH solutions to support Medicaid members.

Aetna 
Care
Teams

Care Management

Aetna Provider Partners

Aetna partners with xx providers across our service areas in Michigan supporting and treating individuals with an HIV diagnosis, prophylaxis treatment and HIV assessments.



Care Management Information

We offer a care management program for members with chronic and/or complex health conditions. This is a voluntary program that allows you to talk with a care coordinator about your health care. A care coordinator helps you:

- Coordinate care between health care providers
- Assist with scheduling testing
- Education about PrEP/PEP & U=U
- Advocate with your provider about preferred pronouns/names/etc.
- Set personal goals to manage your medical conditions
- Talk to your doctors or other providers when you need help
- Understand your medical conditions
- Access community-based supports, services, and resources
- Understand your Medicaid benefits
- Connect with social supports such as food, housing, and employment resources
- Coordinate care for Maternity, Sickle Cell, Hep C, Children Special Health Care Services (CSHCS), Foster Care Members, Elevated blood lead levels, LGBTQ+ and other chronic conditions, such as Diabetes and Asthma.

Do you have questions for your care manager? Just call your care manager directly or call the 24-hour Care Management line at 1-866-316-3784, ask for Case Management (TTY: 711), 24 hours a day, 7 days a week. Your care manager is there for you.

Email : AetnaBetterHealthofMI-CMMailbox@aetna.com



Community Health Worker (CHW) Information

Community Health Workers are the front-line public health workers within the community, assisting members with navigating health care. CHWs serve as a bridge between health care and social services by building trusting relationships.

CHWs full range of services include:

- Meeting face to face to improve your access to health care
- Helping others find providers and set up visits
- Finding local support like food and housing
- Teaching ways to live a healthy life
- Helping with provider follow-up visits after going to the hospital or emergency room
- Helping set up rides for medical or pharmacy visits

Contact Aetna Member Services for more information.



Non-Emergency Medical Transportation

Your Medicaid benefit provides options for transportation. We provide transportation free of charge for doctor's visits, lab visits, non-emergency hospital services, prescription pick-up, dental services covered by your Medicaid health plan, and other covered services. In some cases, we may provide bus tokens or if you have your own vehicle or someone else to drive you, you can request mileage reimbursement. **Please call Aetna Member Services 1-866-316-3784 (TTY: 711)** for more information and to schedule a ride. Please call 3 days before an appointment so we can make sure we have someone available to transport you. You can request same-day transportation for an urgent nonemergency appointment.

Have this information ready when you call:

- Your name, Medicaid ID number and date of birth
- The address and phone number of where you will be picked up
- The address and phone number of where you are going
- Your appointment date and time
- The name of your provider

Members with any special needs (wheelchair accommodation's, oxygen resources, etc.) will want to schedule transportation as early as possible in order to meet your needs with the appropriate vendor.

Please be sure to call us as soon as possible if you need to cancel.

<https://www.aetnabetterhealth.com/michigan/transportation-services.html>



Krames Online

Welcome to Krames Online, the most up-to-date patient education resource. We believe a patient's well-being is above all else. We realize sometimes questions slip your mind when dealing with one of our healthcare professionals, and now you can search for answers 24 hours a day. With access to more than 4,000 topics relating to health and medication, Krames Online allows you and your family the ability to find answers to most questions, both big and small. Simply click on the search function to begin. It is our commitment to making sure you get the care you need, the answers you deserve and the resources to make it happen.

BROWSE the Library



HealthSheets™

Adhering to the principles of health literacy, this extensive library of evidence-based, peer-reviewed information was written specifically for patients and covers diseases and conditions, diagnoses and treatments, surgeries and procedures, and wellness and safety for people of all ages and walks of life.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click a letter to see a list of conditions beginning with that letter.



Medications

This comprehensive drug reference answers your medication questions: 33,000 prescriptions, over-the-counter products, and nutraceuticals.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

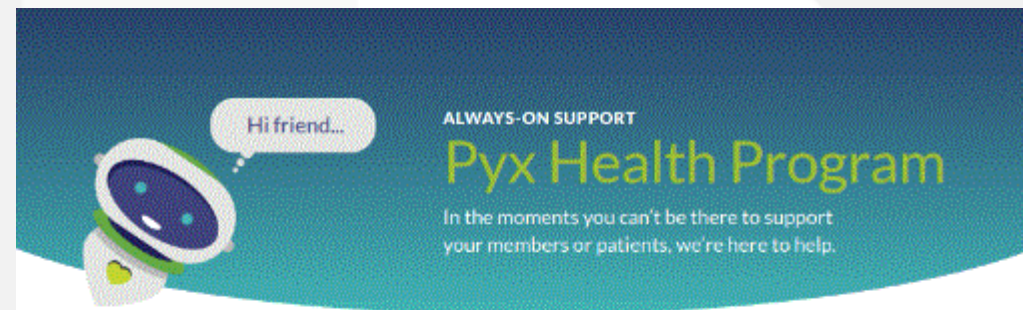
Click a letter to see a list of medications beginning with that letter.



Pyx Health

Pyx Health is here to help you get the most from your health plan, at no cost to you. Whether it's help finding a doctor, transportation, navigating your benefits, or just needing someone to talk to, we're here for you.

- Chat with caring Pyx Health staff for support and encouragement
- Get connected to all the benefits your health plan offers
- Improve mood, anxiety, motivation and more
- Find resources to help your physical and mental health



Pyx Health builds connections with each user to bridge the gap between their precise needs and the right resources – all while providing a friend who cares.

Pyx Health is proud to partner with your organization to address loneliness and social isolation, the root cause of myriad physical and behavioral health problems. Through the combination of an engaging mobile experience and friendly humans at the Compassionate Support Center, Pyx Health supports users outside the care setting.

You have no idea how good it felt to answer the phone and have someone ask me, 'How are you feeling today?' It feels like I really do have friends.

— Maria, Pyx Health member

» **Access resources, screenings, and SDOH support**

In addition to providing quick and easy access to your resources, the Pyx Health program also regularly screens for loneliness, depression, anxiety, and SDOH needs (housing, food, childcare, transportation, etc), and offers real-time help to meet users' needs.

» **Chat with Pyxir, the friendly chatbot**

Pyxir and his best friend Rudy provide 24/7 companionship, humor, and uplifting support with loneliness, anxiety, motivation, and more.

» **Get human support**

Our Compassionate Support Center staff is ready to assist users over the phone during weekday business hours — making them feel heard, seen, and helped in times of need with a connection to your organization or a community-based organization. There is no limit to the duration or number of calls between users and our trained staff.



Thank you for all your help. I was able to find resources on that site. I actually found MOPS, a support group for moms. I was looking for that too.

— Jenny, Pyx Health member

Signing up is easy

The app is available at the App Store and Google Play store, or on the web at pyxhealth.com/store-download. Those without a smartphone can receive services via telephone at 1-855-499-4777.



Aetna Better Health[®] of Michigan



pyxhealth.com • 1-855-499-4777



Important Numbers and Contact Information

Member Services Toll-Free Help Line	1-866-316-3784 - Monday to Friday 8 AM to 5 PM
Member Services Help Line TTY/TDD	711, 24 hours a day/7 days a week
Website	AetnaBetterHealth.com/Michigan
Address	28588 Northwestern Hwy, Ste 380B Southfield, MI 48034
24 Hour Toll-Free Nurse Line	1-844-711-6664 (TTY: 711)
Pharmacy Services	1-866-316-3784 (TTY: 711)
Transportation Services (non-emergency)	1-866-316-3784 Option 6
Dental Services	1-844-870-3976 Monday to Friday 8 AM to 8 PM
Vision Services	1-800-877-7195 Monday to Saturday 9 AM to 8 PM
Mental Health Services	1-866-827-8704 24 Hours a day
To file a complaint about a health care facility	1-866-316-3784 (TTY: 711)