



Aetna Better Health® of Virginia



Together

Summer 2020

We're here for you.

Coronavirus (COVID-19) is a contagious respiratory illness. The virus can spread from person to person.

Aetna Better Health of Virginia is committed to serving you and your family during this time. That's why we created a special section on our website to talk about COVID-19 at

AetnaBetterHealth.com/Virginia. Select "For Members."

There, you will find important information, which includes:

- Community resources in your area.
- Changes to your benefits and services, which offers greater coverage for you and your family.

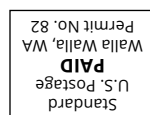
Some changes include:

- COVID-19 testing and treatment coverage
- No co-pays
- Getting a 90-day supply of routine medications
- Telehealth coverage, which is a way for you to visit with your doctor either via phone or video

- Outreach to higher risk and older members to review critical needs

We're here for you 24 hours a day, 7 days a week, online and by phone. Visit us on the web at **AetnaBetterHealth.com/Virginia** or call Member Services at **1-800-279-1878 (TTY: 711)**.

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Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

What to know about asthma inhalers

If you have asthma, you might need to use an inhaler. It's important to know how to use and store it correctly.

Most asthma medicines are in the form of an inhaler. There are different types of inhalers. Some are a spray or mist. Others contain a dry powder.

Here are five questions you should ask your doctor about your inhaler(s):

1. **Do I need to shake my inhaler before I use it?**

Not all inhalers need to be shaken. If you aren't sure, ask a pharmacist.

2. **I am not sure if my inhaler is good anymore. When does it expire?**

Some inhalers come sealed in a foil pouch. They should remain in the foil pouch until you need to use the inhaler. Once the pouch is opened, the inhaler is only good for a limited time. Other inhalers may have the expiration date on the inhaler itself. Always check with a pharmacist if you are not sure. Using an expired inhaler could result in the medication not being as effective.

3. **Sometimes I use my inhaler once every few days. Other times, I may not use it for a week or longer. Should I do a test spray (or prime the inhaler) before I use it again?**

Priming your inhaler is important. This is because it helps ensure that you get the right dose with each puff/inhalation. If you are not sure, check with a pharmacist. You can also review medication directions for your inhaler.



4. **Should I clean my inhaler? If so, with what?**

Cleaning directions are based on the type of inhaler you have. So it's best to check the directions or with a pharmacist before you clean your inhaler.

5. **I get more allergies this time of year. Is there anything I can do to prepare?**

Many inhalers have dose counters. Be sure to check your inhaler and get a refill if needed. Still aren't sure if your inhaler is still OK to take? You can check the expiration date with the help of a pharmacist. Also, consider scheduling a visit with your doctor. You can discuss ways to adjust your asthma medications to prevent asthma symptoms or worsening of asthma symptoms before allergy season arrives.

Community resources

During this time, we want you to know about community resources that can help you. We have compiled a community resource page that contains community resources throughout the state of Virginia. These community resources include, but are not limited to:

- Housing assistance
- Utility assistance
- Public school breakfast/lunch programs
- Food banks
- Senior services
- Disability services
- Meals on Wheels
- Mental health services

To access these resources, visit our website at [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia). Select "Health and Wellness." Then, select "Community Resources."

Does someone you know qualify for Medicaid?

If you recently lost your health insurance coverage, there are still options for you and your family. Visit Cover Virginia and answer the five questions using the Eligibility Screening Tool at [CoverVA.org/Screening](https://www.coverva.org/screening). If you qualify, visit [CoverVA.org/apply](https://www.coverva.org/apply) or call Cover Virginia at **1-855-242-8282 (TDD: 1-888-221-1590)**. Their hours are Monday through Friday, 8 AM to 7 PM, and Saturday, 9 AM to noon.

Taking care of your behavioral health during times of uncertainty

Your physical health is important to us. So is your behavioral health. Behavioral health includes mental health treatment and substance use services for you or your child.

Many behavioral health providers offer telehealth services. Telehealth is a visit with your doctor by phone or by video. These visits are covered. Call your health care provider to see what telehealth services they offer.

We offer a 24/7 behavioral health crisis hotline. The number is **1-800-279-1878 (TTY: 711)**. We've also partnered with Mental

Health America of Virginia (MHAV) and AliveRVA. You can call and talk with people over the phone who can tell you about their own experiences with mental health and/or substance use challenges. They can tell you how they recovered.

You can call AliveRVA at **1-833-473-3782** between 8 AM and midnight, 7 days a week, 365 days a year. You can also call MHAV at **1-866-400-6428** Monday to Friday, 9 AM to 9 PM, and Saturday to Sunday, 5 to 9 PM, 365 days a year.





Members, we hear you.

You are unique, and we want to know what you think about your experience with Aetna Better Health of Virginia. When you share your thoughts with us, we listen very carefully.

If you receive a survey, please fill it out. Then mail it back to us. Some surveys are done by phone. Take a few minutes to talk to us.

Your answers will let us know if your needs are being met. Your answers will help us serve you better.

Your answers are private. Your doctors will not see your answers. We look forward to your input. Thank you in advance for your help!

Non-discrimination 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
4500 E. Cotton Center Blvd.
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**).

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.

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**).

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.

AMHARIC: ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርሰዎ አይዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

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۔

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**).

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**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि: शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

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.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি: খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nées â-à win kwa cetiyo + ne-là, i belè-ò bi mà-ò mù bò kò putu bò. Dá nòbâ né ê nea-ò ñ-à jì é jipolê katèh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọ́wọ̀ ipèsè èdè tí wá ní lẹ̀ fún ọ̀ lófèè, pe nọ́nbà tí ó wà lẹ́yìn káàdì idánimò rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).



Sharing information is important.

Do you see a behavioral health doctor? Have you told your primary care provider (PCP)? Your PCP should know if you see a behavioral health doctor. It is important to tell your PCP about other doctors who help you with your health. Aetna Better Health of Virginia wants you to stay healthy. Your PCP may not know about a drug your behavioral health doctor prescribes. This could lead to problems with other drugs you take.

Do you need help talking with your PCP about your behavioral health care? If so, we can help. Call Member Services at **1-800-279-1878 (TTY: 711)**. They are available 24 hours a day, 7 days a week.

Care Management: Help when you need it most

Managing medical conditions can be overwhelming. We are here to support you. Your health care provider may refer you to Care Management. A nurse from our health information line may also refer you. Don't wait for a referral if you need help.

You can refer yourself. Your caregiver can too. Just call us at **1-800-279-1878 (TTY: 711)**. Ask for Care Management. This includes helping manage chronic conditions.

After you enroll in Care Management, you'll get a welcome letter. It will explain our services. It will also explain how we can help you. A care manager will also call you.

Our care managers can:

- Make sure you have support for mental health needs.

- Help you understand your benefits.
- Show you how to get specialty, behavioral health, or hospital services.
- Talk with your doctors to ensure that you get the services you need.
- Teach you about your disease or condition.
- Help you locate community resources to meet your needs.

Is your child moving from pediatric to adult care? We have trained professionals ready to help. We'll work with you to help get the right care for your child's needs.

Your member handbook will give you more information about Care Management. You can opt in or out anytime. We're happy to help you if you have questions. Just call **1-800-279-1878 (TTY: 711)**.



Contact us
1-800-279-1878
TTY: 711



This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia, 9881 Mayland Drive, Richmond, VA 23233-1458. 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. Models may be used in photos and illustrations.

For more details about your benefits, refer to your member handbook. You may view the handbook on our website at **AetnaBetterHealth.com/Virginia**. You can call us at **1-800-279-1878 (TTY: 711)** to ask us to mail you a paper copy, at no cost to you. We will send you a paper copy within five business days. You can request the handbook, also at no cost to you, in a language other than English, or in other formats such as audio, large print, or Braille.

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