

# wellness & you

Your Aetna Better Health® member newsletter

## HEALTHY LIVING



## 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 West Virginia 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 or mileage reimbursement to any nonemergency appointments and covered services. To schedule a ride, call Modivcare at **1-844-549-8353**. 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. Call us at **1-888-348-2922 (TTY: 711)**. We have access to interpreter services and can help answer your questions in your language.

## Our Case Managers are here for you

Mountain Health Promise members are automatically enrolled in our Care Management program. Whatever barriers you're facing, your dedicated Case Manager can help

connect you to the services you need.

To reach your child's Case Manager, call us toll-free at **1-888-348-2922 (TTY: 711)** and ask for Care Management.



### BARRIER 3

## Accessing 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 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 offer through telehealth.

Have a medical problem after hours? You can call our 24-hour nurse line at **1-855-200-5975 (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

## Tight 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:

We can help connect you with resources to meet your family's needs.

Visit our website for a list of local services and resources. Go to **AetnaBetterHealth.com/westvirginia**. Click on the "For members" tab, then "Resources and tools," then "Resources and services."

You can also call **211** or visit **search.wv211.org** to find local resources.

Our Member Services and Care Management team can also connect you with resources to help you and your family. Just call us at **1-888-348-2922 (TTY: 711)**.

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Check out your Member Handbook or visit **AetnaBetterHealth.com/westvirginia** 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 provider

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 that's right for you.

You do not need a referral or prior authorization to see a specialist in our network. And women have direct access to women's health specialists for routine care. The women's health specialist does not have to be part of our network.

## Find a provider

You must go to an Aetna Better Health® provider for your service to be covered,

except for emergency or family planning services. Go to [AetnaBetterHealth.com/wv/find-provider](https://www.aetna.com/betterhealth/wv/find-provider) to find in-network providers.

If you need help or would like a paper copy of the provider directory, call Member Services. We can also help you find a provider that meets your cultural and language needs.

Let's say there are no network providers near you who can give you the care you need. If that happens, we can help you get a referral to see a provider outside of the network. We will make sure the cost to you is no more than an in-network visit.

## Second opinions

You may not always agree



with your provider's plan of care. If this happens, you have the right to go to another provider for a second opinion. If an appropriate provider isn't available in our network, we'll help you get a second opinion from a nonparticipating provider. You don't have to pay to get a second opinion, and you don't need prior authorization. Call Member Services to learn more.



## Understand your pharmacy benefits

Prescription medicines that you get from a pharmacy are managed by the state. If you have questions, call Gainwell Technologies at **1-888-483-0797**.

If medically necessary, Aetna Better Health® covers medicine you get as part of a hospital stay, as well as injectable medicine you get at the doctor's office.

Your provider will work with us to get you the right medicine for your condition. If you have questions about these kinds of medicines, talk to your provider.

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

- Primary and specialty care
- Hospital care
- Behavioral health care
- Emergency care

View your Member Handbook at [aetna.com/sp24wv-mhp-2](https://aetna.com/sp24wv-mhp-2) or call Member Services for a 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/westvirginia/member-portal.html](https://www.aetna.com/westvirginia/member-portal.html) to get started!



# How to report fraud, waste or abuse

Aetna Better Health® of West Virginia 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 think or know that fraud, waste or abuse is occurring, report it immediately. There are three ways to do so:

- Visit **AetnaBetterHealth.com/westvirginia** and scroll to the bottom. Click on "Fraud, Waste and Abuse."
- Call Member Services at **1-888-348-2922**.
- Call the Aetna Better Health hotline at **1-844-405-2016 (TTY: 711)**. This toll-free line



instructs the caller to leave information regarding the fraud, waste or abuse.

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

## We're here for you

**Member Services: 1-888-348-2922**  
(TTY: 711) 24 hours a day, 7 days a week

**24-hour Nurse Line:**  
**1-855-200-5975** 24 hours a day, 7 days a week

**Behavioral health hotline:**  
**1-888-348-2922 (TTY: 711)**  
Choose the crisis line option.

**Vision care:** Vision Service Plan (VSP)  
**1-800-877-7195**

**Transportation:** Modivcare  
**1-844-549-8353 (TTY: 711)**  
(Be sure to call for a ride at least two days before your appointment.)

**Dental care:** SKYGEN **1-888-983-4693**



**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 **1-888-348-2922 (TTY: 711)** to find out how to join.

# Programs to help you stay healthy

Whether you have a medical problem or are just trying to live a healthy life, we have a program that can help. For most programs, we will automatically enroll you if you are eligible. Call us if you do not want to be part of a program. To learn more, call Care Management at **1-888-348-2922 (TTY: 711)**.

PROGRAM	WHO IS ELIGIBLE	PROGRAM HIGHLIGHTS
Healthy Pregnancies/ Healthy Babies	Pregnant members and moms up to 12 months after giving birth	<ul style="list-style-type: none"> <li>• Educational mailings</li> <li>• Texts with health tips</li> <li>• Phone calls from a Case Manager</li> <li>• Incentives/rewards for seeing your doctor</li> </ul>
Healthy Adults and Children	All members	<ul style="list-style-type: none"> <li>• Cub Club for kids</li> <li>• Well-visit reminder calls and postcards</li> <li>• Walking programs</li> <li>• Health education events</li> <li>• Gift card incentives</li> </ul>
Flu Vaccination	All members over 6 months of age	<ul style="list-style-type: none"> <li>• Flu vaccine reminders</li> <li>• Flu clinics in some areas</li> </ul>
Living with Diabetes	Members with diabetes	<ul style="list-style-type: none"> <li>• Educational mailings</li> <li>• Reminder calls to get needed care</li> <li>• Calls or visits with a Case Manager</li> <li>• Diabetes education programs and incentives</li> </ul>
Moms and Babies	Pregnant women who have substance use disorder (drug addiction) and babies born with NAS	<ul style="list-style-type: none"> <li>• One-on-one help from a Case Manager</li> <li>• Help with community resources</li> <li>• Educational information</li> <li>• Community resource referrals</li> <li>• Incentives/rewards for participation</li> </ul>
Appropriate Use of Acute Care Settings	Members who are in the hospital or have recently been discharged	<ul style="list-style-type: none"> <li>• Phone call after discharge</li> <li>• Review of discharge information</li> <li>• Help with understanding medications</li> <li>• Community resource referrals</li> <li>• One-on-one education</li> </ul>
Opioid Management	Members who use certain drugs	<ul style="list-style-type: none"> <li>• Educational information</li> <li>• One-on-one help from a Case Manager</li> <li>• Community resource referrals</li> </ul>
Chronic Condition Management	Members with at least one chronic condition: asthma, diabetes, COPD, CAD, CHF, depression	<ul style="list-style-type: none"> <li>• Educational newsletters</li> <li>• Reminders to get needed care</li> <li>• Telephone calls to higher risk members</li> </ul>
Managing Diabetes and Heart Disease (Multiple Chronic Conditions)	Members with both diabetes and heart disease	<ul style="list-style-type: none"> <li>• Educational newsletters</li> <li>• Telephone calls to higher risk members</li> <li>• Reminders to get needed care</li> <li>• Community resource referrals</li> </ul>
Emergency Room (ER) Utilization Management	Members who frequently use the ER	<ul style="list-style-type: none"> <li>• Telephone calls to members at high risk</li> <li>• PCP or specialist referrals</li> </ul>
Care Management	Members who need help managing their care	<ul style="list-style-type: none"> <li>• Telephone calls to high-risk members</li> <li>• Face-to-face visit with a Case Manager</li> <li>• Individualized care plan</li> <li>• Educational information</li> <li>• Referrals to community resources</li> </ul>



## Aetna Better Health® of West Virginia

### 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: 1-888-234-7358 (TTY 711)  
Email: [MedicaidCRCoordinator@aetna.com](mailto: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**).

**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**)。

**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**).

**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.

**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**).

**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**).

**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.

**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。

**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**).

**ITALIAN: ATTENZIONE:** Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

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

**NEPALI:** ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आइडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

**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**).

**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۔



Aetna Better Health® of West Virginia  
500 Virginia St. East, Suite 400  
Charleston, WV 25301

<Recipient's Name>

<Mailing Address>

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## Take advantage of your Member Handbook

Your Aetna Better Health® of West Virginia 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 file a complaint, grievance or appeal
- ✔ Notice of privacy practices
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ How we evaluate new technology as a covered benefit
- ✔ Your member rights and responsibilities
- ✔ And much more!



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.



Scan the QR code or visit [aet.na/sp24wv-mhp-2](https://aet.na/sp24wv-mhp-2) to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-888-348-2922 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.