



You matter

Your role on the interdisciplinary team (IDT)

Aetna Better HealthSM Premier Plan

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Being part of the Interdisciplinary Team (IDT)

As a member you have a care team. You are the most important part of this team. You can also choose other people who support you and your health to be on this team.

As part of the IDT, you:

- Know about the services and programs that can help maintain health and independence
- Consider language, religion, culture, and beliefs when making decisions about care
- Are aware of and sensitive to special needs, such as transportation, use of an interpreter or written materials in a different language or format

The ombudsman program

This program serves older people and adults with disabilities. It aims to provide advocacy services for people who are:

- In long-term care facilities
- Receiving home- and community-based waiver services in their home
- Receiving services through a managed care organization

Another program goal is to ensure that people receive quality services and are able to live a dignified life at the highest level possible.

Ombudsmen teach and empower people to advocate for themselves. They don't take action without permission. Ombudsmen use problem-solving to ensure that our members' rights are understood and honored and that complaints are resolved. They also provide education to community-based organizations and long-term care staff.

Questions? Just call **1-800-252-8966 (TTY: 1-888-206-1327)** to find your regional ombudsman.

Cultural competency

This means relating effectively with many cultures, beliefs, behaviors, needs, languages, and socioeconomic backgrounds. Developing this competency means you can understand, communicate with, and sensitively interact with people across cultures.

Wellness values

This is an active process that involves positive choices to improve physical, emotional, behavioral, social, spiritual, and environmental health. The IDT can inspire and support people in making positive choices.

Wellness includes making healthy choices for diet, reducing stress, exercising, taking medicine the right way, seeing a primary care provider (PCP), and getting preventive care.

Person-centered planning

This process helps the IDT and members plan medical, behavioral, and physical care. It also supports overall well-being and independence.

Accessibility and accommodations

This means that everyone has the right to the covered services that they want and need. Members who have a language barrier or disability have the same benefits and rights as those without a language barrier or disability.

Some providers in our network use special equipment or offices to serve people with disabilities. Members with disabilities can get help with transportation. All members can get help with language, including:

- Interpretation services and sign language
- Member materials in other languages, including Braille

Independent living and recovery

Recovery is self-directed, person-centered, rounded, supported by peers and allies, and part of improved health and wellness. Recovery is the expectation, not the exception. People living with an illness want to function and live at their highest level with the most freedom possible. Natural supports like family, safe housing, and help with daily activities can enable people to live in their chosen community instead of an institutional setting. We support a member's right to live in the community of their choice.

Americans with Disabilities Act (ADA)

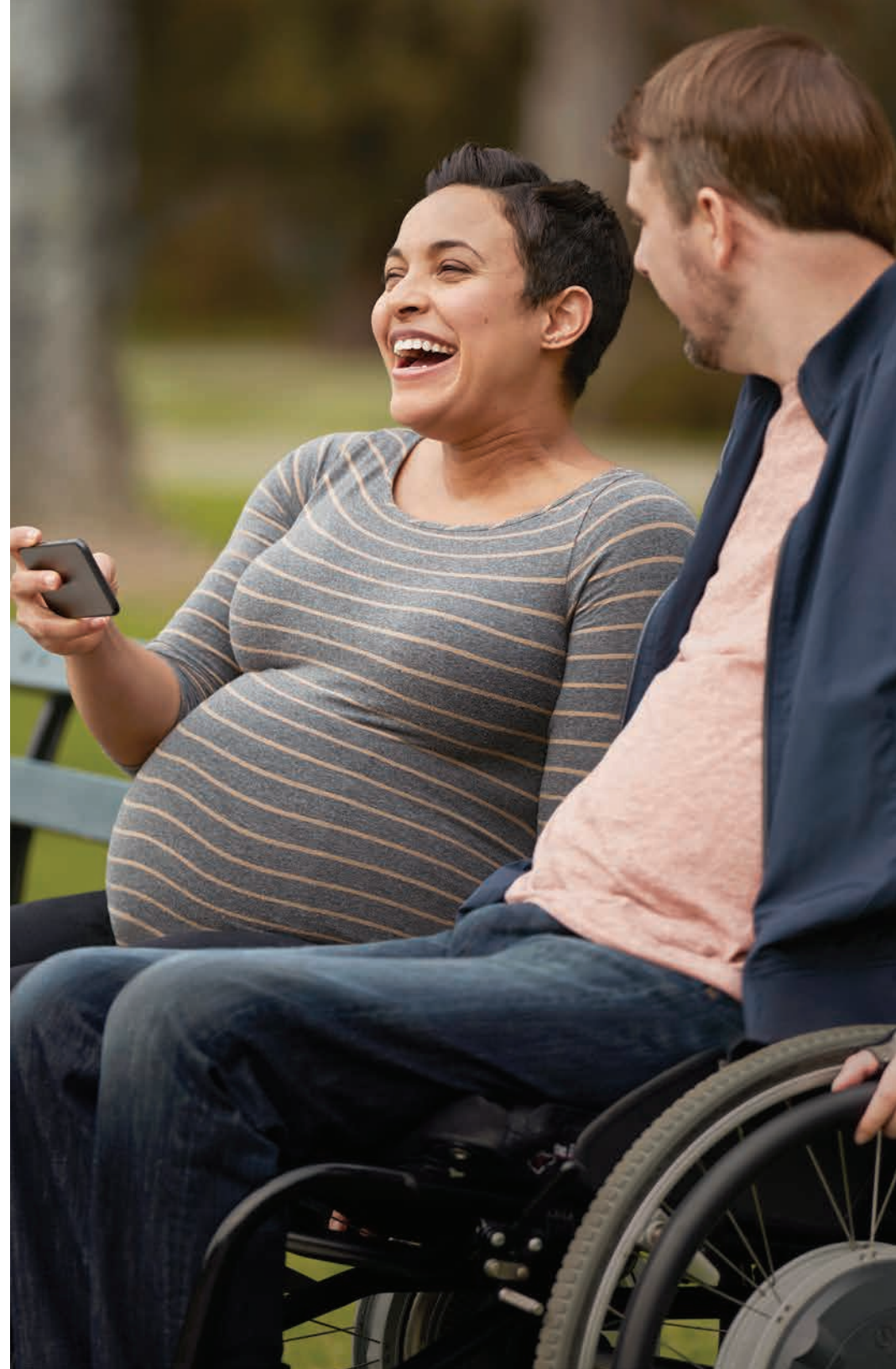
The ADA was passed in 1990 and protects people with disabilities against discrimination in terms of employment, services, public housing, transportation, and telecommunication. A person has a disability if they have a physical or mental impairment that substantially limits a major life activity. The ADA also protects people with a history of a disability. We support and accommodate all members in our plan and those who work with us.

Prior authorization (PA)

This means getting approval for some services and supplies before members receive them. If the provider or IDT thinks our member needs one of these services, they can ask for PA or they can ask the care manager to coordinate the request. Medical staff make decisions based on:

- Member medical needs and conditions
- National clinical guidelines
- Information from our member's PCP or specialist

Making the right decisions for our members is dependent on getting the right information from members, providers, care managers, and PA staff.





Behavioral health services

Members can get treatment for substance use disorders and other behavioral health issues through our provider network. Members don't need a referral from their PCP to see an in-network provider. The provider, IDT and care manager can help members receive these services.

In a behavioral health crisis, members can call **1-866-600-2139 (option 9)**. Help is here 24 hours a day, 7 days a week. Members on the phone with a care manager get "warm-transferred" to someone who can help right away.

Aetna Better Health of Illinois is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. Limitations and restrictions may apply. For more information, call Aetna Better Health of Illinois Member Services or read the Aetna Better Health of Illinois Member Handbook.

Benefits may change on January 1 of each year.

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Aetna cumple con las leyes federales de derechos civiles vigentes y no discrimina por cuestiones de raza, color, nacionalidad, edad, discapacidad o sexo.

English: Attention: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104 (TTY: 711)**.

Spanish: Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104 (TTY: 711)**.

Polish: Atención: Uwaga: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-385-4104 (TTY: 711)**.

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