Aetna Better Health® of Virginia Value-Added Benefits

Member Guide

aetna®

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Aetna Better Health® of Virginia

Our members are at the center of everything we do.

We want to make sure that you're using all of the services available to you, including the extras.

Aetna Better Health of Virginia members have access to services that are not generally covered through Medicaid fee-for-service. These are known as "value-added benefits."

Use this guide to learn what value-added benefits are available to you. You can find out what benefits you might be eligible for and how to use them.

If you have any questions about these value-added benefits, call Member Services at **1-800-279-1878 (TTY: 711)** or visit **AetnaBetterHealth.com/Virginia**.

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Hearing and Vision Health

Adult Hearing

One hearing exam and $1,500 for hearing aids plus 60 batteries per year (unlimited visits for hearing aid fittings included)

Eligibility: Age 21+, requires prior authorization

How can I get started using this benefit?

First, call NationsBenefits at **1-833-427-9922** to schedule a hearing exam with an audiologist. The audiologist will work with NationsBenefits to get the required prior authorization needed.

Learn more about prior authorization by visiting **AetnaBetterHealth.com/Virginia/prior-authorization.html**.

Adult Vision

One eye exam and $125 for glasses or contacts per year

Eligibility: Age 21+, no prior authorization

How can I get started using this benefit?

Call Vision Service Plan (VSP) at **1-800-877-7195**.

Safety and Health in the Home

Asthma Home Care

Members with asthma can get one set of hypoallergenic bedding* and up to $400, depending on area of service, to use towards one deep carpet cleaning annually

***One mattress encasement and/or one pillow encasement per year.**

Eligibility: Members with an asthma diagnosis

How can I get started using this benefit?

For hypoallergenic bedding:

- Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.
- Member Services or your Care Manager will confirm your eligibility and bedding size.
- Your order will be placed. Your order will be sent to your home. Be sure that you provide Member Services or your Care Manager with the correct mailing address.

For carpet cleaning services:

- Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.
- Member Services or your Care Manager will confirm your eligibility.

- You will get a debit card sent to your mailing address.* Be sure that you provide Member Services or your Care Manager with the correct mailing address. Your debit card will be pre-filled with funds to purchase carpet cleaning services.
- Follow the instructions sent with the debit card you receive to purchase carpet cleaning services.

Note: Your debit card cannot be used to rent carpet cleaners (e.g., Rug Doctor).

Where can I use this benefit?

You can use this benefit at places like Stanley Steemer, Serv Pro, or a local carpet cleaning service.

*If you already have a debit card from Aetna Better Health of Virginia, you won't get another debit card. All eligible value-added benefits can be accessed using the same debit card. If you lost or misplaced your card, call your Care Manager or Member Services.

“Keeping Kids Safe” Medication Lockbox

Eligible members taking opioids who also have children in the home can receive a lockbox to secure their medications.

Eligibility: Members aged 18+ who are prescribed opioids with children in the house.

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Benefits for Moms and Kids

New Moms Stipend and New Moms Box

During pregnancy and up to one-year postpartum, eligible members can receive a $25 per month stipend to use on select items for themselves and their babies through CVS Pharmacy® if they stay connected with their Care Manager.

Plus, moms who recently gave birth and are engaged in Care Management will automatically be sent a New Moms Box.*

For more information about this value-added benefit, scan the QR code or visit **AetnaBetterHealth.com/Virginia/new-moms.html**.

Eligibility: Members who are pregnant and up to one year postpartum**

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

The stipend is available online or by phone.

- **Online**: Visit the CVS Health® OTC Health Solutions website at **www.cvs.com/benefits**
- **Phone**: Call OTC Health Solutions at **1-888-628-2770 (TTY: 711)**. You can speak with a live agent Monday through Friday, 9 AM to 8 PM ET. You can also order at any time via our automated interactive voice response system. Just have your member ID ready when placing your order.

*The New Moms Box is available to moms who recently gave birth and are engaged in case management. The box will automatically be sent to new moms one month after delivery. Members do not need to request one.

**New moms who recently gave birth are eligible for the New Mom's Box. Members who are pregnant and up to one year postpartum are eligible for the New Mom's Stipend.

Youth Sports Physicals

Annual sports participation physical for kids

Eligibility: Members aged 7 to 18

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Swim Lessons

Water safety and swimming lessons (one session annually). Members are eligible to participate in at least six lessons per class.

Members will be eligible to participate in Parent-Child swimming lessons, preschool swim lessons, or beginning swim lessons.

Eligibility: Six months to age 6

How can I get started using this benefit?

Visit your local YMCA, and bring your Aetna Better Health of Virginia ID card. Then, you can sign up and attend classes.

Go Get Active

Members can receive $200 annually to use toward healthy activities, such as after school or sports programs.

Eligibility: Members aged 5 to 18 who completed a well-child visit within the past 12 months.*

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**. Member Services or your Care Manager will confirm your eligibility.

You will get a debit card sent to your mailing address**. Be sure that you provide Member Services or your Care Manager with the correct mailing address. Your debit card will be pre-filled with funds to purchase healthy activities.

Follow the instructions on the debit card you receive to pay for healthy programs and activities.

Where can I use this benefit?

This benefit can be used at places like schools, parks and recreation departments, dance studios, boys/girls scout programs, and more. It can't be used to pay for sports equipment or uniforms.

*Benefits will be available for 12 months from when requested. Benefits can be requested once per calendar year, but only after each annual well-child visit.

**If you already have a debit card from Aetna Better Health of Virginia, you won't get another debit card. All eligible value-added benefits can be accessed using the same debit card. If you lost or misplaced your card, call your Care Manager or Member Services.

Healthy Food Card

A monthly stipend of $50 will be added to a refillable debit card that members with specific conditions can use to purchase healthy foods at specific retailers or online for home delivery.

Eligibility: Member must have one or more of the following conditions: high risk pregnancy, childhood obesity, and/or aging out of foster care (ages 17 to 26)

For more information about the Healthy Food Card, scan the QR code or visit **AetnaBetterHealth.com/Virginia/healthy-food-card.html**.

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**. Member Services or your Care Manager will confirm your eligibility.

You will get a debit card sent to your mailing address*. Be sure that you provide Member Services or your Care Manager with the correct mailing address. Your debit card will be pre-filled with funds to purchase healthy foods every month.

Follow the instructions sent with the debit card you receive to start purchasing healthy foods.

Where can I use this benefit?

If you have this benefit, you can search for stores in the portal. Visit **mybenefitscenter.com**. You can shop at stores like Walmart, CVS, Kroger, Food Lion, and more. Be sure to check the portal to see where you can use your card before you shop.

Foods for purchase include fresh, frozen, and canned fruits and vegetables; frozen meals; fresh salad kits; dairy products; meat and seafood; beans and legumes; pantry staples (e.g., flour, sugar, spices, etc.); healthy grains (bread, cereals, pastas, etc.)' nutritional shakes and bars; soups; and water/vitamin-infused water.

Visit **mybenefitscenter.com** to see what participating retailers are near you. Remember, this added benefit is only for members with high-risk pregnancies, members experiencing childhood obesity, or members aged 17 to 26 aging out of foster care.

*If you already have a debit card from Aetna Better Health of Virginia, you won't get another debit card. All eligible value-added benefits can be accessed using the same debit card. If you lost or misplaced your card, call your Care Manager or Member Services.

Baby Diapers

Members who recently delivered a baby can receive baby diapers for the first month of the baby's life (300 diapers).

Eligibility: Members who recently delivered a baby

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Pacify

An evidence-based telehealth mobile app and perinatal solution that provides 24/7 access to a national network of International Board-Certified Lactation Consultants and Doulas via live video consultation.

Eligibility: Pregnant members up to 12 months postpartum.

How can I get started using this benefit?

Download the Pacify app in the App Store or Google Play to enroll. Members will need to enter their due date during intake. No prior authorization required.

Mental Health

Calming Comfort Collection

Eligible members with anxiety or depression or elderly members in nursing facilities can receive a curated box with therapeutic resources.

Boxes may include items such as a sound machine, aromatherapy, light therapy products, and weighted pillows and blankets.

Eligibility: Members aged 65 and older living in nursing facilities (newly transitioned within the past 6 months) or members aged 16 and older with a diagnosis of moderate to severe anxiety or depression

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Electronic Companion Pets

Eligible members with memory care issues or an intellectual disability can receive one electronic companion pet for comfort and emotional support.

Members can receive one electronic cat, dog, or bird.

Eligibility: Members aged 18 or older with memory care issues (i.e., Alzheimer's, dementia) or members aged 5 to 17 with intellectual developmental disorders

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Education and Skill Development

GED Training and Career Support

CampusEd can support you in earning your GED, plus start a new career.

Aetna Better Health will pay for the GED testing voucher which can be taken at the nearest GED testing site, once the course has been completed. The test costs $30 per test ($120 total). To receive the test vouchers, the course must be completed first.

With CampusEd, you can:

- **Access** over 3,000 eLearning resources in health care, IT, business, trades, GED prep, and more anytime, anywhere, on any device.
- **Obtain** one-on-one career services, resume help, and other online support to get noticed by employers.
- **Earn** digital badges to demonstrate skills and experience to local employers.
- **Create** an online profile and build a professional network in your local community.
- **Build** a professional resume and apply to local jobs quickly and easily.
- **Develop** skills for success in any job, like professionalism, computer skills, customer service, sales, and workplace health and safety.

Eligibility: Age 16+ (Ages 16 and 17 must be in juvenile detention and did not go to school). Member must have a valid email address to participate in the program.

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Post Graduate Support

Members who have graduated from high school or received a GED can receive $500 to apply toward needed supplies to support next steps in life, such as higher education, military or attending a trade school.

Eligibility: Members who have graduated from high school or received a GED; applies to 2024 graduates and beyond

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**. Member Services or your Care Manager will confirm your eligibility.

You will get a debit card sent to your mailing address*. Be sure that you provide Member Services or your Care Manager with the correct mailing address. Your debit card will be pre-filled with funds to spend on supplies.

Follow the instructions sent with the debit card you receive to start purchasing supplies.

Where can I use this benefit?

This benefit can be used at stores like Best Buy, Staples, Lenovo, Dell, Apple, colleges, and more.

*If you already have a debit card from Aetna Better Health of Virginia, you won't get another debit card. All eligible value-added benefits can be accessed using the same debit card. If you lost or misplaced your card, call your Care Manager or Member Services.

English as a Second Language Classes

Members can get $250 to use toward English as a Second Language (ESL) classes.

Eligibility: Members aged 18+

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**. Member Services or your Care Manager will confirm your eligibility.

You will get a debit card sent to your mailing address*. Be sure that you provide Member Services or your Care Manager with the correct mailing address. Your debit card will be pre-filled with funds to purchase ESL classes.

Follow the instructions sent with the debit card you receive to purchase ESL classes.

Where can I use this benefit?

If you have this benefit, you can use your card at places like community colleges or community centers for in-person services. You can also use your card for subscriptions to Rosetta Stone, Duolingo, Babbel, and more.

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Specialized Programs

Native Medicine Reimbursement

Members can receive reimbursement of up to $200 annually to participate in Native medicine practices.

Eligibility: Member must be affiliated with a federally recognized Tribal Nation; no prior authorization required

How can I get started using this benefit?

Members associated with a federally recognized Tribe can follow the directions on the *Member Reimbursement Request Form for Native Medicine*.

To download this form, visit our website at **AetnaBetterHealth.com/Virginia**. You can find the form by selecting the "Members" tab, then selecting *Member handbook, materials and forms*.

Therapeutic Shoes or Shoe Inserts

Members with diabetes can receive one pair of therapeutic shoes or shoe inserts per year (limited to $200 annually)

Eligibility: All diabetic members, requires prescription from podiatrist or orthopedic doctor.

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Weight Management

Personalized weight management with a registered dietitian, which includes a 12-week certified nutritionist program and six counseling visits

Eligibility: All members with Care Manager referral, no prior authorization required

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Additional value-added benefits

No-Cost Cell Phone

Get free unlimited talk and text and 5 GB of data.
Eligibility: Members aged 18+

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

My ActiveHealth Management

Personalized and interactive mobile program that sends text messages about diabetes education and support; appointment and medication reminders; and exercise/weight goal setting and tracking.

Eligibility: Members aged 18+

How can I get started using this benefit?

To access MyActiveHealth, register if you are new or log in to the Member Portal at **AetnaBetterHealth.com/Virginia**.

Free Rides

Unlimited rides to your medical appointments and the pharmacy

Plus, get free rides (15 round trips or 30 one-way trips each year) to places like the grocery store, farmers market, food bank, food pantry, place of worship, library, gym or exercise class, DMV, WIC office, and Social Security Office.

Eligibility: Members 18+. One minor child may accompany a parent/guardian.

How can I get started using this benefit?

Contact MediDrive at **1-800-734-0430** to schedule a ride. Or, schedule your ride online. Visit **member.medidrive.com/login**.

Remember to ask for a ride at least three business days before you need it.

Download the MediDrive Member App

Download the MediDrive Member App to simply set up your rides to medical visits anytime, anywhere on your phone or tablet.

Scan the QR code or visit the Apple App Store® or Google Play® and search for "MediDrive Member"
Download the app to your device.
Have your email address ready when you sign in.

After you download the app, eligible members can:

- Book a ride to your appointment
- Request a mileage reimbursement trip
- Change a ride
- Cancel a ride
- See when your driver will arrive

Over-the-Counter Period Products Stipend

A monthly stipend of $20 for members with periods to spend on their choice of period products through CVS Pharmacy®

For more information about this value-added benefit, scan the QR code or visit **AetnaBetterHealth.com/Virginia/period-pack.html**.

Eligibility: All female members aged 10 to 55

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

The stipend is available online or by phone.

- **Online**: Visit the CVS Health® OTC Health Solutions website at **www.cvs.com/benefits**
- **Phone**: Call OTC Health Solutions at **1-888-628-2770 (TTY: 711)**. You can speak with a live agent Monday through Friday, 9 AM to 8 PM ET. You can also order at any time via our automated interactive voice response system. Just have your member ID ready when placing your order.

Home Delivered Meals

Meals delivered to a member's home after an inpatient hospital discharge; meals are tailored to dietary needs (2 meals each day for 7 days for a total of 14 meals through Mom's Meals).

Petersburg members with chronic conditions can receive 2 meals per day for 12 weeks. They can also receive 4 nutritional counseling sessions over 12 weeks.

Eligibility: Members aged 21+ discharged from an inpatient hospital stay within 30 days

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**.

Legal Services and Supports

Members can get $300 for legal assistance through Legal Shield for eviction and tenant problems or security deposit recovery.

Eligibility: Members aged 18+ who are tenants

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**. Member Services or your Care Manager will confirm your eligibility.

You will get a debit card sent to your mailing address*. Be sure that you provide Member Services or your Care Manager with the correct mailing address. Your debit card will be pre-filled with funds to use on **legalzoom.com**.

Follow the instructions sent with the debit card you receive to get started. You can only use the funds for this benefit on **legalzoom.com**. You can choose a 6 month or 12 month plan. Note that restrictions may apply.

*If you already have a debit card from Aetna Better Health of Virginia, you won't get another debit card. All eligible value-added benefits can be accessed using the same debit card. If you lost or misplaced your card, call Member Services.

Tattoo Removal

Members can get $150 to use for the removal of human trafficking or gang-related tattoos.

Eligibility: Members aged 16+ who have a tattoo as a result of human trafficking or gang-related branding

How can I get started using this benefit?

Contact your Care Manager or call Member Services at **1-800-279-1878 (TTY: 711)**. Member Services or your Care Manager will confirm your eligibility.

You will get a debit card sent to your mailing address*. Be sure you give Member Services or your Care Manager the right mailing address. Your card will be pre-filled with funds to spend on tattoo removal. Follow the instructions sent with your card to get started.

Where can I use this benefit?

You can use this benefit at places that offer laser tattoo removal, like the Laser Lounge, Laser Away, Removery, and more. It can also be used at doctors' offices.

*If you already have a debit card from Aetna Better Health of Virginia, you won't get another debit card. All eligible value-added benefits can be accessed using the same debit card. If you lost or misplaced your card, call your Care Manager or Member Services.