



Welcome to Aetna Better Health of California.

Thank you for choosing us to come with you along your journey to better health. We know health is more than feeling good. We're excited to offer the support you need to care for the whole you—body, mind and spirit. Our caring Member Services are here for you 24 hours a day, 7 days a week. You're welcome to call us toll-free at **1-855-772-9076 (TTY: 711)**.



Member portal

Register for our secure member web portal. There you can change your PCP, request an ID card, update your contact information and more. You can access the portal through our website, AetnaBetterHealth.com/California.



Translation and interpretation services

All member information is available in other languages and alternative formats that include large print, audio CD, data CD, Braille or we can read the materials over the phone to you. In-person and phone interpreters are also available upon request. If you need in-person interpretation, call Member Services at least 3 days before your appointment. Or, if you cannot hear or speak well, please call **TTY 711**.

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It's your choice

Let us know the best way to communicate with you and keep your contact information up to date. That way you can receive information about your health care, Medi-Cal coverage and how to stay enrolled. Do you prefer by telephone? Email? Mail? Texting? Or not at all?

To get started:

- Visit [Aet.na/ca-preference](https://ca.aetnabetterhealth.com)
- Call Member Services at **1-855-772-9076** (TTY: 711)
- Text "JOIN" to **85886**
- Scan the QR code with your phone
<https://ca.aetnabetterhealth.com>



Your member ID card

Each eligible member of your family will receive their own member ID card. It is mailed separately from this packet. Carry your ID card with you. Use it whenever you go to the provider or hospital. Keep it safe. Never let anyone else use your ID card. If anything on the ID card is wrong or you lose your ID card, call Member Services and we will send you a new one.



Choose your primary care provider

You will find your PCP on your member ID card. This is your main doctor. If you would like to choose a new PCP, select one from our provider search tool on our website at [AetnaBetterHealth.com/California](https://www.aetnabetterhealth.com) or call Member Services to help you select a new PCP or request a hard copy of the provider directory mailed to you.

It is important to set your first appointment with your PCP right away to get started with your care. You will need to complete an initial health assessment (IHA). The purpose of the IHA is to help your PCP learn your health care history. They can then work with you to get the care you need. They will keep you up to date on screenings, vaccinations and prescriptions. They will also refer you to specialists if needed.

If you are **sick or hurt**, call your PCP or our 24-Hour Nurse Line at **1-855-772-9076** (option 4). If you need **immediate care**, call Member Services for a list of in-network urgent care locations. In an **emergency**, go to the nearest hospital or call **911**.



Evidence of Coverage/benefits

Your Evidence of Coverage (member handbook) has your health care benefits, your rights and responsibilities, and how you can get care and services. A digital, searchable version of the handbook is located on our website at [AetnaBetterHealth.com/California](https://www.aetna.com/betterhealth/california) as well as through the member portal or our mobile app, Aetna Better Health. You can also call Member Services and ask for a hard copy to be mailed to you.

Pharmacy benefits – Your prescription medications will be covered by Medi-Cal Rx. You can review the Contract Drug List (CDL) online at <https://medi-calrx.dhcs.ca.gov/home/cdl/>. This is the list of medications that will be covered by Medi-Cal Rx.

If you need help finding a pharmacy, visit <https://medi-calrx.dhcs.ca.gov/home/find-a-pharmacy>. You can find pharmacies near you by entering your zip code or city. You can also click on the “filter” button to locate pharmacies with specific services, such as mail order or delivery. For mail order services, you may want to call the pharmacy to check if the service is provided. The website may not show all pharmacies offering mail order services.

If you have any questions on your pharmacy benefits, you can call the Customer Service Center at **1-800-977-2273**, which is available 24 hours a day, 7 days a week or **711** for TTY Monday through Friday, 8 AM to 5 PM.

Vision benefits – Vision Service Plan (VSP), covers your vision benefits. Call **1-800-877-7195** or visit their website, [VSP.com](https://www.vsp.com).

Dental benefits – Denti-Cal covers your dental benefits. They can be contacted at **1-800-322-6384** or visit their website, [Denti-Cal.ca.gov](https://www.denti-cal.ca.gov).



Transportation

You are covered for no-cost transportation when traveling to and from a medical appointment or a Medi-Cal service authorized by your provider. You can use a car, taxi, bus or other public or private way of getting to your appointment for Medi-Cal covered services. We offer mileage reimbursement when your ride is in a private vehicle. To request transportation services, call us at **1-855-772-9076 (TTY: 711)** at least 3 days before your appointment. We also offer up to 5 rides a month to the pharmacy, food store, WIC office or to apply for food stamps.



Mobile app – Aetna Better Health

You can find a provider, see your handbook, check claims, view or order a new ID card and see your current medications on your smartphone. Our app, Aetna Better Health, is available for free download in the app store on your smart device. You need to register for the member portal on our website before logging into the mobile app. Call Member Services if you need help.





Member rewards programs

With the Aetna Better Care rewards program, members can earn gift card rewards when they complete health and wellness activities. For our pregnant members, we have a Maternity Matters program where you can earn gift card rewards for completing important pregnancy visits. You can use your gift card rewards at participating retailers like CVS, Walmart, Walmart.com, Albertsons, Kroger and Safeway.

Eligible Members	Reward	Wellness Activity
Women's health	\$25	Yearly breast cancer screening (ages 50-74)
	\$25	Yearly cervical cancer screening (ages 21-64)
	\$25	Yearly chlamydia screening (ages 16-24)
Children & adolescents up to age 21	\$25	Adolescent immunizations (complete by 13 years of age)
	\$25	Lead screening in children (complete by 2 years of age)
	\$25	Child and adolescent well visit
	\$50	Childhood immunizations (complete by 2 years of age)
Pregnant members	\$50	Completing notice of pregnancy
	\$25	First prenatal visit (complete by end of first trimester)
	\$10	Each additional visit (max 12 visits)
	\$25	Postpartum visit (complete by 84 days after delivery)



Case management

Case management is available to help members understand and control their health conditions. You can call **1-855-772-9076 (TTY: 711)** and ask to speak to a case manager about joining this program. Your doctor may recommend you for this program. Case managers are nurses or licensed social workers.

They can help you:

- Learn more about general health care
- Identify your unique health care needs and make sure all your needs are met
- Find a provider for you or your child
- Communicate better with your provider, family and medical specialists
- Get special equipment and home health aides you need

Some children have more medical, behavioral health or educational needs than other children their age. A case management program can also help children who need extra care.

- Learn more about general health care
- Identify your unique health care needs and make sure all your needs are met
- Find a provider for you or your child

Care management also offers these programs:

Adult & Pediatric Palliative Care – a way to improve quality of life for someone with a serious illness.

Opioid Management Program – can help you better manage opioids or stop using them.

Chronic Disease Management Program – provides education, resources, and care coordination to close gaps in care for members diagnosed with specific conditions.

Diabetes Prevention Program – may help you adopt healthy habits, lose weight and reduce your risk of type 2 diabetes.

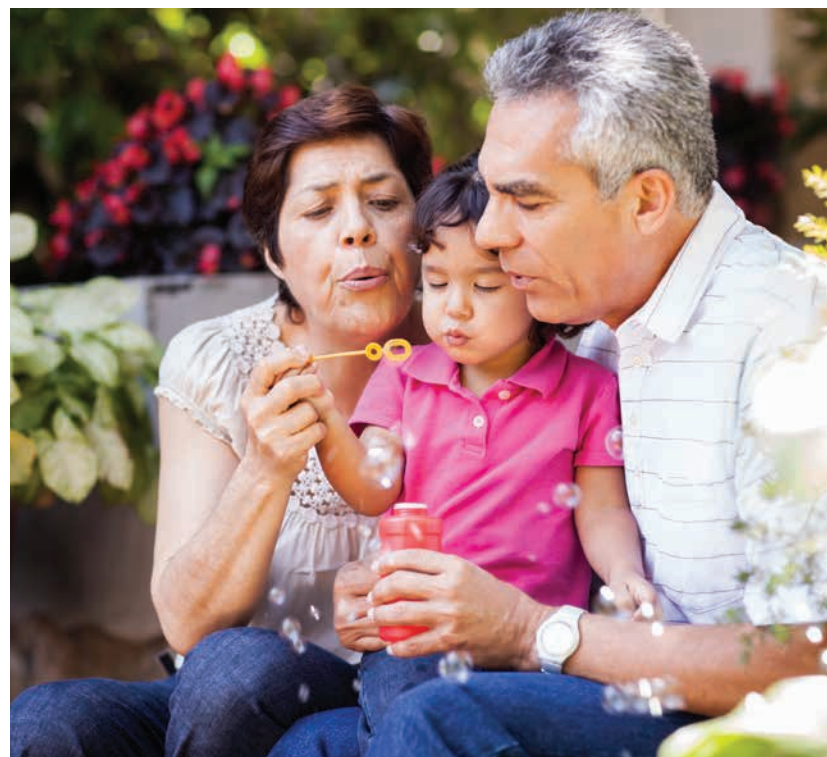
Maternal Health Program – designed to improve the health of women during their pregnancies and reduce the risk of preterm birth and low birth weight, and infant failure to thrive.

Neonatal Abstinence Syndrome (NAS) Program – offers care for moms and infants who need it when a mom used certain medicines or drugs during pregnancy. NAS is a form of drug withdrawal in newborn babies.

Transition of Care (Readmission Avoidance Program) – used to provide frequent and focused case management for members identified to be at high risk for an inpatient readmission.

Community Supports – services or settings that may be offered in place of services or settings covered under the California Medicaid State Plan and that are a medically appropriate, cost-effective alternative to a state plan covered service.

Enhanced Care Management (ECM) – for members who are experiencing homelessness with complex health and/or behavioral health needs, frequent hospital visits, and need short-term assisted living.





Your opinion matters

You may be selected to complete a member satisfaction survey. It will ask you to tell us on your experience with health care services and programs available here at Aetna Better Health. Your feedback is very important to us. We are continually looking for ways in which we can serve you better.

We use three surveys to collect valuable member feedback:

- The Consumer Assessment of Healthcare Providers and System (CAHPS)
- The Behavioral Health Survey
- The Care Management Survey

Hi friend . . .

PYX Health



Pyx Health combines compassionate humans and an interactive mobile app – together they try to help solve loneliness and its negative health impacts.

Pyx Health also regularly screens for loneliness, depression, anxiety, and basic needs (housing, food, childcare, transportation, etc.), and offers real-time help to meet your needs.

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 phone services at 1-855-499-4777.

Scan the QR code with your phone
<https://hipyx.com/account/signup>





Get involved and share your voice

Are you interested in providing feedback to us for improving health care services? Call **1-855-772-9076** (TTY: 711) to join our Member Advisory Committee (MAC) and Public Policy Committee (PPC). When you join, you can:

- Help shape new programs.
- Share your thoughts about existing health care services at Aetna Better Health of California.
- Connect with other Aetna Better Health members who live in your community.
- Learn about resources and services available to you and your family.

Manifest MedEx

If you have medical benefits, you're automatically enrolled in Manifest MedEx. This allows providers to view and share your medical records to give you the best care. If you do not want them to have access, you can opt out at www.manifestmedex.org/opt-out.

