

# wellness & you

Your Aetna Better Health® member newsletter

## HEALTHY LIVING



## 4 barriers to good health—and how Aetna Better Health of Florida can help

The road to good health can have many twists and turns. You might hit roadblocks like not having access to healthy foods or a ride to the doctor’s office. And they can make it harder to take care of your child’s health. Many of these barriers may be out of your control. That’s why Aetna Better Health® of Florida provides benefits to help you take care of your child’s health.

*Barriers story continued on page 2*

## Barriers story continued



### Transportation

Nearly 6 million people say that a lack of a ride keeps them from seeking health care.

#### How Aetna Better Health of Florida can help:

We'll cover a ride for your child and a family member or guardian to get to an appointment that's between 40 and 70 miles from your home. Call Member Services if you need help getting to your child's appointments.



### Language

We know that not all members speak English as their first language. That can make it hard

to talk to your child's doctor or ask questions about their benefits.

#### How Aetna Better Health of Florida can help:

We provide interpreter services in any language. Call Member Services if you need an interpreter. You can also request information in other languages and formats, such as braille, large print or audio.



### 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 your child needs.

#### How Aetna Better Health of Florida can help:

We offer telehealth services. You can talk to a provider by phone or video chat from the comfort of your own home, on your schedule. We've teamed up with MDLIVE® to connect you to doctors, nurses and more using your computer or mobile phone. And it's at no cost to you. To get started, visit [AetnaBetterHealth.com/florida/telehealth.html](https://www.aetna.com/betterhealth/florida/telehealth.html) or call MDLIVE at **1-866-276-9381**.

Have a medical problem after hours? You can talk with a nurse anytime with our 24-hour Nurse Line. Just call Member Services and choose the "Nurse Line." They can help you decide where to go for care or how to treat your child's health problem at home.



### Costs

Costs are rising for housing, food and more. So it may be harder than ever to pay for basic needs.

#### How Aetna Better Health of Florida can help:

Your child's health plan provides other benefits to help, such as:

- CVS Health discount card for a 20% discount on certain over-the-counter items
- Earn gift cards for completing well-child visits, participating in a weight management program, or quitting nicotine or substance use
- Reimbursement for certain after-school programs or swim lessons

---

Check out the Member Handbook or visit [AetnaBetterHealth.com/florida](https://www.aetna.com/betterhealth/florida). You can learn more about the benefits and services included in your child's health plan, as well as those not covered.

### Our Care Managers can help



Whatever problems you're facing, your child's dedicated Care Manager can help. Your child's doctor, hospital discharge planner or another provider can refer you to Care Management. A nurse on our 24-hour Nurse Line may refer you. Or call Member Services at **1-844-528-5815 (TTY: 711)** and ask to speak with Care Management.

# Good health care starts with the right doctor

Your child's primary care provider (PCP) is the first stop for all their health care needs. But at some point, they may need to see a specialist to help treat certain injuries or illnesses. When this happens, their PCP will help you find a specialist and refer them for care.

Here are three ways your child's plan can help connect you with the right provider.

## Provider network

Your child must get most of their care from providers in our network. Go to **[AetnaBetterHealth.com/florida/find-provider](http://AetnaBetterHealth.com/florida/find-provider)** to find in-network providers. You can search or download our provider directory.

Need help or want a hard copy of the provider directory?

Call Member Services at **1-844-528-5815 (TTY: 711)**.

## Out-of-network care

Let's say there are no network providers near you. Or there aren't any appointments available. If that happens, we can help you get a referral to see a provider outside of the network. You won't be charged more for out-of-network care in this case.

## Second opinions

You may not always agree with your child's doctor's plan of care. If this happens, you have the right to go to another provider for a second opinion. You don't have to pay to get a second opinion, and you don't need prior authorization. Call Member Services to learn more.



The Member Handbook has info about all the types of care covered by your child's plan, including:

- Primary care
- Specialty care
- Behavioral health care
- Emergency care

View the Member Handbook at **[aet.na/sp24fl-fhk-2](http://aet.na/sp24fl-fhk-2)** or call Member Services for a hard copy.



## Understand your child's pharmacy benefits

Wondering if your child's medications are covered?

Check out the List of Covered

Drugs (also called the "Drug List," or formulary). It tells you which drugs are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly.

Find the latest list at **[AetnaBetterHealth.com/florida/drug-formulary.html](http://AetnaBetterHealth.com/florida/drug-formulary.html)**.

Or call Member Services at

**1-844-528-5815 (TTY:711)** to ask for a printed copy. You can find more information on all your child's pharmacy benefits in the Member Handbook.

**Benefits at your fingertips.** Access your child's plan benefits from anywhere through the online Member Portal. You can also use the Aetna Better Health app to see benefits on the go. Visit **[AetnaBetterHealth.com/florida/member-portal.html](http://AetnaBetterHealth.com/florida/member-portal.html)** to get started!

# How to report fraud, waste and abuse

Aetna Better Health® of Florida 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 allowed to.

## Reporting fraud, waste or abuse

If you suspect or know that fraud, waste or abuse is occurring, report it right away. There are three ways to do so:

- Call our fraud hotline at **1-855-415-1558 (TTY: 711)**
- Call the state of Florida at **1-888-419-3456**
- Call Member Services at **1-844-528-5815 (TTY: 711)**
- Email us at **FL-FraudandAbuse@aetna.com**
- Visit **AetnaBetterHealth.com/florida/medicaid-fraud-abuse.html** for more information



Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Florida, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Not following these laws could result in civil and criminal penalties.

## We're here for you

### Member Services:

**1-844-528-5815 (TTY: 711)**

Monday-Friday, 7:30 AM to 7:30 PM EST

### 24-hour Nurse Line:

Call Member Services, then choose the option for Nurse Line.

### 24-hour Behavioral Health hotline:

Call Member Services, then choose the Crisis option.

### Suicide Prevention:

**1-800-273-8255**, or call or text **988**

### Transportation: Modivcare

**1-866-799-4463 (TTY: 1-866-288-3133)**

Monday-Friday, 8 AM to 5 PM EST



# Need a ride to your child's appointment? Let us help you get there

We've teamed up with Modivcare to offer rides to non-emergency medical needs, at no cost to you. You can get rides to things like:

- Doctor appointments
- Dentist appointments
- Behavioral health care

There are no limits on how many rides you can use. But some rides may need approval, called "prior authorization," from your health plan. This means Modivcare needs permission to provide certain rides, such as:

- Basic and advanced life support

- Stretcher/gurney van
- Rides over 50 miles

## How to schedule a ride

You can schedule a ride by calling Modivcare at **1-866-799-4463 (TTY: 1-866-288-3133)**, Monday through Friday, 8 AM to 5 PM EST.

You'll need to call at least one business day before your child's appointment. Be sure to have this info ready when you call:

- Your child's first and last name, date of birth and phone number
- Your child's member ID number
- Name, phone number and address of the provider
- Date and time of the health care appointment
- Pickup time and location
- If anyone is traveling with your child (one person, age 16 years or older, may travel with them)
- If your child has special travel needs, such as wheelchair access
- Pickup time after you're done with the appointment

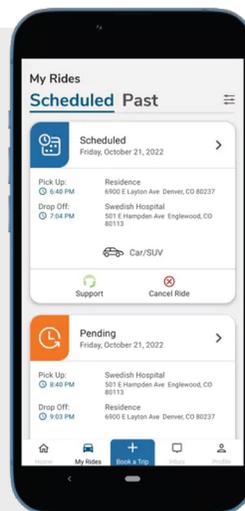
## Schedule rides with the Modivcare app

The Modivcare app streamlines the ride booking experience. You can easily schedule multiple future rides. And you can change or cancel rides anytime.

Just search for "Modivcare app" on Google Play® or the Apple App Store® and download it to your smartphone or tablet.



Go to [aet.na/sp24fl-fhk-3](https://aet.na/sp24fl-fhk-3) or scan the QR code to learn more about the Modivcare app.



**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 **1-844-528-5815 (TTY: 711)** to find out how to join.

## 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:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o 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

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**)。

**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.

**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**).

**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**

**SERBO-CROATIAN: OBAVEŠTENJE:** Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **711**).

**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。

**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**).

**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.

**PENN DUTCH: Geb Acht:** Wann du Deitsch Pennsilfaanisch Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **1-800-385-4104** (TTY: **711**).

### NEPALI:

ध्यान दिनुहोस्: ् दि तई नेपाली भाषा बोलनुहुन्छ भने तपाईंका लागि गनःशुलकरूपमा भाषा सहायता सेवाहरू उपलब्ध छन् तपाईंको आइडी कार्डको पछाडि रहको नमबर व **1-800-385-4104** (TTY: **711**)मि फोनार्नुहोस।

**OROMO (CUSHITE):** Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalitii bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **1-800-385-4104** (TTY: **711**).



Aetna Better Health® of Florida  
9675 NW 117th Ave., Suite 202  
Miami, FL 33178

<Recipient's Name>

<Mailing Address>

2968362-05-01-SP (07/24)

## Take advantage of the Member Handbook

Your child's Aetna Better Health® of Florida Member Handbook has everything you need to know about their health plan, including:

- ✔ Benefit restrictions outside Aetna's service area
- ✔ Copayments and other charges you may be responsible for
- ✔ How to submit a claim
- ✔ How to file a complaint, grievance or appeal
- ✔ How we make decisions about your child's care (called Utilization Management)
- ✔ How we evaluate new technology as a covered benefit
- ✔ Notice of privacy practices
- ✔ Your member rights and responsibilities



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 happen.



Scan the QR code or visit [aetna.com/sp24fl-fhk-2](https://aetna.com/sp24fl-fhk-2) to view the Member Handbook online. Prefer a hard copy? Call Member Services at **1-844-528-5915 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.