



Aetna Better Health[®] of Illinois E-newsletter

Fall 2024

Be ready this flu season

Protect yourself and others this season by getting a flu shot.

Getting a flu shot each year reduces your risk of getting the flu. It can also protect others. Plus, you can get your COVID-19 vaccine at the same time, if eligible.

The flu shot is available at no cost to Aetna Better Health[®] of Illinois members.

[Find a flu shot location near you.](#)



We're here to help

Call Member Services at [1-866-329-4701](tel:1-866-329-4701) (TTY: 711) Monday through Friday, 8:30 AM to 5:00 PM to:

- Make an appointment
- Get help with your benefits
- Arrange a ride to the doctor's office

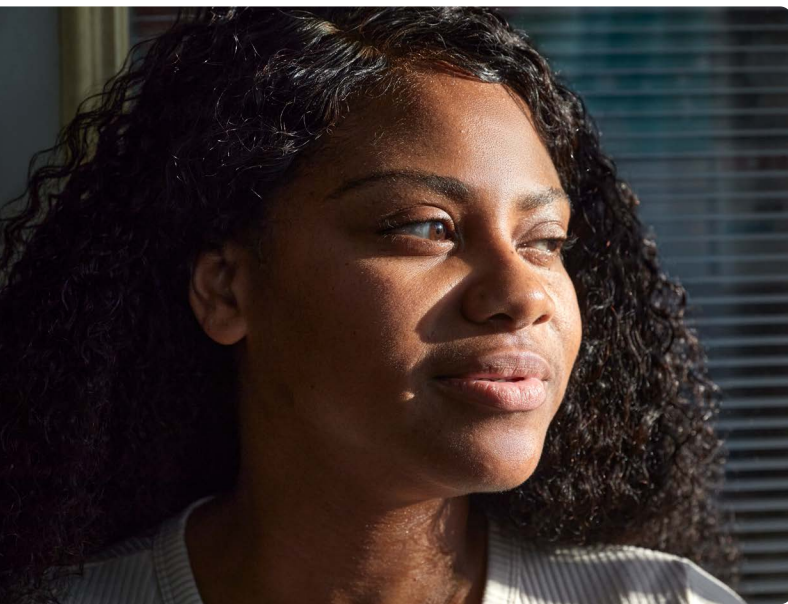
Taking care of your blood pressure

It's important to keep your blood pressure within a healthy range. High blood pressure increases the risk for heart attack and stroke.

If you haven't had your blood pressure checked by your doctor lately, it's time. Your doctor can let you know if your numbers are on track. A blood pressure check is quick and can be done in your doctor's office. The best part? Aetna Better Health® of Illinois covers this screening for members.

If you have high blood pressure, ask your doctor about ordering a digital blood pressure cuff to use at home.

[Learn more](#)



Supporting teen mental health

As school starts, it's a good time to talk about how young people can get the support they need. Teens and young people benefit from having tools that support their well-being. These tools can also help build better skills for managing mental health.

Aetna Better Health® of Illinois has partnered with Soluna for confidential and personal mental health support for our teen members. Members ages 13-17 can download the Soluna app at no cost. They can chat with a professional coach, use interactive tools to destress, or explore quizzes, videos, forums and more. It's private, confidential and anonymous.

Download the app from the [App Store](#) or [Google Play](#). Or visit SolunaApp.com/Aetna.



Protect your teen against cancer

Human papillomavirus (HPV) is a common virus that can cause cancers later in life.

According to the CDC, about 13 million Americans, including teens, become infected with HPV each year. You can protect your child from these cancers with the HPV vaccine. It may prevent more than 90% of cancers caused by HPV.

What's recommended?

The CDC recommends two doses of HPV vaccine at ages 11–12. HPV vaccination can be started as early as age 9. Children who get the first dose before their 15th birthday need only two doses. Teens who get the first dose on or after their 15th birthday need three doses.

[Learn more](#)

The HPV vaccine protects your child before they come into contact with the virus.

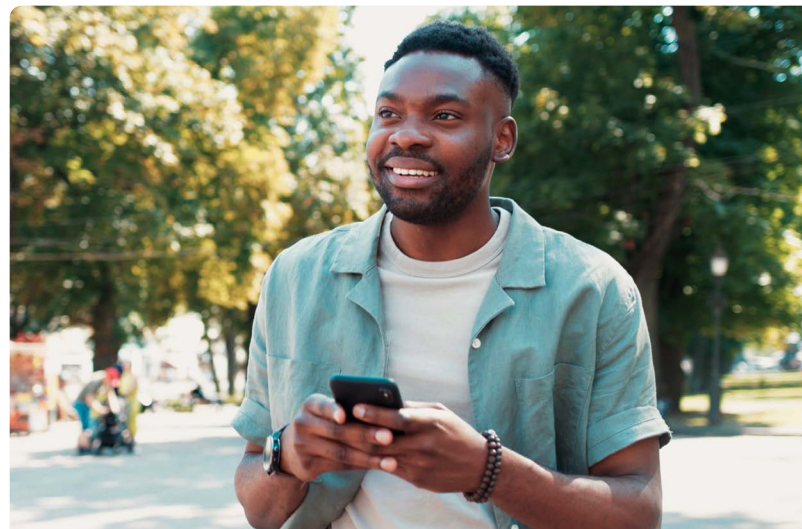
Ask your child's doctor about getting the HPV vaccine.

Free smartphone program

As an Aetna Better Health® of Illinois member, you may be eligible to get free monthly data, unlimited texting, free monthly minutes plus a free smartphone through Assurance Wireless.

This program is available for only one account per household. Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes. Residents with temporary addresses are also eligible.

[Learn more](#)



Make breast cancer screening a priority

We encourage our members to stay up-to-date with their breast cancer screening. This screening can provide peace of mind or spot health issues early when they are more treatable. Talk to your doctor to schedule your screening.

Pamper Me Pink community events

Each October, our Community Outreach team hosts breast cancer awareness events throughout Illinois. These events are open to the community and include:

- ✓ FREE health screenings
- ✓ Giveaways
- ✓ Breast cancer education
- ✓ Well-being resources
- ✓ Community resources

[Find an event near you](#)

Get rewarded for taking care of your health

Earn **\$25** in Aetna Better Care® Rewards by completing an eligible breast cancer screening.

Double your reward – to **\$50** – if you complete your breast cancer screening by December 31, 2024.

[Learn more](#)



Free language services

Aetna Better Health® of Illinois can provide plan information in your preferred language. This means you can ask for letters, benefit information and even your member handbook in another language. You can also get it in a different format like audio, large print or Braille. We also provide interpreters during any service or medical visit. All of these services are free to you. Call **1-866-329-4701 (TTY: 711)** if you need language help.



Sickle cell disease: from awareness to action

By Shaan Trotter, Health Equity Officer

Sickle cell disease (SCD) is a blood condition that is passed from parents to a child at birth. It's the most

common genetic disease. **According to the CDC**, SCD occurs in about 1 out of every 365 Black or African American births and about 1 out of every 16,300 Hispanic American births.

SCD affects the oxygen-carrying protein inside the red blood cells called hemoglobin. Normally, red blood cells are round and soft. This helps them move smoothly through blood vessels. For those with SCD, the oxygen deprived cells become hard and shaped like a banana. This shape causes the cells to stick together – blocking the flow of blood, causing severe pain episodes (known as “crises”), infections and strokes.

Advances in newborn screenings, treatments and care, are leading to better quality and longer lives for SCD patients. However, as many become adults, some patients face many care obstacles and medical barriers. Uncontrolled pain crises often lead to emergency department visits where adult SCD patients may face labeling and receive delayed care. The Aetna Better Health® of Illinois disease management program can help.

Our **care managers** help manage chronic conditions. If you have SCD, care managers can teach you about your health and share ways to take care of yourself. You'll learn about benefits and get connected to local resources, too. Think of care managers as your guide through this journey.

Care managers can help:

- Find a primary care physician
- Schedule appointments
- Get rides to your doctor, drug store or hospital
- Get medical and dental services, supplies and equipment
- Provide you with educational materials
- Get the services you need

As new medications and treatments are being developed, people may not know what is available for them or why genetic testing is important. Patient education is the only way to prevent inappropriate medication use and patient harm. Delays can also lead to more severe problems.

Our care management team can help design a personalized care plan just for you. They'll help you better understand your symptoms and work with other agencies to make sure you receive the care you need. By keeping you informed, the care management team can help you become an advocate for your own care.

The care management program is offered at no cost to our members. If you're interested, call us at **1-866-329-4701 (TTY:711)**. Ask to speak to the care management team and take your first step to a healthier you.

Together, we can ensure that everyone in our community has the knowledge and resources they need to live healthy and fulfilling lives.

Be smoke-free

Maybe you or someone you know already tried to quit smoking but didn't have much luck. That's okay. Everyone's quit journey is different.

If you need help to kick the habit, here are three ways to find support:

1. **Talk to your doctor.** Your doctor can offer resources and medicines to help you quit smoking. Your doctor can help you choose what's right for you.
2. **Call a free quit line.** Talk to experts who can help you plan to quit. Call [1-866-QUIT-YES \(1-877-784-8937\)](tel:1-866-QUIT-YES) for resources on how to quit smoking.
3. **Join a quit program.** The American Cancer Society has an email-based program to help you quit smoking. Join the [Empowered to Quit](#) program to get tools and support in your inbox.

Quitting smoking is hard, but with help you can quit smoking for good.

[Learn more about the benefits of quitting.](#)



Share your thoughts

Our Member Advisory Committee brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

You can also share your voice through our Family Leadership Council. It meets multiple times each year and helps us improve care coordination for children with behavioral health needs. Find details for the council's next meeting on our [News and Events](#) page.

Connect with your plan in the Member Portal

You can do so much more with your health plan when you create an account in your [Member Portal](#). Log in to manage your benefits and health goals from anywhere. Check out health resources, redeem Aetna Better Care Rewards, send us questions and more.

Use the Aetna Better Health® app to take your health plan on the go. Download the app from the [App Store](#) or [Google Play](#).

Stay informed

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services.

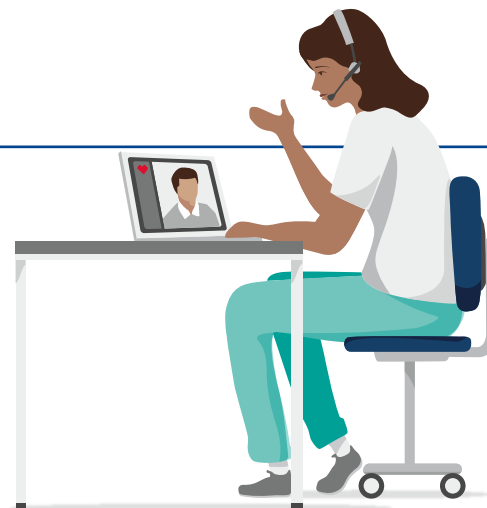
Simply text **SIGN UP** to **72138**.

Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.

Your privacy matters

Aetna Better Health® of Illinois is committed to protecting our members' privacy. We are required by law to keep your health information private. And we work to provide a safe and secure member experience. Learn more about our commitment to your privacy.

[Your privacy rights](#)



Connect with us on social media.

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**

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 **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**

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: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **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 **1-800-385-4104** (TTY: **711**)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

Arabic: **711**. إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: ملحوظة).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-385-4104** (TTY: **711**).

Urdu: کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں: **1-800-385-4104** (TTY: **711**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104** (TTY: **711**).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-385-4104** (TTY: **711**) पर कॉल करें।

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-385-4104** (ATS: **711**).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-800-385-4104** (TTY: **711**).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

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[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/betterhealth/illinois-medicaid)

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