



Aetna Better Health® of Illinois E-newsletter

Summer 2025

Embracing your health this summer

With the increase in temperatures, summer is the perfect time for outdoor activities, healthy eating and relaxation. Here are a few tips to make the most of this vibrant season:

- **Stay hydrated:** Drink plenty of water to combat dehydration, especially if you're spending time outdoors.
- **Eat fresh:** Take advantage of seasonal fruits and vegetables. Foods like watermelon, berries and leafy greens are nutritious and refreshing.
- **Exercise outdoors:** Engaging in physical activities such as hiking,

swimming, or biking can enhance your mood and physical fitness.

Our community outreach team will be in neighborhoods throughout the state this summer giving away fresh produce and hosting fun-filled family events. Find out where we'll be on our [News and Events](#) page.

And don't forget about our value-added benefits like the no cost gym membership and grocery delivery subscription stipends that will make it easier for you and your family to stay healthy. To learn more about these benefits and how to use them, visit [Benefits snapshot](#).

Summer safety for children

Summer is an ideal time for children to participate in activities like camp, swimming, sports and more. But the heat can sometimes make it uncomfortable and unsafe for children if they are not prepared. Here are some safety tips to consider:

- **Supervision:** Always ensure children are supervised during activities, especially those near water or involving sports.
- **Equipment check:** Before engaging in sports or play, check that the equipment is safe and appropriate for their size and skill level.
- **First aid preparedness:** Keep a first-aid kit handy at all extracurricular events and know how to use it for minor injuries.
- **Use sunscreen:** Apply a broad-spectrum sunscreen with an SPF of at least 30, even on cloudy days. Reapply every two hours or more often if swimming or sweating.
- **Wear protective clothing:** Lightweight, long-sleeved shirts, hats and sunglasses can help shield your skin and eyes from the sun.
- **Seek shade:** Whenever possible, stay under shade during peak sun hours (10 AM to 4 PM) to minimize UV exposure.

You can also get activities covered at no cost through your Aetna Better Health of Illinois benefits. Members ages 5-21 can get an annual stipend for healthy activities and programs. Call Member Services at [1-866-329-4701](tel:1-866-329-4701) (TTY: 711) to see if you're eligible or check out [Benefits snapshot](#) for more information.



We're part of your community

Our community outreach team hosts events throughout the state every month. We share health resources, information and more with those who attend.

Join Aetna Better Health® of Illinois at an upcoming event in your area. Find out where we'll be on our [News and Events](#) page.



On-demand pediatric care through Summer Health

With kids, sick days can come out of nowhere—early morning fevers, rashes before school, or a sore throat right at bedtime. That's where Summer Health steps in. Summer Health is a 24/7 text-based pediatric care service that helps parents get fast answers from real pediatricians, always in under 15 minutes.

No more scrambling for same-day

appointments, waiting hours at urgent care, or missing work and school. With Summer Health, Aetna Better Health® of Illinois members can connect with expert doctors anytime—whether it's 6 AM or midnight. Summer Health's pediatricians can guide you through symptoms, recommend care and even send prescriptions directly to your local pharmacy when needed.

Their doctors handle everything from colds, pink eye and strep throat to sleep questions, nutrition advice, and growth concerns.

Perks you'll love:

- **Available 24/7:** Even on weekends and holidays
- **Text-based:** Get care from anywhere, no app or video needed
- **Quick solutions:** Answers in under 15 minutes, prescriptions sent to your local pharmacy and doctors notes if you an excuse note
- **Ongoing support:** Text back with updates or new questions anytime

With Summer Health, you can keep your child healthy, avoid unnecessary missed school days and get peace of mind—without the stress. As an Aetna member, it's no cost to you, easy to get started and always just a text away. Visit <https://www.summerhealth.com/> to sign up.

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](#)

Free kid's clothing

Eligible members in grades K-12 (ages 5-18) can get a voucher for clothing through select online retailers. To qualify, you need to:

- ✓ Complete a health risk screening
- ✓ Complete an annual wellness visit
- ✓ Be up-to-date on all immunizations

Visit [Benefits snapshot](#) to learn more about this program and additional awards you could receive.

Pregnant members can earn rewards

Did you know our pregnant members can earn up to \$120 for going to regular appointments and filling out forms through Aetna Better Care® Rewards? Rewards are earned by:

- ✓ Filling out and sending us your Notification of Pregnancy (NOP) form
- ✓ Completing your Health Risk Screening (HRS)
- ✓ Completing a timely prenatal visit
- ✓ Completing a timely postpartum visit

Learn more by visiting [Rewards you can earn](#) and the [Member Portal](#) to fill out the NOP and HRS forms.

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](#).





Get ready for back to school

Now is a great time to prepare for the new school year. It's important for children to have up-to-date physicals, health forms and vaccinations.

Here are some things you can do to help make sure your child is ready to start school in the fall.

- Schedule a check-up with your child's healthcare provider. A physical exam is often required before school starts and helps to assess overall health.
- Complete any necessary health forms required by your child's school ahead of time to avoid last-minute stress.
- Ensure your child's vaccinations are up to date. Some vaccines needed include:
 - **Tdap (Tetanus, Diphtheria, Pertussis):** A booster shot is often required for children entering middle school (around age 11-12).
 - **MMR (Measles, Mumps, Rubella):** Usually given in two doses, the first at 12-15 months and the second at 4-6 years.
 - **Varicella (Chickenpox):** Typically administered in two doses, the first at 12-15 months and the second at 4-6 years.
 - **IPV (Inactivated Poliovirus):** Administered in four doses, the final dose is usually given between ages 4-6 years.
 - **Hepatitis B:** A series of three shots, usually given by 6-18 months of age.
 - **Meningococcal Conjugate Vaccine:** Recommended for preteens and teens, often given at age 11-12 and a booster at 16.

An annual well-child visit is covered for members of Aetna Better Health® of Illinois. These visits are a great time to ask your child's doctor what vaccines they need to get ready to start school. You can also discuss any concerns you may have about your child's health or development.

If you need help scheduling an appointment or finding a doctor, call Member Services at **1-866-329-4701 (TTY: 711)**.



Free language services

To help our members, Aetna Better Health® of Illinois can provide any information you need in Spanish or any other preferred language. This means you can ask for letters, benefit information and even your member handbook in another language. You can also get this information in a different format like large print, Braille and sign language. We can also get an interpreter in your language if you need assistance. All of these services are free to you.

Please call **1-866-329-4701 (TTY: 711)** if you need help in another language. You can ask for materials to be mailed or emailed to you, like your member handbook or preferred drug list (PDL). You can also print some of these materials by visiting our website at **AetnaBetterHealth.com/Illinois-Medicaid**.



Get ready to renew your coverage

Don't risk losing your health insurance. Please, update your address with Illinois Medicaid today!

Illinois Medicaid needs to send you paperwork. To keep your health insurance, use an address where mail can always reach you.

You can also use Manage My Case at **ABE.Illinois.gov** to:

- Verify your mailing address under "Contact Us"
- Find your renewal due date (the "redetermination" date) in your "Benefit Details"

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois, **GetCoveredIllinois.gov**.

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the **[fraud report website](#)** or the Medicaid fraud hotline at **[1-844-453-7283](tel:1-844-453-7283)** / **[1-844-ILFRAUD](tel:1-844-ILFRAUD)**.

Men's health matters: Steps to a better you

By: Shaan Trotter, Health Equity Officer

The summer is a great time to focus on the importance of taking care of your body and mind. It's a chance to remind yourself and the men in your life that good health is the foundation for a happy and active life. By making small, simple changes, you can improve your well-being and set a great example for others.

Men of all ages can stay healthier by learning about their health risks and making better choices. This is very important for Black and Hispanic men, and people in communities that don't always have access to health care. One health problem to know about is high blood pressure. It appears to affect Black men more but, Brown men are often underdiagnosed due to language barriers and lack of access to health care. High blood pressure can cause serious problems if not detected early.

High blood pressure, also called hypertension, is when the force of your blood pushing against the walls of your blood vessels is too high. Blood moves through your body in tubes called blood vessels, and your heart pumps it to give your body the oxygen and nutrients it needs.

When the pressure is too high for too long, it can hurt your heart and blood vessels. High blood pressure, often called the "silent killer," doesn't usually show symptoms until it's too late. It can lead to coronary heart disease, heart failure, stroke, kidney failure and other health issues. By managing your blood pressure and catching high blood pressure early, you can reduce these risks significantly.

No matter your age or background, there are steps you can take today to improve your health:

- **Schedule your annual check-up:** Your doctor can help identify potential health issues early. Regular screenings, like blood pressure checks and cancer screenings, can save lives.
- **Manage stress:** Stress can take a toll on your body. Find activities that help you relax, like yoga, meditation or simply spending time with loved ones.
- **Get support:** Don't go at it alone. Whether you're managing a condition like sickle cell disease or working on building healthier habits, reaching out for help is a sign of strength.
- **Stay active:** **Studies** show that obesity affects 41.6% of men age 20 and older. Moving more, eating healthy and making small changes can help you stay healthy and lower your risk.

This year, commit to putting your health first. Start with one small change - whether it's drinking more water, cutting down your salt intake, going for a jog or scheduling that overdue doctor's appointment.

At Aetna Better Health® of Illinois, we're here to support you. We host **health fairs** throughout the year and our **health screening kiosks** are stationed throughout Chicago. From **finding a doctor** to answering questions about your benefits, we can help you live your healthiest life. Call Member Services at **1-866-329-4701 (TTY:711)** to set up your yearly check-up and take control of your health.

Take charge today. You've got this!

Your benefits can help catch issues early

The Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program helps you and your loved ones, 21 years or younger, get care. The EPSDT program covers preventive health and wellness visits like doctor and dentist appointments at no cost to you. It also covers the treatment of any problems found during a visit.

Included in the EPSDT program are:

- Medical checkups
- A general physical exam and assessment of your child's growth and development
- An assessment of your child's mental/behavioral health
- An assessment of your child's nutrition
- Lab tests, including testing for lead
- Vaccines when they are needed
- Vision screenings, diagnosis and treatment, including eyeglasses
- Hearing screenings and services, diagnosis and treatment, including hearing aids
- Referrals for other medically necessary services
- Dental services, including treatment for pain and infections, restoration of teeth and maintenance of dental health
- Medically necessary treatment to treat any problems found during a well-child visit (some of these services may require prior authorization)

You can learn more about EPSDT benefits in the [Member Handbook](#) or call Member Services with questions [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Find a provider

The online [provider directory](#) lists information of all network providers, including names, addresses, phone numbers, specialties and qualifications, board certification status and more. You can also search our providers on [HealthGrades.com](https://www.healthgrades.com) to get more information, such as medical school attended and residency completion.

Get a printout of your newsletter

Call the number on the back of your ID card to have one mailed to you.

Care management

Members can be referred to the complex case management program from a variety of sources, including our medical management programs, discharge planners, members, caregivers, and providers. In addition, our population health management programs can help you live your healthiest life possible. Whether you are managing a condition or just trying to stay healthy, we have special programs to help you get the care you need.

To learn more about these voluntary programs or get a member referral into case management, call Member Services at **1-866-329-4701 (TTY: 711)** or visit the **Care Management** page on our website.



We care about your privacy

We protect your personal health information (PHI). That includes your race, ethnicity, language, sexual orientation and social needs info. We only share your info when needed and as allowed by law. You have rights over your health data. That includes how it's used and who can access it. Go to **[AetnaBetterHealth.com/health-optimization-disclaimer.html](https://www.aetna.com/betterhealth/health-optimization-disclaimer.html)** to learn more about your privacy rights and how we safeguard your data.



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.



Share your thoughts

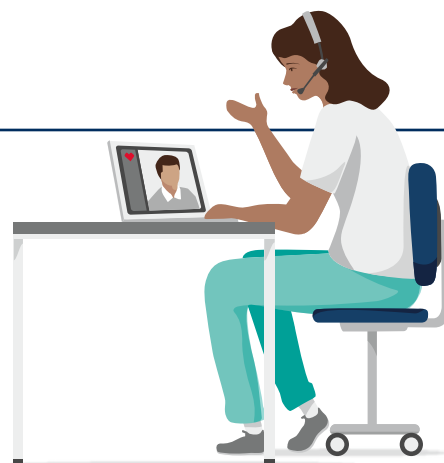
You can share your voice through our Family Leadership Council. It meets multiple times each year and helps us improve care coordination for children with behavioral health needs. And you can even receive a **\$25** incentive for attending your first Family Leadership Council meeting. Find details for the council's next meeting on our [News and Events](#) page.

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

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



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 નિઃશુલ્ક 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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