



Your Aetna Better Health[®] of Illinois Newsletter

Winter/Spring 2021

COVID-19 and Medicaid: FAQs

Aetna Better Health[®] of Illinois is here to help. Below are answers to frequently asked questions about COVID-19 and your Medicaid benefits.

Will Aetna Better Health[®] cover the cost of COVID-19 testing for Medicaid members? (As of 4/2/21)

Aetna Better Health will cover the cost of diagnostic testing related to COVID-19 for Medicaid members. The test can be done by any approved testing facility. In accordance with guidance from the Centers for Medicare & Medicaid Services (CMS), all health plans must cover certain serological (antibody) testing with no cost-sharing.

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Aetna Better Health of Illinois is part of the CVS Health[®] family of companies.



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

COVID-19: The Vaccine

Help stop the pandemic by getting vaccinated!
Studies show that the COVID 19 vaccine

- is effective at preventing COVID-19
- cannot give you COVID-19 or change your DNA
- will help protect you, the ones you love, and others in your community

Currently, three vaccines are authorized and recommended to prevent COVID-19:

- Pfizer-BioNTech
- Moderna
- Johnson & Johnson / Janssen

How do they work?

COVID 19 vaccines teach our immune systems how to recognize and fight the virus that causes COVID 19. It typically takes two weeks after getting vaccinated for the body to build protection (immunity) against the virus.

Are they safe?

Yes! COVID 19 vaccines are safe. They were evaluated in tens of thousands of participants in clinical trials. The vaccines met FDA's rigorous scientific standards for safety, effectiveness, and manufacturing quality.

Are there side effects?

Some people have no side effects. Many people have reported mild side effects such as

- pain or swelling at the injection site
- headache, chills, or fever

These reactions are common. A small number of people have had a severe allergic reaction. This is extremely rare. Vaccination providers have medicines available to immediately and effectively treat the reaction. Visit our website to schedule your vaccine today.





Value-Added Benefits to Your Aetna Better Health® Membership

Aetna® Better Care Rewards

Did you know you can earn money by being healthy? We'll reward you when you do things like get your flu shot (including the COVID-19 shot(s)) or take your child to their annual checkup. You can also get rewarded for refilling certain medications or telling us if you're pregnant.

The following benefits are available to members who complete a health risk screening and an annual wellness visit:



Free Gym Membership

Do you like staying active? You can get a free monthly membership at a participating gym. Just call Member Services to register. To qualify, you must be 16 years or older.



Free School Uniforms

Need new clothes for school? Each year, qualifying members can get three uniforms for school. Just call Member Services to join. You can get three shirts, sweaters, and pairs of pants. To qualify, members must be between first and fifth grade and have up-to-date vaccinations.



After-School Care

Does your child go to an after-school program? We can help you pay for after-school care at participating locations. Just call Member Services to join. To qualify, children must be between 6 and 18 years old.



COVID-19 and Medicaid: FAQs (cont'd)

Will Aetna Better Health cover the cost of COVID-19 treatment for Medicaid members? (As of 4/2/21)

Aetna Better Health will cover the treatment of COVID-19 or health complications associated with COVID-19. Aetna Better Health members with questions about these specific benefits are encouraged to call the member services phone number on the back of their ID cards.

[Click here](#) for more Medicaid COVID-19 FAQs.

ABHIL Partners to Fight Food Insecurity

Aetna Better Health® of Illinois has made great strides in our commitment to better assisting our members. We strive to remove challenges and barriers.

As the challenges of COVID-19 continue, Aetna maintains our support to members who have experienced setbacks due to the pandemic. Nothing is more important to us than the health and welfare of our members. Our food delivery program gives meals to our members, right to their doorstep, who have been affected by COVID-19 or live in food deserts. We've partnered with T. Castro Produce, a family owned company, and launched this program in the summer of 2020. We have already provided over 6,000 meals to families who have been negatively impacted by COVID-19. We heard the call for more help, so we started to provide food packages to members across the entire state. Since January, we are on track to provide an additional 5,700 food packages. That is equivalent to 79,800 meals for individuals who are in need.

To opt in for the food delivery program, members can contact their Case Manager, or you can call **1-866-329-4701 (TTY: 711)**.



Supporting Remote Students with the Virtual-Learning Backpack

We understand that COVID-19 has caused unique challenges for our young members. Working and learning at home can be hard. So, we've introduced the Virtual Backpack Program. Students who qualify can get a backpack filled with educational supplies. These include promotional items and tutoring vouchers to help with remote learning. We've partnered with a local, non-profit organization, After the Peanut, to provide four hours of virtual tutoring for eligible members, grades K-12.



Aetna Better Health® of Illinois

Free language services

To help our members, Aetna Better Health of Illinois can get you 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 get you an interpreter in your language too 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 e-mailed 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](https://www.aetna.com/illinois-medicaid).



Member Handbook

We make updates to the member handbook throughout the year as needed. **Click here** to visit our website to read the most current version of your member handbook.



Aetna Better Health® of Illinois

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
4500 East Cotton Center Boulevard
Phoenix, AZ 85040

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>.

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**).

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **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**)。

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.

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga librang serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **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**).

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: **711**).

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

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**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **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 numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

GREEK: ΠΡΟΣΟΧΗ: Εάν μιλάτε Ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στο πίσω μέρος της ταυτότητάς σα ή στο **1-800-385-4104** (Λειτουργία 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.