



Aetna Better Health® of Louisiana



Connect

Spring 2019

Telehealth

No-cost video visits

Aetna Better Health of Louisiana offers video visits with a provider as one of your benefits. It can be with either a physical health provider or a mental health and substance use provider. And it is at no cost to you. “Telehealth” uses two-way video. A provider and a patient can talk and see each other. They can be in two different places. They will interact with each other by sight and sound. Your computer will need to have video capabilities. Or your smartphone will also work.

Convenient care

Teladoc offers telehealth sessions with a provider for your physical health problem. Teladoc does not replace your primary care provider (PCP). It is just another choice for quality care when you can't easily

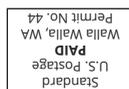
talk with your PCP. Through a secure video provider visit on your computer, you can meet with a U.S. board-certified doctor, licensed in your state, who can treat many simple conditions like:

- Sinus problems
- Bronchitis
- Allergies and flu symptoms
- Respiratory infections
- Ear infections and more

Three easy steps

1. On your computer, go to **teladoc.com** and click on “Set up account” to set up your own account.
2. Log in and complete the “My Medical History” tab.
3. Request a provider visit, available 24 hours a day, 7 days a week.

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No-cost video visits

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Questions?

If you have any questions, call **1-800-TELADOC (1-800-835-2362)** 24 hours a day, 7 days a week.

Mobile app

Teladoc (physical health) is available in mobile app version with free download for both Apple and Android phones.

Breakthrough behavioral health

Breakthrough offers tele-behavioral health, also called tele-therapy, as a new way to get mental health and substance use care. You can work with a licensed therapist and have an online video therapy session. You can schedule your session on your own time and from wherever you are. It is easy to use on your own computer or cellphone with internet access. And these sessions are always confidential within the limits of the law.



Our therapists can help you with a wide range of issues. Some of the most common are:

- Child behavior and learning issues
- Coping with loss and grief
- Marital problems
- Parenting counseling and advice
- Stresses and challenges of everyday life
- Substance use problems

You can talk to your therapist when it's best for you. It can be during your lunch hour, evenings or while your kids are sleeping. You no longer need to rearrange your day or travel to an office to meet with a therapist.

Easy to set up

- On your computer or cellphone with internet access, go to **breakthrough.com/AetnaMedicaidLA**.
- Set up your account and profile.
- Download the VSee software to your computer. You only need to do this once.
- Find a licensed Louisiana therapist you want to work with. You can filter therapists by gender, language or specialty. The therapist profiles list their credentials, specialties and available appointment times.

Once you choose your therapist, you can schedule the appointment time that works best for you.

If you have any issues setting up your account

or have any questions, call Breakthrough, an MDLive company, at **1-888-977 5703**, Monday through Friday, 7 a.m. to 6 p.m.

Pharmacy services

If you need medicine, your provider will choose one from our list of preferred drugs and write a prescription. Ask your provider to make sure that the drug he or she is prescribing is on our list of preferred drugs.

Sometimes your provider will want to give you a drug that is not on our list. If the medicine the provider feels you need is not on our list and you can't take any other drugs except the one prescribed, the provider can request approval from us. The provider knows how to do this.

All of your prescriptions will need to be taken to one of the pharmacies listed in the provider directory or online at **aetnabetterhealth.com/louisiana**.

Prescriptions

Your provider may give you a prescription for medicine. Be sure to let him or her know about all the medications you are taking or have gotten from any other providers. You also need to tell them about any non-prescription medications or herbal treatments that you take. Before you leave the provider's office, ask these questions about your prescription:

- Why am I taking this medicine?
- What is it supposed to do for me?
- How should the medicine be taken?
- When should I start the medication, and for how long should I take it?
- What are the side effects or allergic reactions of the medicine?
- What should I do if a side effect happens?
- What will happen if I don't take this medicine?

Carefully read the drug information the pharmacy will give you when you fill your prescription. It will explain what you should and should not do and possible side effects.

Pharmacy co-pays

As of September 1, 2018, Aetna Better Health of Louisiana will charge small co-pays on prescription drugs. Your pharmacy co-pay depends on the total amount that we would pay the pharmacy for your claim.

Pharmacy cost

Your co-pay	
\$10.00 or less	\$0.50
\$10.01 to \$25.00	\$1.00
\$25.01 to \$50.00	\$2.00
\$50.01 or more	\$3.00

There are no co-pays for the following pharmacy services:

- Services furnished to pregnant women
- Emergency services
- Family planning services

The following members do not have co-pays:

- Members under 21 years of age
- Members living in a long-term care facility
- Members receiving hospice care
- Native Americans
- Alaskan Eskimos



- Home and Community Based Waiver recipients
- Women whose basis of Medicaid eligibility is breast or cervical cancer

Mail order prescriptions

If you take medicine for an ongoing health condition, you can have your medicines mailed to your home. Aetna Better Health of Louisiana uses CVS Caremark to give you this service. It is available at no cost to you.

If you choose this option, your medicine comes right to your door. You can schedule your refills and reach pharmacists if you have questions. Here are some other features of home delivery:

- Pharmacists check each order for safety.

- You can order refills by mail, by phone or online, or you can sign up for automatic refills.
- Call CVS Caremark toll free at **1-855-271-6603**, Monday to Friday, between 8 a.m. and 5 p.m. They will help you sign up for home delivery. If you say it's OK, they will call your provider to get a prescription.

Prescription refills

The label on your medicine bottle tells you how many refills your provider has ordered. If the provider has ordered refills, you may only get one refill at a time. If the provider has not ordered refills, you must call him or her at least five (5) days before your medication runs out. Talk to him or her about getting a refill. The provider may want to see you before giving you a refill.

Contact us



Aetna Better Health of Louisiana
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062



24 hours a day, 7 days a week

1-855-242-0802 (TTY: 711)

aetnabetterhealth.com/louisiana

 This newsletter is published as a community service for the friends and members of Aetna Better Health of Louisiana, 2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.



AETNA BETTER HEALTH® OF LOUISIANA

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
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@aetna.com
Hours of operation: 8:00 a.m. – 5:00 p.m.

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**).

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**).

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**).

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**)。

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**).

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

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104** (TTY: **711**).

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (TTY: **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。

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۔

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.

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

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**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)