



Healthy living starts here.
We've got you covered.

Effective 1/1/2024

AetnaBetterHealth.com/Louisiana



Aetna Better Health® of Louisiana

When you join our plan, you'll get the benefits you expect. Things like doctor visits, hospital care, lab visits, x-rays and drugs from the pharmacy.

Member Services can help you find a doctor, learn about benefits, access services, file a complaint about a provider or appeal a denied service. And our 24-hour Nurse Hotline is available to help you figure out if you need to call your PCP, go to urgent care or the emergency room. They can also help you with general health issues.

Learn more about your benefits

With our plan, you or your kids can visit your primary care provider (PCP), as often as you need. Your benefits include:

Case managers when you need extra help

We have special care programs to help you if you have a chronic, long-term condition like asthma, lung disease, diabetes, hepatitis C, HIV/AIDS or heart failure. Our trained case managers help you get the care and services you need. We work with your doctor to coordinate your care.

We make it easy to get services

- You can view the list of our doctors online. To choose any doctor in our network, just visit our website. You'll find many hospitals and clinics close to home.
- Language or translation services at your doctor's office at no cost to you.
- A ride to and from your doctor's office.

Call Member Services at 1-855-242-0802 (TTY: 711) to learn more about us or visit [AetnaBetterHealth.com/Louisiana](https://www.aetna.com/betterhealth/louisiana).



Aetna Better Care™ Program

As a part of our efforts to empower self-care, members have access to our Aetna Better Care program. We provide a physical reloadable card that holds all rewards dollars you earn. These cards let you spend funds online or at various local stores. You can choose a wide array of goods and over-the-counter supplies that promote healthy living, self-care and overall wellness. Members can view their card balance through our web portal or by calling Member Services.



Ages 0-30 months	\$15 after completing all 8 well-child visits within the first 30 months of life
Ages 2+	\$5 for receiving annual flu shot
Ages 3-20	\$20 child and adolescent yearly well-care visit
Ages 6-12	\$10 for members who attend their medical appointment(s) and fill/refill their ADHD medication
Ages 18+	\$10 for antipsychotic medication refill
Ages 21+	\$10 for a high blood pressure medication refill
Ages 21+ with diabetes	\$20 for receiving a blood sugar test with an HbA1c result less than 8%
Ages 21-64	\$15 for completing a cervical cancer screening
Ages 45+	\$15 for completing a colon cancer screening
Ages 50-74	\$15 for completing breast cancer screening
All ages	\$10 for completing a Health Needs Assessment (HNA) within 90 days of enrollment



If you're expecting a baby, our Maternity Matters program is for you

Our **Maternity Matters Program** helps you learn how to take care of yourself and your baby. You'll get support and help throughout your pregnancy. The more visits you make to your doctor during your pregnancy, the more rewards you can get.

- \$25 gift card for completing Notice of Pregnancy form in the first trimester and completing first prenatal visit
- \$10 gift card for each additional prenatal visit, up to 10 visits
- \$25 gift card for postpartum visit (within 7 to 84 days after delivery)
- Pregnant members 18+ can earn a \$10 gift card for each dental visit during pregnancy, Limit 2.
- New Mom Welcome Kit includes a diaper bag, pack of diapers and other baby related items, as well as pregnancy materials regarding baby care and healthy pregnancy resources that promotes the safety, health and well-being for babies and mothers.
- Baby Bundle for newborn members including a case (200) of diapers following live birth.
- High-risk pregnant members can receive \$100 per quarter (every 3 months) to pay for child care so mom can go to doctor appointments.



My Maternity Companions™

In this program, pregnant members and new moms can have access to screenings, assessments, nutritional counseling, birth education and referrals to parental support programs.

Newborn Circumcision

We will cover the cost of a circumcision for a newborn male.



Other value-added benefits

Adult dental 21+ – Exam and cleaning twice a year, x-rays once a year, plus fillings and extractions, up to a total value of \$1,000.

Adult vision 21+ – Routine annual eye exam and up to \$150 toward eyewear (frames, lenses, contacts).

After-school program for members ages 5-16 – \$50 credit towards after-school program.

Alternatives to opioids 16+ with chronic pain diagnosis – Up to \$500 per year to use towards alternative pain management options for ages 16+ and 3 chiropractic visits (ages 21+ only).

Asthma home benefit – Asthma kit for members in case management with asthma diagnosis. Kit includes peak flow meter, hypo-allergenic pillow, allergy-free mattress cover, and allergy-free pillow cover to reduce in-home asthma triggers (1 per year).

Blood pressure monitor – members can receive a digital blood pressure monitor.

Calming Comfort Collection – Members who have experienced trauma or have anxiety can receive \$50 worth of calming supplies per year – examples: a sound machine, weighted blanket, weighted pillow and face mask, aromatherapy.

Home-delivered meals for SSI population – Two meals a day for up to 14 days after discharge from a hospital.

HiSET (high school equivalency test) certification 16+ – HiSET preparation training and a voucher to pay for their HiSET exam fee.

Job and life skills courses 16+ – Online jobs and life skills training platform.

Over-the-counter (OTC) – \$25 monthly per household for OTC vitamins and health products.

Pyx Health 18+ – Access to a mobile platform focused on helping members who are experiencing loneliness and social isolation.

Respite care for individuals experiencing homelessness 18+ – Offers homeless members up to 30 days of short-term room and board with health and social care services.

Safe Home Support 18+ – Tenant members can receive up to \$1000 for remediation of identified housing risks, includes legal services for housing matters.

Sickle Cell Benefit – Members diagnosed with sickle cell anemia can earn \$25 for attending an appointment with either a PCP or hematologist; \$5 for attending second appointment; and \$10 for filling a sickle cell-related medication.

Stop using tobacco – Members who smoke, vape, or use e-cigarettes may be eligible for a 6-month tobacco cessation program. It is designed to engage members early in their quit journey, even if they are not ready to quit. It offer activities and one-on-one support from a certified tobacco cessation coach to help members who smoke discover and develop their own motivations and lead them to a successful quit. Our program offers Pivot Breath Sensor, a pocket-sized device that measures carbon monoxide (CO) in exhaled breath. It works with a mobile app for real time feedback in support of behavioral change. The app also offers activities, a certified tobacco cessation coach and an online support community. Members will also have access to free, clinically proven nicotine replacement therapies.

The Pivot program, without the Pivot Breath Sensor and nicotine replacement therapy (NRT) (due to U.S. Food and Drug Administration (FDA) regulations), serves individuals under 18 years with adult consent.

Other quit tobacco resources:

- **1-800-QUIT-NOW (1-800-784-8669)**
- **www.smokefree.gov**
- **www.cancer.org/stay-away-from-tobacco**

Transportation – Rides to all your planned health care visits are covered. Just call our transportation vendor at **1-877-917-4150** (TTY: **1-866-288-3133**), Mon.-Fri., 7 AM to 7 PM. Be sure to call 48 hours before you need a ride. If you have an urgent need or need help with a ride you have already scheduled, you can call “Where’s my ride” at **1-877-917-4151, 24/7**.

Members 18+ can receive transportation for activities such as job interviews, job training, trips to grocery stores or food banks, faith-based events, and to all applicable value-added services offered.

To sign up for Louisiana Medicaid

You can apply for LA Medicaid or LaCHIP online through their self-service portal at healthy.la.gov. Or you can call **1-888-342-6207**.

To select Aetna Better Health of Louisiana, call **1-855-229-6848** or go to healthy.la.gov.

If you need help, call Member Services at **1-855-242-0802** (TTY: 711). We are here for you.

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>.

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: ادع اسمك لتأخذ بطاقة الهوية، أي بعبارة أخرى، إذا كنت تستخدم اللغة العربية، يمكنك الحصول على خدمات المساعدة اللغوية مجاناً. اتصل بالرقم **1-800-385-4104** الموجود على ظهر بطاقة هويتك أو **711** (TTY: 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: ເຂົນຊາບ: 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: مراہش اب، ناگیار روط ہب نابز تامدخ ہب یسرتسد یارب دیری گب سامت دوخ یی اسانش تراک یور مدش دیق

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).



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