



Aetna Better Health[®]
of Louisiana

Passport to Your Health: Member FAQs

What is the Member Passport?

- Your Passport is a small health notebook that helps you keep track of your doctors, medicines, appointments, and health benefits. Bring it with you to every doctor's visit. Keep it in a safe place because it has personal and health information.
- You can also get a **FREE** digital copy online website here:
 - Digital English version
 - Digital Spanish version

General Information

Why should I use my passport?

The Member Passport helps you:

- Stay organized
- Remember questions for your doctor
- Write down important health information
- Track your rewards and benefits

What can I write in my Passport?

You can write down:

- Emergency contacts
- Your doctors and specialists
- Medicine and allergies
- Notes from your doctor visits
- Past health problems
- Vaccine and test reminders
- Your wellness rewards

Do I need to bring it to every doctor's visit?

Yes. Bring your Passport to every visit. It helps you and your doctor remember your medicines, treatments, test results, and past visits.

What is inside the Passport?

The Passport includes:

- Emergency contact information
- Personal information about you
- A list of your doctors (primary care, specialists, dentist, counselor)
- Space for questions to ask your doctor
- A checklist to get ready for visits
- Your health history
- Medicine and allergy list
- 2026 extra benefits and rewards

What benefits and rewards can I earn in 2026?

You may earn rewards like:

- **\$25** for wellness visits
- **\$25** for screenings (breast, cervical, colon cancer)
- **\$25** for a flu shot
- **\$25** for a diabetes eye exam

- **\$25** for a STI screening (chlamydia, gonorrhea, HIV, or syphilis) for ages 16 and older
- **\$25** for a follow-up visit after a hospital stay for mental health care (ages 6 and older)
- **\$40** refilling blood pressure medication
- **\$25** each quarter for over-the-counter health items
- **Dental and vision allowances**
- **Rewards for pregnancy care**
- **Asthma kits, pain care help, and more!**

Can the Passport help with long-term health problems?

Yes. The Passport helps you track:

- Medicines
- Health history
- Doctor visits
- Treatment plans

It also includes rewards for conditions like diabetes, asthma, and high blood pressure.

Common Member Questions

What if I lose my Passport?

- Contact Member Services at [1-855-242-0802](tel:1-855-242-0802) (TTY: [711](tel:711)), 24 hours a day, 7 days a week, to request a replacement or access a digital copy on the [ABHLA website](#) under Member materials and forms.
- You can also use the **Aetna HealthSM** app for more resources.

Can my provider fill out the Passport?

Yes. Your doctor can help update visit notes, medicines, and treatment plans. The Passport is mainly for you, but your doctor can help during visits.