Healthy living starts here

Get more out of your health benefits in 2026

AetnaBetterHealth.com/Maryland

aetna®

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Aetna Better Health® of Maryland

We've got your back

Care Management is available to help members manage their health. Community health workers are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your primary care provider to help answer medical questions
- Work with your doctors on specialist referrals
- Promote communication between your care provider, family and medical specialists
- Help with home health requests
- Make sure all your health care needs are being met

Children who need more medical or behavioral health needs than other children their age can get special help if they are in a care management program.

Healthy Rewards program

The Healthy Rewards incentive program lets members earn $10 to $50 gift cards when they complete wellness activities such as vaccines, yearly checkups and diabetic exams.

Eligible Members	Reward amount	Wellness activity
Birth to 15 months	$50	Members attending six well-child checkups with their PCP
Birth to age 12	$25	Completing yearly well-child checkup
Birth to age 2 and to age 13	$25	Completing immunization series
12-23 months	$25	Completing a blood lead screening
13-21 years	$35	Yearly healthy teen exam
All Members	$25	Annual flu shot
Women	$25	Yearly mammogram
	$25	Yearly cervical cancer screening
Members with diabetes	$25	Yearly HbA1c blood test
	$25	Retinal eye exam
	$25	Nephropathy screening

Covered benefits/plan benefits

	Office visits
	Urgently needed care
	Emergency care
	Ambulance services (for emergencies)
	Inpatient hospital care
	Outpatient services/surgery
	Mental health and substance abuse services
	Pharmacy
	X-rays/lab services
	Flu/COVID vaccines
	Wellness exam
	24-hour nurse line

2026 value-added benefits

We also offer extra benefits to help with your health and wellness. To receive these extra benefits, members need to show their Aetna Better Health of Maryland ID card. Please see the table below to find out about the extra benefits. No prior authorization is required. To find out how to obtain the extra benefits or if you have any questions, call Member Services at **1-866-827-2710**, (**TTY**: **711**). Aetna Better Health of Maryland will offer extra benefits throughout the contract term.

Value-added benefits

Adult (21+) vision	Annual exam and $200 toward the cost of prescription glasses or contact lenses.
Diaper program	Members under 24 months who have completed health screenings and wellness visits can qualify to receive disposable diapers
Healthy Rewards program	Members can get $10-$50 gift cards when they complete wellness activities such as vaccines, yearly checkups, diabetic eye exams, HbA1C tests, cervical cancer screenings.
Phone Plan	Members are eligible for a free phone plan to include unlimited texts, minutes, and 4.5 GB of data each month all on T-mobile network.
Feminine hygiene	Female members ages 10-55 years who have completed health screenings and wellness visits can qualify to receive feminine hygiene products.

Maternity Matters	Pregnant members are encouraged to make early and frequent prenatal and postnatal visits. Program includes: A $75 gift card for the first prenatal visit in the first trimester, within 42 days of plan enrollment and with notification of pregnancy to the health plan. Earn a $10 gift card for dental visit. Earn an additional $100 gift card for going to pre / postnatal appointments. Gift cards can be used at specific retailers for approved wellness items such as a stroller, portable crib, play yard, car seat or a diaper/wipe package.
Transportation services	Limited rides for required medical appointments only. Maximum of 12 round trips per year.
Carpet cleaning	Asthma and chronic obstructive pulmonary disease members receive one $150 gift card towards the cost of carpet cleaning services. Limit one per household.
School uniforms	Members enrolled in grades 1 to grade 5 who have completed health screening and wellness visits qualify for three sets of uniforms. Limit $100 per year.
Ted E Bear MD® Kids Club program	Members ages 2 to 18 can get help with weight management, healthy living education and local youth sports activity fee payments.
CampusEd	Members age 16+ can get their GED and learn new job skills at no cost. Members have access to prep courses, assistance in scheduling exam and a voucher to pay for the exam. CampusEd provides career services support, resume assistance, opportunities to earn digital badges to show experience, and access to local employers currently recruiting employees.
Swimming lessons	Members receive up to $50 credit for the cost of swimming lessons.
After school engagement	Members ages 5 to 18 can get up to $60 credit per year for activities at participating YMCA, Boys and Girls Clubs, Boy Scouts or Girl Scouts.
Over-the-counter supplies	Receive $15 monthly to purchase healthy supplies and products at CVS stores.

Contact Aetna Better Health of Maryland at **1-866-827-2710 (TTY: 711)** to notify us of completion of any wellness activities to receive your gift card(s).

Aetna Better Health of Maryland will notify you at least 30 days before making any changes and/or terminations in benefits, services or delivery dates. If you have any questions, call Member Services at **1-866-827-2710, (TTY: 711)**.

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at **AetnaBetterHealth.com/Maryland**. You can call us at **1-866-827-2710 (TTY: 711)** to ask us to mail you a paper copy of the member handbook or provider directory with a current list of our providers. You can request any member material in a language other than English, or in other formats such as audio, large print or Braille. This is available at no cost to you.

The covered benefit information in this brochure is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply.

We want you to get the most out of your benefits

If you have any questions about your benefits and services, give us a call at **1-866-827-2710 (TTY: 711)**. We are here to help.

Non-discrimination statement & accessibility requirements

Aetna Better Health of Maryland and The Maryland Department of Health (the Department) complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

Aetna Better Health of Maryland, upon request:

- Provides free aids and services to people with disabilities to communicate effectively with Department staff, such as, but not limited to:
  - Qualified sign language interpreters
  - Writing information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides NO COST, FREE language services to people whose primary language is not English, such as, but not limited to:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please contact the Department's health program, service, local health department or health insurance marketplace directly.

If you believe that the department 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: Aetna Better Health of Maryland Civil Rights Coordinator, PO Box 818001, Cleveland, OH 44181-8001; Phone **1-888-234-7358 (TTY 711)**; Email **MedicaidCRCoordinator@aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with section 1557 or The Maryland Department of Health, Office of Equal Opportunity Programs, Equal Access Compliance Unit (EACU), 201 West Preston Street, Room 422, Baltimore, Maryland 21201, **410-767-6600** (Voice) **410-333-5337** (Fax), **mdh.oeop@maryland.gov** (email). Deaf and hard of hearing individuals may use MD Relay **7-1-1**.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, EACU staff are 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/smartscreen/main.jsf**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-868-1019**, **800-537-7697** (TDD). Complaint forms are available at **https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf**.

Language accessibility statement
If you speak English, language assistance service, free of charge, are available to you. Call **1-800-385-4104** (**TTY: 711**).

Español/Spanish
Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

አማርኛ/Amharic
ልብ ይበሉ: **አማርኛ ቋንቋ የሚናገሩ ከሆነ፥ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ 1-800-385-4104 (መስማት ለተሳናቸው: 711).**

العربية/Arabic
ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

Bàsɔ̀ɔ̀ Wùɖù/Bassa
Dè dɛ nìà kɛ dyéɖé gbo: Ɔ jǔ ké m̀ dyi Bàsɔ̀ɔ̀-wùɖù-po-nyɔ̀ jǔ n̈i, n̈i à wuɖu kà kò ɖò po-poɔ̀ ɓɛ́ m̀ gbo kpáa. Ɖá **1-800-385-4104** (TTY: **711**).

中文/Chinese
注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

فارسی/Farsi
توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارایه میگردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

Français/French
Attention: Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

Kreyòl Ayisyen/Haitian Creole
Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

Igbo
Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dịịrị gị. Kpọọ **1-800-385-4104** (TTY: **711**).

한국어/Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Português/Portuguese
Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

Русский/Russian
Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

Tagalog
Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

Tiếng Việt/Vietnamese
Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104** (TTY: **711**).

Yorùbá/Yoruba
Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọ́wọ́ lórí èdè, lófẹ̀ẹ́, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).

ગુજરાતી/Gujarati
ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિઃશુલ્ક ઉપલબ્ધ છે. કૉલ કરો **1-800-385-4104** (TTY: **711**).

اردو/Urdu
خبردار: 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).**

Aetna Better Health of Maryland
Member Services
1-866-827-2710 (TTY: 711)
24 hours a day, 7 days a week

Aetna Better Health of Maryland