



Aetna Better Health<sup>®</sup>  
of Michigan



# Aetna Better Care<sup>®</sup> Rewards

2023 | Program Guide

# Welcome to 2023 Aetna Better Care<sup>®</sup> Rewards



## Earn

You earn reward points for completing certain healthy activities. You can then spend your points on fun, healthy items in the rewards catalog.

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## Track

Visit [AetnaBetterCareRewards.com/MI](https://www.aetna.com/bettercare/rewards) to check your reward points balance and track the healthy activities you have completed.

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## Shop

You can spend your reward points online or by calling us. All Aetna Better Care Rewards orders ship free, right to your door!

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## Learn

For more information, visit [AetnaBetterCareRewards.com/MI](https://www.aetna.com/bettercare/rewards) or call **1-877-473-5147 (TTY: 1-844-200-2094)**.

# Get healthy. Earn rewards.

## Reward your healthy choices

As a member of Aetna Better Health® of Michigan, you are automatically enrolled in Aetna Better Care® Rewards. You can earn reward points for making certain healthy choices. For example, members age 20+ can earn **500 points** (\$50 value) for completing an annual wellness checkup with a primary care provider.

## Enjoy the rewards of better health

The Aetna Better Care Rewards program is more than just rewards. Completing healthy activities can help you improve your health and well-being. Visit **AetnaBetterCareRewards.com/MI** for healthy tips, tools, and resources.

## Earn reward points and go shopping

Check out pages 2-3 of this booklet to learn about all the ways you can earn reward points. Use your points to shop for fun, healthy items in the Aetna Better Care Rewards catalog.

### Sample reward categories and items

#### Athletics



Wilson® NCAA® Basketball  
WBB\_200

#### Education & Creativity



Deluxe Art Set  
DAS\_600

#### Kitchen & Nutrition



Magic Bullet® Blender  
MBB\_300



#### Shop online

**AetnaBetterCareRewards.com/MI**

All items ship free!



#### Shop by phone

**1-877-473-5147 (TTY: 1-844-200-2094)**





8 AM to 5 PM ET, Mon.–Fri.

2023

# Aetna Better Care<sup>®</sup> Rewards Program

## Reward Activities


### Prevention and Screening Rewards

	<b>Adult PCP Checkup</b> (age 20+) Complete a checkup with your primary care provider (PCP)	<b>500 points</b> (\$50 value)
	<b>Breast Cancer Screening</b> (women, ages 50-74) Complete a mammogram	<b>500 points</b> (\$50 value)
	<b>Cervical Cancer Screening</b> (ages 21-64) <ul style="list-style-type: none"><li>• Ages 21-64, complete a Pap test</li><li>• Ages 30-64 and high-risk, complete a human papillomavirus (HPV) test</li><li>• Ages 30-64 and high-risk, complete Pap+HPV cotest</li></ul>	<b>500 points</b> (\$50 value)
	<b>Diabetes Testing</b> (ages 18-75) Diagnosis of type 1 or 2 diabetes Complete an HbA1c test and a diabetic eye exam	<b>250 points</b> (\$25 value)






### Maternal Care Rewards

	<b>Prenatal Checkup</b> (age 18+) Complete a prenatal care visit in the first trimester or within 42 days of plan enrollment	<b>500 points</b> (\$50 value)
	<b>Postpartum Checkup</b> (age 18+) Complete a postpartum care visit 7-84 days after delivery	<b>500 points</b> (\$50 value)

### Step-Up Challenge


	<b>Step-Up Challenge</b> (age 10+) Complete the three-week walking challenge	<b>250 points</b> (\$25 value)
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## Well-Child and Well-Adolescent Reward Activities

	<b>Well-Baby Checkups</b> (ages 0-15 months) <ul style="list-style-type: none"><li>• Complete 3 well-baby visits in the first 6 months</li><li>• Complete 3 well-baby visits between 6 and 15 months</li></ul>	<b>500 points</b> (\$50 value)
	<b>Well-Child/Adolescent Checkups*</b> (ages 3-21) Complete an annual well-care visit with a PCP or an OB/GYN	<b>500 points</b> (\$50 value)
	<b>Childhood Immunization Series</b> (ages 0-2) Complete full childhood vaccination series against DTap, HiB, polio, HepB, chicken pox, PCV, MMR, HepA, rotavirus, and influenza (flu)	<b>250 points</b> (\$25 value)
	<b>Adolescent Immunizations</b> (age 13 and under) Complete all three required adolescent immunizations by your child's 13th birthday	<b>250 points</b> (\$25 value)
	<b>Lead Screening</b> (ages 0-2) Complete a blood test for lead poisoning by your child's second birthday	<b>250 points</b> (\$25 value)

\*Members ages 20-21 can earn either the Adult PCP Checkup or the Well-Child/Adolescent Checkup reward, but not both.

## Healthy Michigan Plan Members (Medicaid Expansion) Reward

	<b>Health Risk Assessment</b> (ages 19-64) HMP members can earn an additional reward by completing the Healthy Michigan Plan Health Risk Assessment	<b>500 points</b> (\$50 value)
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» Check out all of your reward activities at [AetnaBetterCareRewards.com/MI](https://www.aetna.com/bettercare/rewards)



# Questions & Answers

## How do I join Aetna Better Care® Rewards?

As an Aetna Better Health® member, you are automatically enrolled in Aetna Better Care Rewards program, which is provided at no cost to you.

## How do I earn rewards?

You earn reward points by completing certain healthy activities. Pages 2-3 of this booklet show you how you can earn rewards.

## How do my children earn rewards?

Your children earn reward points by completing healthy activities. As the account owner, your children's points appear in your account.

## Why do I need to register for the rewards program?

You need to register with Aetna Better Care Rewards to spend the points you earn. To register, visit **[AetnaBetterCareRewards.com/MI](https://AetnaBetterCareRewards.com/MI)** or call **1-877-473-5147 (TTY: 1-844-200-2094)**.

» **Learn more and register today!**



**[AetnaBetterCareRewards.com/MI](https://AetnaBetterCareRewards.com/MI)**  
All items ship free



**1-877-473-5147 (TTY: 1-844-200-2094)**  
8 AM to 5 PM ET, Mon.–Fri.

# Get healthy. Go shopping!

## Track your reward points

Most reward points are awarded within 3 months after you complete a healthy activity. Points for the Step-Up Challenge are awarded as soon as you complete the activity. Track your points online at **AetnaBetterCareRewards.com/MI** or by calling **1-877-473-5147 (TTY: 1-844-200-2094)**.

## Spend your reward points

You spend your reward points on hundreds of fun, healthy items from the Aetna Better Care® Rewards catalog. You can shop online or by phone. You can also call to request a printed copy of the catalog.

## Shop before your reward points expire

The points you earn in one year expire on December 31 of the following calendar year. For example, points earned in 2023 will expire on December 31, 2024.



# Aetna Better Care<sup>®</sup> Rewards Nondiscrimination Notice

## 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, sexual orientation or gender identity.

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, sexual orientation or gender identity, 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.



**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)**.

**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)**。

**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)**

**ALBANIAN: VINI RE:** Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **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.

**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)**.

**GERMAN: ACHTUNG:** Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservicenutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

**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)**.

**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。

# Aetna Better Care® Rewards Program Terms & Conditions

## Effective Date: August 1, 2023

The following terms and conditions apply to the Aetna Better Care Rewards Program, including all Aetna Better Care Rewards websites and Aetna Better Care Rewards Member Support services. By participating in the Aetna Better Care Rewards Program and using the Aetna Better Care Rewards websites, you accept these terms and conditions. **IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU SHOULD NOT TAKE PART IN THIS PROGRAM.**

### 1. You are automatically enrolled in Aetna Better Care Rewards

The Aetna Better Care Rewards Program is made available to you by Aetna Better Health® of Michigan ("ABCMI"). You are automatically enrolled in Aetna Better Care Rewards if you are enrolled in Aetna Better Health of Michigan. Aetna Better Care Rewards is administered by Finity, Inc. ("Finity").

### 2. Rewards program rules

Aetna Better Care Rewards lets you earn reward points when you complete certain wellness activities. You must be enrolled in Aetna Better Health of Michigan to participate in Aetna Better Care Rewards. Rewards expire when the member becomes ineligible or twelve (12) months after the end of each program year, whichever is longer. The current program year is August 1, 2023 through December 31, 2023.

**Complete rewards eligibility criteria and further information may be found online at [AetnaBetterCareRewards.com/MI](https://www.aetnabettercare.com/MI).** You may also call us at **1-877-473-5147 (TTY: 1-844-200-2094)**, 8 AM to 5 PM ET, Monday through Friday, if you have any program questions.

### 3. Exclusions & restrictions may apply

Aetna Better Care Rewards may be subject to certain exclusions and restrictions. ABCMI makes the final decision about all rewards eligibility, reward criteria, and program rules. ABCMI and Finity reserve the right to suspend and/or cancel your participation in any part of the Aetna Better Care Rewards Program at any time for any reason.

### 4. The terms and conditions may change

These terms and conditions may change at any time without prior notice to you. Any changes will take effect as soon as they are posted on the Aetna Better Care Rewards websites. You should check the websites periodically for updates. You agree to any changes in the terms and conditions by taking part in Aetna Better Care Rewards and making use of the Aetna Better Care Rewards websites after changes have been posted.

### 5. Participation is AT YOUR OWN RISK

Your participation in the Aetna Better Care Rewards Program is done **AT YOUR OWN RISK**. You should consult your primary care provider or another qualified healthcare professional before participating in any exercise, nutrition, wellness, or prevention programs or activities, including Aetna Better Care Rewards programs and activities, whether or not you have a known health condition or risk factors.

### 6. No medical advice, diagnosis, or treatment

Aetna Better Care Rewards provides general information only. It is not guaranteed to be accurate, timely, or appropriate. Any health information, alerts, or wellness challenges are meant for general health information purposes only and are not meant as personal health advice.

The Aetna Better Care Rewards Program does not provide medical advice, diagnosis, or treatment. You should not use any information provided through the program as a substitute for medical advice, diagnosis, or treatment. If you have a medical emergency, call 911 or go to an emergency or urgent care facility. ABCMI, Finity, and their respective employees, officers, subsidiaries, affiliates, and agents are not responsible for any injury, illness, death, or other outcome that may result if you take part in the program or any activities in the program.

### 7. Third-party content

Some of the content, tools, and calculators available on the Aetna Better Care Rewards websites may be provided and owned by third parties. Any such third-party content is the exclusive intellectual property of its rightful third-party owner. The Aetna Better Care Rewards program does not endorse, control, or make any representations about third-party content.

### 8. Compliance with laws & regulations

The Aetna Better Care Rewards Program is designed to comply with applicable laws and regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). ABCMI complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### 9. Warranties

**THE AETNA BETTER CARE REWARDS PROGRAM IS PROVIDED TO YOU "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT. NO GUARANTEE OR WARRANTY IS MADE FOR THE AETNA BETTER CARE REWARDS WEBSITES.**

The Aetna Better Care Rewards Program and Finity are not liable for any damage or injury to persons or property that may result from your participation in the program or use of the websites. We make no promise or warranty that you will be able to access or use any portion of the websites. We make no warranty or guarantee that the websites will be error-free or that the servers that make the websites available are free of viruses or other harmful components. We disclaim any liability for any delay, failure, interruption, or corruption of any data or other information transmitted related to your use of the websites. Some jurisdictions may not allow the exclusion of implied warranties. This may mean that some of the above exclusions may not apply to you.

### 10. Limitation of liability

By taking part in the Aetna Better Care Rewards Program, you agree to release ABCMI, Finity, and their respective affiliated companies and subsidiaries, officers, directors, employees, contractors, and agents, from any loss, claims, or damages that arise from your use of or participation in any portion of the program, whether known or unknown, suspected or unsuspected, disclosed or undisclosed. In no event shall ABCMI or Finity be liable for any costs, damages, or expenses (including, without limitation, any direct, indirect, incidental, punitive, special, or exemplary damages, lost profits resulting from lost data or business interruption, or health problems), that may result from your use or inability to use the websites or any products, health activities, or services provided through the Aetna Better Care Rewards Program, whether based on warranty, contract, tort, or any other legal theory, and whether or not we have been advised of the possibility of such damages. Some states do not allow the

exclusion or limitation of liability for consequential or incidental damages. The exclusion or limitation may not apply if you live in one of those states. The remedies under these rules are exclusive and are limited to those expressly provided for herein.

### **11. Consequential damages waiver**

**IN NO EVENT SHALL ABCMI OR FINITY BE LIABLE FOR ANY INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST PROFITS OR LOST DATA OR INFORMATION DAMAGES, OR ANY OTHER INDIRECT DAMAGES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE RELATED TO YOUR USE OF THE WEBSITE OR YOUR USE OR PARTICIPATION IN THE PROGRAM.** This waiver includes, without limitation, any damages in connection with economic loss, physical or mental illness, recurrence of pre-existing physical or mental illness, injury, or death as a result of your use of any reward products or participation in any of the program activities.

### **12. Hold harmless**

You agree to hold ABCMI, Finity, and their respective officers, directors, agents, employees, and contractors harmless from and against any claims, actions, demands, liabilities, and settlements, including, without limitation, reasonable legal and accounting fees, resulting from, or alleged to have resulted from, your participation in the program, or use of any and all products, rewards, activities, or services offered through the Aetna Better Care Rewards Program.

### **13. Use the program only as allowed**

You are not allowed to copy, reproduce, or redistribute any aspects of the Aetna Better Care Rewards Program or websites. You are not allowed to remove or change the Aetna Better Care Rewards websites in any way, including but not limited to copyrighted materials, trademarks, service marks, trade names, logos, or other intellectual property.

### **14. Governing jurisdiction & conflict of laws**

The Aetna Better Care Rewards Program is governed by the internal substantive laws of the State of Michigan, without respect to its conflict of laws principles. By taking part in the Aetna Better Care Rewards Program, you agree that any dispute arising from or in any way related to the program will be resolved in the federal courts or the state courts of Michigan. You further expressly consent to the exercise of personal jurisdiction in the federal courts or the state courts of Michigan in connection with any such dispute involving ABCMI, Finity, and their respective affiliates, subsidiaries, employees, contractors, officers, directors, telecommunication providers, and other third parties.

### **15. Severability**

In the event any part of these terms and conditions is found to be invalid by a court of competent jurisdiction, that part shall be deemed invalid or modified as required by such court, and the remainder of the terms herein shall remain in full force and effect.

## **Aetna Better Care® Rewards Communications Terms of Use and Privacy Policy**

The Aetna Better Care Rewards Program is provided by your health plan and is administered by Finity, Inc. (“Finity”) (“us” or “we” or “our”).

### **1. Telephone Terms & Conditions**

You agree to allow us to contact you with periodic telephone communications from the Aetna Better Care Rewards Program that will provide information about the rewards program, important health plan and preventive services information, appointment scheduling support, and/or general health information. Telephone communications may be non-automated, automated, or pre-recorded. Message and data rates may apply.

We may continue to contact you using non-automated telephone communications through the contact information you provide.

### **2. Texting Terms & Conditions**

You agree to allow us to contact you with one-time, periodic, or recurring text messages from the Aetna Better Care Rewards Program that will provide information about the rewards program, important health plan and preventive services information, appointment scheduling support, and/or general health information. You may always text STOP to stop messaging for that text messaging program or text HELP for help. Message and data rates may apply. Text messaging may not be available via all carriers.

### **3. E-mail Terms & Conditions**

You agree to allow us to contact you with one-time, periodic, or recurring e-mail messages from the Aetna Better Care Rewards Program that will provide information about the rewards program, important health plan and preventive services information, appointment scheduling support, and/or general health information. You may always opt out of receiving email messages by clicking the **Opt Out** link at the bottom of the message.

### **4. Opting Out**

You can opt out of certain communication mediums for the Aetna Better Care Rewards Program, including telephone calls, text messages, or emails in the **My Account** section of **AetnaBetterCareRewards.com/MI** or by calling us at **1-877-473-5147 (TTY: 1-844-200-2094)** 8 AM to 5 PM ET, Monday through Friday. Aetna Better Care Rewards Program telephone calls may be recorded for quality control purposes.

### **5. Limitation of Liability**

Under no circumstances will we be liable for any direct or indirect, incidental, consequential, special, exemplary, or punitive damages arising out of or in connection with use of telephone communications and/or text messaging, whether or not we have been advised of the possibility of such damages.

### **6. Communications Privacy Policy**

Please notify us immediately if your mobile number changes. We are not liable for any communication or transmission of information by text that happens because you did not report that your mobile number has changed. Password protecting mobile device(s) and enabling encryption, if available, is recommended. Your consent to the Aetna Better Care Rewards Terms & Conditions and Privacy Policy allows us to process account registration; send program alerts and notifications; process rewards orders; reply to phone calls, emails, text messages, or other communications received from you; recommend wellness and program activities; provide you with a more personalized user experience; protect the legal rights of your health plan, Finity, and the Aetna Better Care Rewards Program; comply with applicable subpoenas, laws, and regulations.

If you have questions or concerns about this Communications Privacy Policy, you may contact Finity at [legal@finity.com](mailto:legal@finity.com).

These policies are governed by the internal substantive laws of the State of Michigan, without respect to its conflict of laws principles. By taking part in the Aetna Better Care Rewards Program, you agree that any dispute, lawsuit, or controversy related to your use of the program will be resolved in the federal courts or the state courts of Michigan.

You further expressly consent to the exercise of personal jurisdiction in the federal courts or the state courts of Michigan in connection with any dispute involving the Aetna Better Care Rewards Program, its affiliates, subsidiaries, employees, contractors, officers, directors, administrators, and telecommunication providers.



**Aetna Better Health<sup>®</sup>  
of Michigan**

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# Aetna Better Care<sup>®</sup> Rewards

2023 | Program Guide



Scan the code to learn  
more about Aetna  
Better Care Rewards!



 [AetnaBetterCareRewards.com/MI](https://AetnaBetterCareRewards.com/MI)

 **1-877-473-5147 (TTY: 1-844-200-2094)**

Exclusions and restrictions may apply. Reward item availability and value are subject to change.

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