

wellness & you

Your Aetna Better Health® Medicaid member newsletter

HEALTHY LIVING



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. If you lost your coverage and are still eligible, you may be able to get your benefits back. Visit aetna.com/sp24ny-1 or scan the QR code below to learn more.



4 barriers to good health — and how your Aetna plan can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor’s office can make it harder to take care of your health. These are called social determinants of health (SDOH). And many of them may be out of your control. That’s why Aetna Better Health® of New York provides benefits designed to help you overcome these barriers.

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Barriers story continued



BARRIER 1

Transportation

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

How Aetna can help:

Starting March 1, 2024, New York Medicaid will provide nonemergency medical transportation for covered medical services and appointments to some members. You or your provider can schedule a ride through the Statewide Transportation Broker - Medical Answering Services (MAS). Visit [medanswering.com](https://www.medanswering.com) or call **844-666-6270** to schedule a ride.



BARRIER 2

Language

We know that not all members speak English as their first language. That can make it hard to talk to your doctor or ask questions about your benefits.

How Aetna can help:

Call Member Services if you need an interpreter or to ask for materials in another language. When you call Member Services, we will connect you with someone who speaks your language. If we cannot speak your language, we will speak with you through a language interpreter service.



BARRIER 3

Accessing care

Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment. This can make it tough to get the care you need.

How Aetna can help:

Talk to your Care Manager. They can discuss other care options with you, like telehealth or home visits.

Have a medical question after hours? You can call Member Services any time and talk to a nurse. They can help you decide where to go for care or how to treat your health problem at home.



BARRIER 4

Budgets

Costs are rising for housing, food and other essentials. So it may be harder than ever to stick to your budget.

How Aetna can help:

There are many resources that can help you with food, housing and more. Your dedicated Care Manager can help connect you to local and government resources.



Your Care Manager is here for you

Aetna Better Health provides every member with a nurse Care Manager and a care management team. This team includes a nurse and social worker that can help with your daily needs.

Your Care Manager will help develop your personal care plan with you and your providers. They'll also help you keep track of appointments and make sure you get all the care and services you need.

You can call your Care Manager any time for help. They'll also check in with you at least once a month. Whatever barriers you're facing, your care team can help you overcome them.



Good health care starts with the right doctor

Looking for a new primary care provider? These four tips can help you find the right one.

Your primary care provider (PCP) is your go-to source for all your health care needs. They're your closest ally when it comes to managing your health, so it's important to have a PCP you trust.

Your PCP isn't the only provider you'll see. Your health care team should also include a dentist and an eye doctor for regular checkups. You may also need to see specialists to help treat certain illnesses or injuries. Your PCP will work with you to choose a specialist and refer you for care.

Finding a provider can seem like a daunting task. Here are a few tips that can help.

Look for in-network providers

Most health plans have a preferred network of doctors, pharmacies and health care facilities. Going to one of these in-network providers can help you save money.

Get a recommendation

Ask friends, family or other people in your community if they have a provider they like. You can also look up providers online and find patient reviews as well as credentials, years of practice and specialties.

Focus on your specific needs

Do some research to find a provider that meets your medical and personal needs. Consider who you'll be most comfortable with. Would you feel more comfortable with a male or female physician? If English isn't your first language, you might want to try to find a practice with doctors who speak your language.

Location, location, location

Remember, if you're not feeling well, you won't want to travel too far to see your doctor. Look for a provider that is easy to get to, whether you're traveling by public transportation or car. Other things to consider: whether the practice offers night and weekend hours, whether they can perform lab tests or take X-rays in-house, and whether the office staff is friendly and helpful.

Looking for an Aetna Better Health provider? Go to [AetnaBetterHealth.com/ny/find-provider](https://www.aetna.com/betterhealth/ny/find-provider) to search or download our provider directory. If you need help or would like a hard copy of the provider directory, call Member Services. Your Care Manager can also help you find providers.

Learn more about your benefits.

Check out your Member Handbook or visit [AetnaBetterHealth.com/ny](https://www.aetna.com/betterhealth/ny) for more information about the benefits and services included in your health plan, as well as those not covered.

How to report fraud, waste and abuse

Aetna Better Health® of New York is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

What are fraud, waste and abuse?

Fraud happens when someone lies to get money or services.

Waste happens when someone uses benefits or services they don't need.

Abuse happens when someone takes money for services when they aren't legally entitled to payment.

Reporting fraud, waste or abuse

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three ways to do so:

- Call Aetna Better Health Member Services:
1-855-456-9126 (TTY: 711)
- Notify the New York Office of the Medical Inspector General:
1-877-873-7283 or
omig.ny.gov/medicaid-fraud/about-medicaid-fraud-waste-and-abuse

- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of New York, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

We're here for you

Member Services:
1-855-456-9126 (TTY: 711)
24 hours a day, 7 days a week

Dental care:
Liberty Dental
1-855-225-1727
(TTY: 877-855-8039)

Vision care:
EyeQuest
1-855-873-1282, Monday through Friday, 8 AM to 8 PM

Transportation services:
Rides can be arranged with the Statewide Transportation Broker - Medical Answering Services (MAS).

Visit **medanswering.com** or call **844-666-6270** to schedule a ride.



5 ways to deal with loneliness

Social connections are important for your mental and physical health. Try these strategies to foster relationships with family, friends and community.

Friends and community give us energy and purpose. But there are times in everyone's life when loneliness creeps in. And when you feel isolated, your overall health can suffer.

Research has shown that loneliness may up your chances of heart disease and inflammation. It can lead to anxiety, depression and cognitive issues as well. If you're struggling with feelings of loneliness, here are some simple steps you can take to build community.

1 Start small

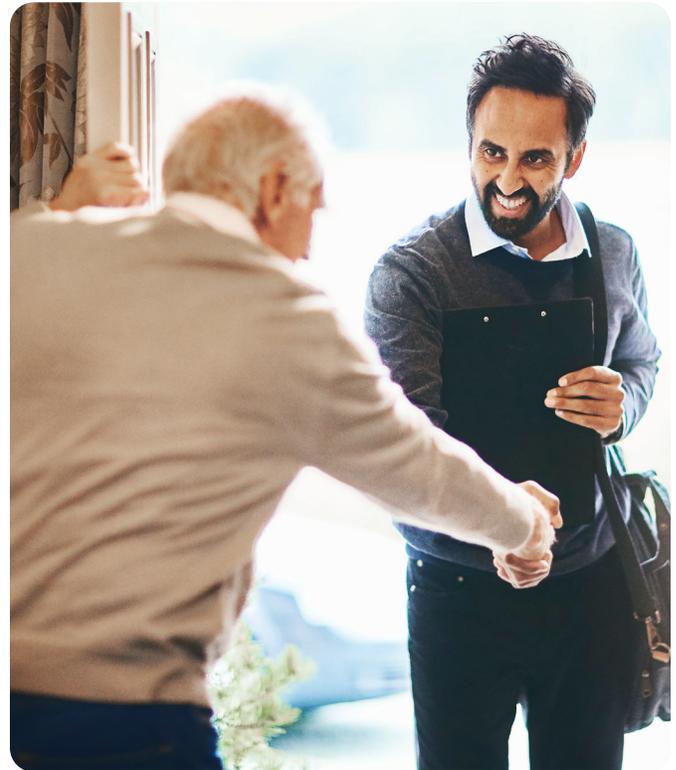
You don't have to go on new adventures to meet new people. Instead, look for ways to connect with people you already come in contact with. That could be members of your group fitness class or a neighbor you see regularly. Strike up a conversation next time you see them. It will help you feel more connected to the people around you.

2 Focus on health

If you're struggling to take care of your own health, you may have a harder time finding the energy to socialize. Focus on yourself first by getting enough sleep, exercising and keeping up with doctor visits. When your physical needs are met, you may find it easier to start reaching out to other people.

3 Consider therapy

Loneliness could be a symptom of another disorder, like social anxiety. A therapist can help you notice negative thought patterns that may contribute to your sense of loneliness. Plus, talking to a therapist can inspire more interactions.



4 Limit social media

Connecting with friends and family online can help foster those relationships. But too much time on social media can also make you feel isolated, especially if you start comparing your life to what others are posting online. In fact, one study found that people who limited their time on Facebook and Instagram reported fewer feelings of depression and loneliness.

If you use social media, use it to interact with people directly. Maybe it's an opening for a phone call or an in-person visit.

5 Be open about loneliness

You're not alone in feeling lonely. A 2023 poll found that about 1 in 3 older adults feel isolated at least some of the time. Talk to friends and family about your feelings of loneliness. There's a good chance they can relate. Then, find ways to help each other feel less lonely.

If you or someone you know is struggling or in crisis, help is available. Call or text **988** or go to **988lifeline.org** to chat.

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
P.O. Box 818001
Cleveland, OH 44181-8001
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**).

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.

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**).

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.

AMHARIC: ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ደጋፍ አገልግሎቶችን ማግኘት ይቻላል። በአርሲዎ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

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۔

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**).

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**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

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.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-á win kwa cetiyò + ne-lá, i belé-ó bi má-ó mù bò kó putu bò. Dà nobâ né ê nea-ó ñ-á jié jipolé kateh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRUBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí ó bá sọ èdè Yorùbá, àwọn olùrànlówó ìpèsè èdè tí wá ní lẹ́ fún ọ lófèé, pe nọhà tí ó wà lẹ́yìn káàdì ìdánimò rẹ tàbí **1-800-385-4104** (TTY **711**).



Aetna Better Health® of New York
101 Park Ave., 15th Floor
New York, NY 10178

<Recipient's Name>

<Mailing Address>

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Take advantage of your Member Handbook

Your Aetna Better Health® of New York Member Handbook has everything you need to know about your health plan, including:

- ✔ Benefit restrictions outside the Aetna service area
- ✔ Covered benefits and services
- ✔ How to get a new member ID card
- ✔ How to file a complaint, grievance or appeal
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ Helpful phone numbers and contact information
- ✔ Notice of privacy practices
- ✔ Your member rights and responsibilities



The Member Handbook is updated every year. If there are major changes, we will send you a letter about it at least 30 days before the changes are effective.



Scan the QR code or visit aet.na/sp24ny-2 to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-855-456-9126 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.