



10 Years

Aetna Better Health of New York 10th Year Anniversary ♥

Aetna Better Health History and Highlights

- ♥ Enrolled first member on December 1, 2012, starting with approximately 25 members. Total members lives impacted since 2012 is 17,999
- ♥ In 2017, Transitioned all care management from external management to in-house management, improving the quality of care for over 3000 members
- ♥ Service areas include Queens, Brooklyn, Manhattan, Nassau County and Suffolk County. Expanded service area into the Bronx in 2019, NY's county with the highest concentration of Medicaid recipients
- ♥ In 2019, received the Circle of Care Award from a prominent CBO. The award acknowledges innovative programming, research or services in the fields of caregiving and dementia by an individual or organization
- ♥ In 2020 and 2021, successfully transitioned members to virtual assessments in response to COVID pandemic

"Aetna Better Health of New York is proud to celebrate 10 years of managing the care for some of NY's most vulnerable seniors. We work with our community partners and remain committed to keeping our members at the center of everything we do to ensure that they are healthy and happy in the surroundings they enjoy most – their homes"

– Kevin P Nelson, CEO, Aetna Better Health of NY

Member Spotlight

Our members (which is you!) are the most important part of our health plan. That is why we at Aetna Better Health of New York work hard every day to bring the best care and services to those in need. To celebrate our 10th year anniversary, we asked two of our longest served members and their family on why they have chosen to stay with Aetna Better Health of New York.



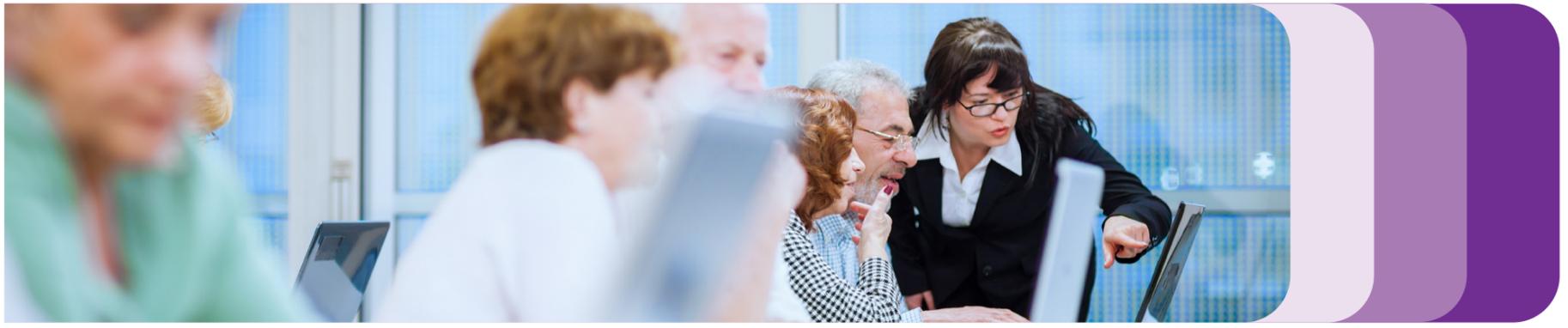
Mr. Issak Gutentog is 85 years old and has been with Aetna Better Health of New York from the start for 10 years and is one of the first group of members enrolled on December 1st, 2012.

Member's Quote: "Yelena, my case manager has always provided the support needed to address Issak's advancing chronic conditions by coordinating home care services. Because of the attention and care provided by his MLTC team, Isaak is able to live at home and has not been hospitalized with the past 9 months. Isaak is exceedingly grateful to his case management team, knowing they are constantly looking out for his needs."



Ms. Sandra Robbins is 91 years old and has been with Aetna Better Health of New York since September 1st, 2014, for over 8 years.

Member's Quote: "The main reason I have been an Aetna Better Health member since 2014 is because of the kind of people who work there. I could not find anywhere a more caring and devoted staff. You just don't find that around today. Devotion to jobs – Indina, who is my Care Manager is so devoted to doing her job and is always ready to help caring for people."



Spam/Fraud awareness:

Scammers use various tactics, including deceit, coercion, intimidation, emotional abuse, undue influence and empty promises. While anybody can be a victim of a scam, certain vulnerable populations are more likely to be targeted by scammers, such as: seniors. Here are some tips below to prevent being a victim to scam/fraud:

Avoiding Fraudulent “Anti-Aging” or Health Products

Be wary of products that claim to cure a wide variety of illnesses (particularly serious ones like cancer). Always consult your doctor or medical professional before taking any dietary or nutritional supplement.

Avoiding Health Insurance Fraud

Never sign blank insurance claim forms or authorizations for health services. Always review your insurer’s explanation of benefits statement to confirm it was you who actually received those services and keep all health care records. If unsure of a call at any point, reach out to your insurer through official contacts i.e., business cards.

Avoiding Phishing Scams

Phishing e-mails are designed to trick people into sending money or providing personally identifying information, such as usernames, passwords, credit card details, and Social Security numbers to commit identity theft. Many times, phishing e-mails use the names or likenesses of legitimate businesses to trick consumers.

Avoiding Scams Targeting Seniors

Seniors are often targeted by scam artists because they are easy to reach by phone, are frequently home during the day, often live alone, and tend to be more willing to talk to strangers than others. Scammers may promise significant returns on investment products, advertise anti-aging products that are never delivered or are worthless and others trick seniors into paying advance fees for fake sweepstakes or lottery winnings.

Avoiding Telemarketing Fraud

Never give out personal or financial information if you receive an unexpected telemarketing call. Avoid unwanted sales calls. Place your personal phone number on the Do Not Call Registry by calling **1-888-382-1222** or logging onto **www.donotcall.gov**

Source: <https://dos.ny.gov/scam-prevention>

Health Care Proxy:

A Health Care Proxy (HCP) allows you to choose someone you trust as your representative to make health care decisions on your behalf. If you cannot make medical decisions for yourself, a Health Care Proxy instructs health care providers involved with your care that the person you appointed as your representative is the person who you want making care decisions for you. If you have not yet filled out a Healthy Care Proxy form or if there are any changes to who you want as your Health Care Proxy, speak to your Care Manager to find out how to obtain a HCP form or go online to <https://www.health.ny.gov/publications/1430.pdf> to download a blank copy.



988: The mental health crisis support line

Providing 24/7, free and confidential support to people in suicidal crisis or emotional distress works. The Lifeline helps thousands of people overcome crisis situations every day. The 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) offers 24/7 call, text and chat access to trained crisis counselors who can help people experiencing suicidal, substance use, and/or mental health crisis, or any other kind of emotional distress. People can also dial **988** if they are worried about a loved one who may need crisis support.

Need support now?

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

Source:

<https://www.samhsa.gov/find-help/988>

<https://www.samhsa.gov/suicide>

Our Member Service team is here for you. If you have questions, call us at **1-855-456-9126 (TTY: 711)**. We're here 24 hours a day, 7 days a week. You can also go to our website at **AetnaBetterHealth.com/NewYork**.