

wellness & you

Your Aetna® Dual Eligible Special Needs Plan (D-SNP) member newsletter

HEALTHY ALL YEAR

Meet your Aetna care team

Dear <First Name>,

Did you know you have a care team ready to help you get the right care for your needs? This team of dedicated health care workers may include:

Nurse care manager

Your care manager is a registered nurse. They can help create a full care plan that meets your health needs. And they can help put that plan into action with your primary care provider (PCP).

Social worker

A social worker helps with basic needs that affect your health such as:

- Housing
- Utilities
- Healthy groceries

A social worker can also help answer questions about social services such as food assistance and affordable housing.



Care coordinator

A care coordinator understands your D-SNP benefits and can help you get the most out of your plan benefits. Here are some examples of how they can help:

- Scheduling a medical appointment
- Getting authorization for home medical equipment and medications

Member advocate

Member advocates are knowledgeable about Medicaid. They can help you apply

for Medicaid benefits or recertify.

Pharmacist

At least once a year, this team member will review your medications and recommend changes (if needed) to your PCP.

Behavioral health care manager

Mental health is just as important as physical health. This care team member can help you get behavioral (mental) health support if or when you need it.



Ready to meet your care team? Give them a call today at **1-855-463-0933 (TTY: 711)** from 8 AM to 5 PM ET, Monday through Friday, for more information.

Simple ways to stick to your medication schedule

With so many things to remember from day to day, it's no wonder we sometimes forget to take our medicines. If you struggle to take your meds, it's important to talk with your doctor. You can come up with solutions together. Here are three medication management strategies to try.



Let your doctor know about side effects

Side effects, including headaches and nausea, can also keep people from taking their medicines. If you're having drug-related side effects, talk to your doctor. They may be able to change the dose or class of medications.

Keep a medication chart

There are plenty of smartphone apps and gadgets that can help you remember to take your meds. But a simple medication chart tacked to your fridge often does the trick. Write down when to take each medicine (morning, afternoon or night), the dose, and a quick reason why you are taking it.

Pick up a pill organizer

Some pill organizers have sections for multiple doses at different times of day (such as morning or evening). Some even have timer functions, so they can remind you to take a dose.



Heading to the grocery store? Read this first

You can use the monthly benefit amount (allowance) on your Aetna® Medicare Extra Benefits Card to help pay for certain everyday expenses like healthy food and select over-the-counter (OTC) health and wellness products. Call Member

Services at **1-855-463-0933 (TTY: 711)** from 8 AM to 8 PM ET, 7 days a week to learn more. Se habla español.



Visit aetna.com/4-sep24 to learn more about your Extra Benefits Card. Or scan this QR code with your smartphone or tablet camera.

BENEFIT SPOTLIGHT

5 valuable D-SNP benefits to cheer about

As we near the end of the year, we want to make sure you use all the valuable benefits and services your Aetna® plan has to offer. Need some inspiration? Check out these helpful benefits designed to help you get healthy.



1 Extra Benefits Card

You can use the monthly benefit amount (allowance) on your Aetna Medicare Extra Benefits Card to help pay for certain everyday expenses like healthy foods and select over-the-counter (OTC) health and wellness products.

2 \$0 copay

All covered Part D drugs have a \$0 copay at in-network pharmacies. No prescription cost makes it easier to keep your medications on hand — and your money in your wallet.

3 SilverSneakers®

No need to spend money on a gym membership. Aetna members have a covered

SilverSneakers® fitness benefit that can be used for in-person and online fitness classes. Visit [SilverSneakers.com/GetStarted](https://www.silversneakers.com/GetStarted) to learn more.

4 Covered appointments

Staying up to date on exams, screenings and vaccines is key for your health. Don't worry about paying for flu shots, yearly checkups, and hearing and vision exams — they're covered by your plan at no additional cost.

5 Fall prevention allowance

You get a yearly allowance that can be used to buy fall-prevention safety items like grab bars. Call Member Services to learn more.

Look for your Annual Notice of Change (ANOC)

The annual enrollment period (AEP) is a time of year when you can enroll in a medical insurance plan. **The great news is that if you're happy with your plan and all your D-SNP benefits, you don't need to do anything:** Your plan will automatically renew starting January 1.

In the meantime, be on the lookout for your Annual Notice of Change (ANOC). Have questions? We're happy to answer them! Call Member Services at **1-855-463-0933 (TTY: 711)** from 8 AM to 8 PM ET, 7 days a week.

Want to learn more about your benefits? Member Services is ready to answer your questions. Call them at **1-855-463-0933 (TTY: 711)** from 8 AM to 8 PM, 7 days a week. Visit [AetnaBetterHealth.com/MyDSNP](https://www.aetna.com/BetterHealth.com/MyDSNP) to learn more.



Health and wellness or prevention information

Questions or concerns about your health and wellness? Reach out to your care team at **1-855-463-0933 (TTY: 711)** from 8 AM to 5 PM ET, Monday through Friday. Or visit **AetnaBetterHealth.com/MyDSNP** for more information.

Did you know?



You have a dedicated care team ready to help get you the best health care possible.



We want you to take advantage of all your plan benefits! Get inspired inside.



There are simple tricks to stick to your medication schedule.



Find out more inside

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. If your plan's Extra Benefits Card includes roll-over, any unused amount will rollover into the next month. The monthly amount can be rolled over through the end of the plan year but will not carry over into the next plan year. SilverSneakers is a registered trademark of Tivity Health, Inc. ©2024 Tivity Health, Inc. All rights reserved.