

Hopeful



AetnaBetterHealth.com/Virginia

Aetna Better Health® of Virginia

COVID-19 resources from Aetna Better Health of Virginia.

The coronavirus causes COVID-19, a contagious respiratory illness. The virus can spread from person to person. And Aetna Better Health of Virginia is committed to serving you and your family during this time. That's why we created a special section on our website to talk about COVID-19 at **AetnaBetterHealth.com/Virginia**. Select "For Members." There, you will find important information, which includes:

- How to register for the vaccine.
- Community resources in your area.

- Changes to your benefits and services, which offer greater coverage for you and your family. Some changes include:
 - COVID-19 testing and treatment coverage
 - No copays
 - Getting a 90-day supply of routine medications
 - Telehealth coverage, which is a way for you to visit with your doctor via either phone or video

- Outreach to higher risk and older members to review critical needs

Need the COVID-19 vaccine?

Learn how to get your shot at **Vaccinate.Virginia.gov** or call **1-877-VAX-IN-VA (1-877-829-4682)**. Language translation and TTY services are available from 8 AM to 8 PM.

Continued on next page



Summer 2021
86.22.359.1-SP (6/21)

Standard
U.S. Postage
PAID
Walla Walla, WA
Permit No. 82

Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458



COVID-19 resources. **When can I get a vaccine?**

Continued from front page

You can register for a vaccine on the Virginia Department of Health's vaccine website at [Vaccinate.Virginia.gov](https://www.vaccinate.virginia.gov).

Help your friends and family register by sharing the tool with them. You can also go to [VaccineFinder.org](https://www.vaccinefinder.org) to find a pharmacy location near you.

Important: Fairfax County is using its own registration site. If you live in Fairfax County, **you can use the county's website to register for a vaccine.** Go to [FairfaxCounty.gov/Health/Novel-Coronavirus/Vaccine/Registration](https://www.fairfaxcounty.gov/Health/Novel-Coronavirus/Vaccine/Registration).

There is no cost for the vaccine. It is completely free. Transportation is available to any member who does not have a ride. To schedule your ride, call ModivCare (formerly LogistiCare) at **1-800-734-0430 (TTY: 711)**. Or book your ride online at [Member.LogistiCare.com](https://www.member.logisticare.com). Same-day scheduling is available.

When can I get a vaccine?

You can get a vaccine now. Everyone 16 and older who lives in Virginia is eligible to get the COVID-19 vaccine.

We encourage our members and their personal care attendants to register for the vaccine on the Virginia Department of Health's vaccine website at [Vaccinate.Virginia.gov](https://www.vaccinate.virginia.gov).

Answers to your COVID-19 vaccine questions

Virginia Medicaid is here for you during the COVID-19 public health crisis. We want to make sure you have the information you need to answer your questions about the new COVID-19 vaccine.

Will it work? There are three vaccines available now. They are all highly effective at preventing serious illness and hospital admissions from COVID-19.

How do I get a vaccine? Once you register, you will receive updates when you are able to schedule an appointment to receive a vaccine. Based on the availability of the vaccine in your area, you will be contacted via phone/text/email to schedule an appointment.

What does it cost? There is no cost for anyone to receive a vaccine.

What should I expect when I get a vaccine?

Depending on the type of vaccine you receive, you will need one or two doses to ensure that you are protected from COVID-19. You do not need to bring a government-issued ID, and you cannot be turned away for not having ID. However, you should bring some form of ID if possible to make sure the right person receives the vaccine.

Not a Medicaid member? Virginia Medicaid offers quality low-cost and no-cost coverage for adults, children, pregnant women, caretakers, current and former foster care youth, children receiving adoption assistance services, and families. Use the eligibility screening tool to see if you qualify. It is available online. Go to [CoverVA.org/Screening](https://www.coverva.org/screening).

We're here for you 24 hours a day, 7 days a week, online and by phone. Visit us on the web at [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia) or call Member Services at **1-855-652-8249 (TTY: 711)**.

Behavioral health services are available for you and your family.

Are you a parent who is struggling with depression? Or do you have kids who are showing signs of anxiety? Many people struggle with mental health conditions like depression and anxiety. Many also struggle with substance use.

We can help. Behavioral health services are available to treat many different mental health conditions. This includes substance use disorder and alcohol use disorder. These services are available to you. They are also available to your children.

We cover many behavioral health services. These services include counseling and hospital care, such as day treatment and crisis services. You can receive these services in your home or in the community. Telehealth is also available for many behavioral health services. Telehealth is a visit with your doctor by phone or by video. These visits are covered. Call your health care provider to see what telehealth services they offer.

Talk to your care manager if you're in need of behavioral health services. Your care manager can help you make an appointment to talk to a behavioral health provider. To see what behavioral health services are covered, you can contact Member Services. They will help coordinate the

services you need. You can also visit our website to find a behavioral health provider. Go to **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/behavioral-health)**. Select "Find a Provider."

We also offer a 24/7 behavioral health crisis hotline. The number is **1-855-652-8249 (TTY: 711)**. Choose the option for behavioral health crisis. We will connect you to a licensed mental health professional.

Do you already see a behavioral health doctor? Have you told your primary care provider (PCP)?

Your PCP should know if you see a behavioral health doctor. It is important to tell your PCP about other doctors who help you with your health. Aetna Better Health of Virginia wants you to stay healthy. Your PCP may not know about a drug your behavioral health doctor prescribes. This could lead to problems with other drugs you take.

Do you need help talking with your PCP about your behavioral health care? We are here to help. You can call our Member Services department at **1-855-652-8249 (TTY: 711)**.



Beginning July 1, 2021

Smiles For Children will provide dental benefits to adults enrolled in Medicaid.

How can adults enrolled in Medicaid find a dentist?

Option 1:

Call the **Smiles For Children** program at **1-888-912-3456**.

A representative can even help members make an appointment. The call center is available 8 AM to 6 PM, Monday through Friday.

Option 2:

Visit the website at **DentaQuest.com**.

DentaQuest

How can adults use Smiles For Children?

When you call to make an appointment, be sure to tell the dental office that you are a *Smiles For Children* member. Remember to write down the date and time of the appointment.

On the day of the appointment, be sure to bring your Medicaid card—it's either blue and white or it's your MCO ID card. The dentist needs to see this card at every visit to check that you are still eligible for the program.

If you're going to a new dentist, please ask the old dentist to send your dental records to the new dentist.



Smiles For Children

Dental coverage for adults enrolled in Medicaid will focus on overall oral health, prevention, and restoration.

These new services will include the following:

- X-rays and examinations
- Cleanings
- Fillings
- Root canals
- Gum-related treatment
- Dentures
- Tooth extractions and other oral surgeries
- Other appropriate general services such as anesthesia

Contact DentaQuest for program limitations and requirements.

Join our Member Advisory Committee today!

The Aetna Better Health CCC Plus Member Advisory Committee (MAC) wants you. MAC gives you a chance to provide feedback on your experiences. Your voice impacts our choices about your health care. The MAC is made up of our members, parents, caregivers, and community partners. For more information, visit our website. Go to **AetnaBetterHealth.com/Virginia**. Select "For Members." Then, select "Join Our Member Advisory Committee" on the left-hand drop-down.



Interested in joining? Submit the form online on our website mentioned above. We will reach out to you when we get your information. We look forward to hearing from you!

Enroll your child in our Ted E. Bear M.D.® Wellness Club today.

What is a wellness exam?

Your child's wellness exams are important. A wellness exam is a visit to the doctor to see how your child is doing. Each visit includes a physical exam, shots (as needed), weight and nutrition counseling, and a growth and development check. The doctor may also talk about wellness topics, like eating healthy, tooth brushing habits, school, and access to community services.

Wellness exams for your children are free. **Your child can also qualify for a gift card for up to \$25.**

Ted E. Bear M.D. Wellness Club

You can qualify for a gift card up to \$25 by joining the Ted E. Bear M.D. Wellness Club. Newborns to children age 17 are eligible. Joining is simple. Go to [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia). Select "For Members." Then, select "Ted E. Bear M.D. Wellness Club" on the left-hand side. Print off the *Ted E. Bear M.D. Wellness Club Incentive Flyer*. Then, complete the enrollment section. When you are done, return the form by following the instructions on the flyer.



 If you have questions about the Ted E. Bear M.D. Wellness Club, call Member Services. Their number is **1-855-652-8249 (TTY: 711)**. They are available 24 hours a day, 7 days a week.

Resources in your community.

You have someone to talk to.

We care about your mental health. We also know that having someone to talk to is important. Talking to someone can help in a lot of ways.

That is why Aetna Better Health of Virginia has partnered with AliveRVA and Mental Health America of Virginia (MHAVA). We want to help our members with mental health and substance use challenges. AliveRVA and MHAVA offer "warm lines." They are run by peer support specialists. Warm lines are non-crisis phone lines.

You can call to talk with a peer support specialist who has real-life experience with

mental health, substance use, and trauma. Peer support specialists are people in long-term recovery. They provide a listening ear in a safe and supportive environment. The warm lines can also provide you with community resources. These include housing, food, and transportation.

The AliveRVA warm line is free to use. They have substance use support. They are available to all Virginia residents. Callers will speak with a peer in long-term recovery from addiction. AliveRVA staff can provide health care resources and services. These services

help support addiction prevention, treatment, and recovery. To contact them, call **1-833-473-3782**. They are open between 8 AM and 12 AM. They are available 365 days a year.

The MHAVA warm line is also free to use. The staff are available to all Virginia residents. They offer mental health support. They can also talk to you about addiction. They can answer questions about your recovery journey. They can also give community resources. To contact them, call **1-866-400-6428**. They are open between 9 AM and 9 PM Monday through Friday. They are open between 5 PM and 9 PM Saturday and Sunday. They are available 365 days a year.

Community health workers are here for you.

What are community health workers (CHWs)?

CHWs are trusted members of the community. Aetna Better Health of Virginia works with CHWs. They help to improve the health of our members. CHWs work in the community. They can help you get the community resources you need.

What services do CHWs offer?

CHWs meet with members regularly. They can make home visits. They can meet you in the hospital. You can meet with them in outpatient settings. CHWs offer many services. They:

- Help you understand the nutritional value of food and meal selection.
- Teach you about disease management strategies.
- Assist you in using community services.
- Aid in scheduling appointments with social services.

Also, CHWs educate health care providers. They find ways to understand and improve challenges that may affect your health.



If you have any questions, call your care manager. Or call Member Services. Their number is **1-855-652-8249 (TTY: 711)**.

How do CHWs benefit your care?

CHWs can benefit your care. They can advocate for you. They can encourage you to go to your health care appointments. CHWs can also help you:

- Stay out of the emergency room and hospital
- Stick to medication plans
- Follow your doctor's recommendations
- Understand your health

Non-discrimination 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:
 - 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, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 E. Cotton Center Blvd.
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.

Contact us  Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

1-855-652-8249 (TTY: 711)
AetnaBetterHealth.com/Virginia

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.

2021 © Coffey Communications, Inc. All rights reserved.

AetnaBetterHealth.com/Virginia

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 ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርስቦ አይዲ 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 आपको लिए भाषा सहायता सेवाएं नि: शुल्क 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 JIE BÒ: ε yemâ wlu beè ñ a po Klào Win, neé â-á win kwa cetıyo+ ne-la, i bele-ò bi ma-ò mù bò ko putu bò. Da nõbâ ne ε nea-ò ñ-a ji è jipolê kateh je na kpòh, maa **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRỤBAMA: 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 o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè ti wá ní lẹ̀ fún ọ̀ lọ́fẹ́, pe nọ́nbà tí ó wà lẹ̀yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).

VA-16-09-02