



Fall 2017

Did you know you may qualify for a free smartphone?

Aetna Better Health of Virginia members can apply for mobile phone services at no cost through the government's Lifeline program.*

Visit lifelineapply.com/aetnabetterhealth to see how you qualify or to choose your no cost plan.

You can get an Android smartphone with a monthly plan at no cost (includes data, talk, and unlimited texts).

You can also keep your current phone and choose a service-only monthly plan at no cost (includes data, talk, and unlimited texts).

Other extras for you and your family:

- Health tips and reminders by text.
- One-on-one texting with your health care team.
- Free calls to Member Services.

**Lifeline is a government assistance program. The service is non-transferable. Only eligible consumers may enroll in the program. The program is limited to one discount per household.*

Protect yourself, protect your family

Every adult and child 6 months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year.

It's easy to get your flu shot

Just call your primary care provider (PCP). You may be able to get one with a nurse visit at the PCP office. Or, you can visit aetnabetterhealth.com/virginia for a list of retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go. Age restrictions may apply to children getting a flu shot at a pharmacy.

We cover flu shots for our members. Get yours today.

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

Our Care Management team is here to help you

Sometimes, managing a chronic condition or multiple conditions is hard to do. We have special programs to help you with your medical, mental, and social health care needs.

Do you have any of the following chronic conditions?

- Diabetes
- Asthma
- Depression
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Chronic renal failure

We can help!

You can participate in our integrated care management (disease management) programs. Your doctor, hospital discharge planner, or caregiver may refer you to our care management team. You can also self-refer.

If you feel you need care management services or if you have any questions about care management, call Member Services at **1-800-279-1878 (TTY: 711)**. If you are in the program but don't want to be, call the same phone number to get out of the program. Tell our Member Services staff you want to speak to a care manager.

What to expect

Our care management program is designed to help make sure you understand your condition and treatment plan. Our staff is made up of registered nurses and social workers who have received training in the care management process. We will help you get the best care in the most efficient manner.



Care managers have a variety of daily activities as they interact with everyone involved in your life. They coordinate care in the following ways:

- Work one-on-one with you to create a plan based on your goals
- Review your plan to help make sure you do not have gaps in care
- Consult with your doctors, and, with your permission, your caregiver or support person
- Help you make specialist and primary care doctors appointments
- Verify that the right medicines and treatments are in place
- Help make sure you receive preventive care
- Work to ensure you and your family have the support you need
- Ask questions to make sure your home is safe
- Provide patient and family education about programs and services available in the community and through your doctor
- Make sure you have support for any mental health needs
- Help you transition to other care when your benefits end, if necessary

Once you are enrolled in our care management program, we will call you. Talking to you helps us understand your individual needs so that we can customize a specific plan for you. You will receive information about your chronic conditions to help you understand your conditions better.

We can also help you:

- Get the tools you need to test your blood sugar, breathing, and to weigh yourself daily if needed.
- Get access to transportation for your medical appointments.
- Establish healthy behaviors, such as eating better and quitting smoking.

To manage your condition, it is important that you communicate with your doctors and other health care staff. We can assist you in what questions to ask. Health education plays an important role in care management.

Learn more about our care management program by visiting our website at **aetnabetterhealth.com/virginia**, or by calling Member Services at **1-800-279-1878 (TTY: 711)**.

Is your child moving from child to adult care? We have trained professionals on staff to help you with this. We will work with you to help get the right care for your child's special needs. Call **Member Services** today and ask to speak to a care manager.

Our payment policies help protect you

People sometimes do not understand Utilization Management (UM) programs. At Aetna Better Health, UM is a process for reviewing services and care that has been provided to our members.

There are no financial incentives in the review process. Our UM decision-making is based on whether care and service are appropriate and medically necessary. It is also based on whether the member had health coverage.

We use medical guidelines to make sure the service or medicine is safe and medically



necessary. These guidelines come from national and regional health organizations and medical research.

Aetna Better Health does not reward individuals for denying coverage. We do

not encourage decisions that result in denial of care or decisions that result in underutilization or barriers to care or service.

This policy is posted on our website at aetnabetterhealth.com/virginia. If you would like a copy of the complete UM policy, give Member Services a call.

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.

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። በእርስዎ 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 नि: शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर काल 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 JĪĒ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nées â-à win kwa ceti yo+ ne-là, i belé-ò bi mà-ò mû bò kò putu bò. Dá nòbâ nè ê nea-ò ñ-à jì è jipolê katèh je ná kpòh, m̀d̀ò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRUBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gi. Kpọọ nomba dị 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 ìpèsè èdè ti wá ní lẹ̀ fún ọ̀ lófèé, pe nọ́nbà tí ó wà lẹ̀yìn káàdì idánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).



Connecting you to the right information when you need it

As an Aetna Better Health of Virginia member, you have a variety of health care benefits and services available to you. To learn more about what we offer our members, visit aetnabetterhealth.com/virginia and select “For Members.”

Here you will find information on:

- Submitting a claim for covered services
- Benefits included and excluded from your coverage
- Finding network providers and information about them
- Benefit limits and getting care outside the network or service area
- Charges you may be responsible for
- Getting care after office hours
- Getting emergency care and knowing when to call 911
- Getting primary care, including points of access and pharmacy procedures
- The prescription drug formulary
- Filing a complaint or an appeal
- Disease and Care Management programs
- Member rights and responsibilities
- Our privacy practices
- What utilization management (UM) is, how we make decisions, and how to contact our UM Department
- Standards for our providers
- Our quality and compliance efforts, including our quality newsletter
- Evaluation of new medical technology
- Getting specialty or hospital care
- Getting patient safety information
- Language assistance, including interpreter services

If you do not see what you are looking for in your Member Handbook or on our website, give us a call. You can request a paper copy of any information on our website. We can translate it into a language other than English, or provide it in an alternate format too. We can mail it to you. It’s free. Just call Member Services at **1-800-279-1878** (TTY: **711**), Monday through Friday, 8 a.m. to 5 p.m.

Visit aetnabetterhealth.com/virginia for the updated pharmacy formulary and latest member handbook. For a printed copy of anything on our website, call Member Services at **1-800-279-1878** (TTY: **711**).

Just for kids

What you can do to keep your smile

Here are some rules to help you keep your smile. The letters of one word in each sentence are scrambled. Can you put the letters in order so that the sentences make sense?

1. Brush your teeth at least **ewitc** a day.
2. Eat healthy **ofsod**.
3. At least once a day, **slofs**.
4. See your **endttsi** regularly.
5. Wear a mouth guard when you play **osrpts**.

Answers: 1. twice. 2. foods. 3. floss. 4. dentist. 5. sports.

Member rights and responsibilities

As an Aetna Better Health member, you have certain rights and duties. You can get a complete copy of your rights and responsibilities at any time. You have more than one option to request this:

- Call Member Services at **1-800-279-1878** (TTY: **711**)
- Go to aetnabetterhealth.com/virginia
- Look in your Member Handbook



How to find resources in your community

2-1-1 Virginia is a free service that helps residents of Virginia find local resources in their community.

Just dial **211** on your phone to be connected. They can help you find resources for:

- Alzheimer’s assistance
- Child care referral centers
- Child development
- Consumer counseling
- Crisis intervention
- Disability services
- Domestic violence programs

- Education
- Energy and home heating assistance
- English as a second language classes
- Family counseling
- Financial assistance
- HIV/AIDS programs
- Home health care
- Homeless services
- Legal assistance
- Maternal and child health care

- Mentorship opportunities
- Parenting programs
- Senior services
- Substance abuse
- Suicide prevention
- Transportation
- Volunteer opportunities

You can also do a search on their website. Visit **211virginia.org**. Once there, all you need to do is type in your ZIP code and area of need. For example, if you need help finding

food, including emergency food, you would type “food.” For help finding financial assistance for child care, type “child care.”

No Virginian hungry

Almost 12 percent of Virginians battle food insecurity on a daily basis. Food insecurity means a lack of available financial resources to put food on the table at any given time. There is help available. Visit **vafoodbanks.org/get-help**. You can search by ZIP code to find an area food bank near you. If you do not have Internet access, call Member Services at **1-800-279-1878** (TTY: **711**). We can do a search for you.

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This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia, 9881 Mayland Drive, Richmond, VA 23233-1458.

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.

Contact us
1-800-279-1878
 TTY: **1-800-828-1120** or **711**

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VA-17-08-18