

## 2020 Important information for members, parents and guardians

Each year we like to remind you to review some important information. This information helps you stay active and informed. It can help you when making health care choices for yourself or your child. This notice gives a quick overview of what you need to know. You can find more details in your Member Handbook.

You can read a copy of your handbook under the “For Members” tab on our website at [www.aetnabetterhealth.com/westvirginia](http://www.aetnabetterhealth.com/westvirginia).

### Here’s how to reach us:

- **By phone:** Just call Member Services 8:30 a.m. – 5:00 p.m. Monday-Friday at **1-888-348-2922**.
- **After hours:** You can contact us any time for urgent issues. Just call us at **1-888-348-2922** and we’ll connect you to the care you need.
- **Website:** [www.aetnabetterhealth.com/westvirginia](http://www.aetnabetterhealth.com/westvirginia) Click on “Contact us.”
- **For those who have a hard time seeing, hearing, reading or speaking English –** We have services available to help you communicate with us. You can call TTY **711**.

We can also provide information in other formats. If you need help with language or translation services, call Member Services at **1-888-348-2922**. It’s available at no cost to you. By calling Member Services you can get a printed copy of this notice or anything that is on our website.

### 1. You have rights and responsibilities

We strive to treat you with respect and dignity. We do not discriminate against members based on age, race, sex, religion, national origin, or any other reason that’s against the law. Our practitioners and providers must also follow the same standards.

You have certain rights and responsibilities as well. Knowing them helps you get the covered services you need. You’ll find your rights and responsibilities listed in your Member Handbook and on our website, [www.aetnabetterhealth.com/westvirginia](http://www.aetnabetterhealth.com/westvirginia). Go to the Members page and click on *Benefits & Services*. Then click on *Understand Your Rights*. If you have any questions or would like a copy of your rights and responsibilities, call us at **1-888-348-2922**.

### 2. Benefits and copayments questions

You can find a list of covered and non-covered benefits and services in your Member Handbook and on the member section of our website under *Benefits & Services*. Your Member Handbook also discusses some costs that may be your responsibility.

### **Costs you may need to pay**

As an Aetna Better Health of West Virginia member, you are generally not responsible for paying for covered health care services. There are some exceptions though. For example, if you receive a service and the provider tells you beforehand that it's not a covered benefit, you may be responsible for paying for it. Some services may require you to pay a co-payment. Co-payments are determined by the state Medicaid agency and are based on household income. Your member handbook has more information about possible co-payments you may have to pay for certain services.

***If you get a bill from your doctor for a covered health care service, call us.***

### **3. How to get the care you need**

Your primary care provider (PCP) is an important part of your health care. Your PCP should be the one you contact first for most health care issues. Your PCP's name is on the front of your ID card. You should try to see your PCP within 45 days of becoming a member of Aetna Better Health. If the PCP listed on your ID card is not your PCP, or if you have lost your ID card, call Member Services at **1-888-348-2922** to get a new card.

We cover care given by a licensed Aetna Better Health of West Virginia practitioner. You may receive care in the practitioner's office, a clinic, or other places needed to treat an illness, injury or disease.

The provider directory has a list of practitioners and providers to pick from in your area. You can find your own practitioner or provider by visiting our website. Click *Provider Directory* on the member page of the website. The online provider directory also gives a practitioner's professional credentials, like board certification. For more information about our practitioners and providers you can call Member Services at **1-888-348-2922**.

### **Specialty Care**

Sometimes you or your child may need care from a specialist. Specialists treat certain types of conditions, including behavioral health or substance use concerns. Your PCP can recommend a specialist or behavioral health care provider to you. You don't need a formal referral from your PCP as long as the specialist is in our provider network. We call this self-referral. You must go to an Aetna Better Health practitioner or provider for your service to be covered, except for emergency services or family planning services.

### **Preventive Care for Women**

Members have direct access to an Aetna Better Health of West Virginia health specialist for women's preventive care. This includes covered services such as breast exams, mammograms, pap tests and prenatal care. **You don't need an OK from your PCP.** If you have questions, Member Services can help you.

Let your PCP know if you visit a specialist, so he or she can support your care.

### **Second Opinions**

You have the right to get a second opinion from a qualified health care professional at no cost to you. If an Aetna Better Health of West Virginia practitioner or provider isn't available, we'll help you get a second opinion from a non-participating provider. This will still be at no cost to you.

### **How to get after-hours care**

Call your PCP for after-hours care, except in an emergency. If you or your child gets sick after the PCP's office is closed – even on weekends – call your PCP. An answering service will make sure the PCP gets your message. Your PCP will call you back to tell you what to do.

You can also get advice from a nurse after hours 24 hours a day, 7 days a week. Just call **1-855-200-5975** and ask to speak to a nurse.

### **How to get emergency care**

If you or your child's life is in danger, you should always **call 9-1-1 or go to the nearest emergency room (ER)**. If you need transportation to the hospital, call 9-1-1. The hospital does not have to be in our network for you to get care. If you're not sure it's an emergency, call your PCP.

You should only use an ER for real, life-threatening emergencies. An emergency is the sudden onset of a medical condition with severe symptoms, including severe pain. These symptoms are so serious that not getting immediate medical attention could result in:

- Loss of life or serious harm to you or another person
- A pregnant woman becoming very ill and possibly losing her unborn child
- Some bodily functions no longer working
- Serious harm to any body organ or part

Examples of emergencies are:

- Sharp chest pain
- Choking
- Bleeding that won't stop
- Passing out
- Poisoning
- Drug overdose
- Severe burns
- Extreme shortness of breath
- Broken bones
- Severe spasms or convulsions
- Sudden loss of feeling or not being able to move

### **Inpatient Hospital Care**

When you do not have an emergency, we must approve your stay before you go to the hospital. You must go to a hospital that is an Aetna Better Health provider. You will be under the care of your PCP or another practitioner your PCP has sent you to. We help manage all hospital stays.

We look at the care you get while you are in the hospital. The care is covered as long as there is a medical need for the care. If all or part of the hospital stay is not medically needed, your practitioner will be told that coverage will end and you will not be responsible for payment.

### **Outpatient Hospital Care**

Outpatient hospital care includes:

- Care to prevent sickness.
- Tests to find sickness.
- Care to help you heal.

You should work with your PCP to get outpatient hospital care. We must approve this care before you get it. You can get the care at hospital outpatient departments, clinics, health centers or practitioners' offices that are in the Aetna Better Health Provider Directory.

### **Out-of-service care when you're away from home**

Aetna Better Health's service area is the entire State of West Virginia. If you're traveling or out of the service area, you're only covered for emergency services. Routine care out of the service area or out of the country isn't covered by Medicaid. If you're out of the service area and need health care services, call your PCP. She or he will tell you what to do. (You can also call us to check if you are out of the service area.)

If you're not in West Virginia and you think you or your child's life is in danger, go to the closest ER. Show your Aetna Better Health of West Virginia ID card, your Medicaid ID card, and any other insurance ID cards you have to the ER staff. If you or your child get services in the ER and are admitted to the hospital, have the hospital call us at the number on the back of your ID card.

### **Out-of-network services**

If we are unable to provide certain covered services, you may get out-of-network services. You can go to a provider outside the Aetna Better Health network only if: (1) the care is needed; and (2) there are no Aetna Better Health providers who can give you the care needed. We have the right to say where the service can be given when no Aetna Better Health provider can give you the care needed. The care must be approved before your visit. Your PCP or the practitioner that wants to give you the care should ask for this approval (also called preauthorization). If we have approved care outside our network, the cost will be no greater than it would be if you received the services within our network. Services will be provided in an acceptable and timely manner. If you have questions, call Member Services at **1-888-348-2922** (TTY: 711).

### **Advance Directives**

For members 18 years and older, federal law and the Health Care Decisions Act in West Virginia give you the right to decide the medical care you want. You should let your

practitioner or other health care provider know what specific health care you want or do not want if you become very sick or have a life threatening illness. You can also let your practitioner or other health care provider know if you want someone else to make medical decisions for you when you are medically or mentally unable to do so. These are called **advance directives**. Advance directives can include a living will or medical power of attorney. Your practitioner or other health care provider will write down your wishes or make a copy of your written wishes if you have already written them. These advance directives will be made a part of your medical records. You may change your mind at any time by putting your change in writing.

You should tell your practitioner or other health care provider if you have certain moral and/or religious beliefs that would stop you from making advance directives. Your practitioner or other health care provider will write down your objections to making advance directives and will make this a part of your medical records.

If you have questions about advance directives, call Member Services at **1-888-348-2922**; TTY: **711**.

#### **4. Utilization management**

We want to ensure that our members are getting the services or benefits they need to get or stay healthy. This is called *Utilization Management (UM)*. Our UM staff use clinical criteria, guidelines and written policies to make UM decisions. They check that requested services are:

- Needed to keep or get you healthy
- Covered by Aetna Better Health of West Virginia

You or your practitioner or provider can get a copy of the guidelines we use to approve or deny services. You can call Member Services at **1-888-348-2922** Monday-Friday from 8:30 a.m. to 5:00 p.m. with questions about our UM program. Member Services may transfer your call to the UM department for a staff member to help you. After normal business hours, you may leave a message. We'll call you the next business day. When calling back, the representative will tell you that he or she is calling from Aetna Better Health of West Virginia and will give you their name and title.

#### **Our affirmative statement about incentives**

We want you to feel sure that you're getting the health care and services you need. We have policies that our practitioners and providers must follow to make sure that you get the right health care. Our UM decisions are based on appropriateness of care and services and whether or not they are covered.

Our policy is to not reward practitioners, providers or others to deny or give less medically necessary care to a member of our plan. This is called an “affirmative statement.” We do not reward or pay extra money to health care providers, staff or other people to:

- Deny you care
- Give you less care
- Deny tests or treatments that are medically necessary

All our members should receive the right health care. If you want more information on this, call us at **1-888-348-2922**.

## **5. Medications**

Prescription medications that you get from a pharmacy are managed by the state. If you have questions about prescription medications, call the DXC Technologies at **1-888-483-0797** between 7 am – 7 pm Monday through Friday. If you have questions about medications that you may receive in a doctor’s office or hospital, talk with your PCP or call the Aetna Better Health Member Services at **1-888-348-2922**. If your doctor wants you to have a medication that requires approval, your doctor will work with the health plan the same way he or she does for medical care that requires approval.

## **6. Population Health Management**

### **Keeping Members Healthy**

We have many programs designed to help you get healthy and stay healthy, including our *Healthy Adults & Healthy Children, Healthy Pregnancies, Healthy Babies*, and our *Flu Vaccination Programs*. We also have programs for Chronic Condition Management, Opioid Management and Neonatal Abstinence. You can join or leave our member programs at any time. To learn more about our Population Health Management programs, visit our website at [www.aetnabetterhealth.com/westvirginia](http://www.aetnabetterhealth.com/westvirginia) and click on *Special Programs*. For a complete list of programs see your member handbook or call us at **1-888-348-2922** and ask for the Care Management Department.

### **Care Management - Help when you need it most**

Sometimes managing medical conditions can become overwhelming. To offer you support, your doctor, hospital discharge planner or other practitioner or provider may refer you to Care Management. A nurse from our health information line may also refer you. Don’t wait for a referral if you need help. You or your caregiver can self-refer by calling us at **1-888-348-2922**. Ask to speak to Care Management. Our care management program includes all levels of care management including helping members manage their chronic conditions.

After you enroll in care management, you’ll get a welcome letter that will explain how our services can help you. You’ll also get a call from a Case Manager.

Our Case Managers can:

- Help you understand your covered benefits
- Show you how to get specialty, behavioral health, or hospital services
- Talk with your doctors and other agencies to ensure you get needed services
- Teach you more about your disease or condition
- Help you locate community resources to meet your needs

**Is your child moving from pediatric to adult care?** We have trained professionals on staff to help you with this. We'll work with you to help get the right care for your child's special needs.

**Have your benefits ended but you still need continued treatment?** We can work with you to help you get the care you need.

Your member handbook will give you more information about care management. You can opt in or opt out of the program anytime. We're happy to help you if you have any questions. You can reach us at 1-888-348-2922.

## **7. Secure Member Web Portal**

Our updated secure member website is your go-to resource to manage your plan—and your health. It will help you use your benefits and services so you can get and stay healthy. You can:

- Access health plan details—change your doctor, find forms or request member ID cards.
- Get personalized health information—answer questions about your health. Get the tips and tools you'll need to meet your health goals like quitting smoking and weight management.
- Get instant access to claims details—see the status of a claim from start to finish.
- Find support—get in touch with a nurse. Or learn more about chronic condition management and wellness programs that will help you stay on track with goals.

Set up your account by visiting [aetnabetterhealth.com/westvirginia](https://aetnabetterhealth.com/westvirginia). Click on the *Member Portal* then select *Register or Log In*. You'll need your member ID and a current email address to create an account.

To sign up over the phone call Member Services at **1-888-348-2922**.

## **8. Complaints and appeals**

### **We take member complaints and appeals very seriously**

We want you to be happy with services you get from us and our practitioners and providers. If you're not happy, we want you to let us know. Filing a complaint or appeal will not affect your

health care services or Medicaid eligibility. We want to know what is wrong so we can make our services better.

### **How to file a complaint**

If you have a complaint please contact us. You can file a complaint at any time. To file a complaint you can:

- Call us toll-free at **1-888-348-2922; TTY 711**, or
- Give your doctor permission to file a complaint for you, or
- Write to us at:

Aetna Better Health of West Virginia  
**Attn: Complaints Department**  
500 Virginia Street East, Suite 400  
Charleston, WV 25301

### **We need to know what happened**

Please give us as much information as you can. For example, include:

- The date the incident happened
- The names of the people involved
- Details about what happened
- Yours or your child's name and member ID number

### **How to file an appeal**

We must approve many services ahead of time in order to pay for them. If we decide not to pay for a service we'll write to you and tell you why. We'll send you a "Notice of Action" letter if we:

- Decide not to approve a request for a service
- Approve only part of a request for a service

The "Notice of Action" letter will tell you the reasons for the denial. If you don't agree with it, you can file an appeal. You have the right to appeal any decision, including a non-coverage decision.

You can file your appeal in writing. You can also call us at **1-888-348-2922** and file an appeal by telephone. Unless you request a fast appeal resolution, you must follow up a verbal appeal with a written, signed appeal.

To file a written appeal, write to us at:

Aetna Better Health of West Virginia  
**Attn: Appeals Department**  
500 Virginia Street East, Suite 400  
Charleston, WV 25301  
FAX: 1-888-388-1752

## **9. New technology for medical procedures**

We are always looking at new medical procedures and methods. We want to be sure members get safe, high-quality care. We have a team of doctors who review new health care technologies. They decide if they should become covered services. We don't cover things that are investigational or still under research.

To decide if a new technology will become a covered service, we will:

- Study the purpose of it
- Review medical literature
- Look at the impact and benefits
- Develop rules on how and when to use the technology

## **10. Quality improvement at Aetna Better Health of West Virginia**

Our Quality Management department wants to make sure you get good care and services. That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us

Our quality improvement activities each year include:

- Contacting you to remind you to get care (like well-child checkups)
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information
- Ensuring your doctor has all the information needed to care for you or your child

We have many more quality programs. We look to see if our members receive health care and preventive care services. We compare our findings to national practice guidelines. We set goals for care and service. If we don't reach our goals we make a plan to help us improve and reach our goals in the future. You can call Member Services at **1-888-348-2922** to learn more about what we do to improve your care. Or you can read updates on our website at [www.aetnabetterhealth.com/westvirginia](http://www.aetnabetterhealth.com/westvirginia). Go to the Members page and click on *Quality Matters*.

## 11. Privacy and security of your health care data

Protecting your personal health information (PHI) is one of our most important jobs. We train our staff to keep your health care data safe. We set rules to follow when collecting and using PHI. Our rules describe:

- How to protect access to PHI, either electronic or paper copies
- The right way to treat your health care data no matter what form it is in – written, oral, or electronic
- Your right to permit or refuse the release of PHI except for treatment, payment or health care operations reasons
- Locking up your records and keeping your health care data in safe areas
- Making sure the only staff who have access to your health care data are those who need it to perform their jobs and care for you

We're happy to answer any questions you have about how we protect your health care data.

**Notice of Privacy Practices:** We include a Notice of Privacy Practices in your welcome packet. It tells you how we use your information for health plan benefits. It also tells you how you can see, get a copy of, or change your medical records. Your health information will be kept private and confidential. We will give it out only if the law allows or if you tell us to give it out.

For more information or if you have questions, you can call us at **1-888-348-2922**. Or you can visit our website at [www.aetnabetterhealth.com/westvirginia](http://www.aetnabetterhealth.com/westvirginia). Go to the member page and click on *Privacy*.

## 12. Join our Member Advisory Committee

We value your ideas and suggestions to change and improve our service to you. Do you have an idea on how we can work better for you? Please call our Member Services at **1-888-348-2922**, TTY **711**.

Your opinion is important to us. We want to hear your ideas that could be helpful to all of our members. We have a group that is made up of people who are our members and their caregivers, just like you. This group is our Member Advisory Committee (MAC). They meet during the year to review member materials, member feedback, changes and new programs. They tell us how we can improve our services.

We're always looking for members to help us improve. You are welcome to join our Member Advisory Committee. To join you must be:

- At least 18 years of age.
- A member of Aetna Better Health of West Virginia for at least the last 90 days.

- Willing to attend meetings in person or by phone up to 4 times a year. If you attend the meetings in person, you'll be reimbursed for your transportation cost.

If you're interested in joining, call our Member Services at **1-888-348-2922**, TTY **711**.

### **13. Annual Community Report**

A copy of the Aetna Better Health Community Report to available to you. If you would like a copy, call us at **1-888-346-2922**;TTY:**711**.