

Your Aetna Better Health[®] of Illinois newsletter

Winter 2022

AetnaBetterHealth.com/Illinois-Medicaid

More for you in 2022

We're excited to offer even more benefits to help you take charge of your health and well-being.



FREE gym and Weight Watchers memberships

Eligible members age 18 and up can get monthly memberships at participating gyms. And digital Weight Watchers support for a year.



FREE after-school care

Parents of eligible members ages 3–14 can get help with after-school care fees at participating locations.



FREE school clothes

Eligible members in grades K through 8 can get new clothes for school every year.



FREE student data plan

Parents of eligible members ages 7–18 can get reimbursed for a mobile data plan of 1GB per month for a year.*

**Program pilot limit of 25,000 members*

[Click here](#) to learn more. Or call us at **1-866-329-4701 (TTY: 711)**.

Aetna Better Health of Illinois is part of the CVS Health[®] family of companies.



Aetna Better Health[®] of Illinois

The COVID-19 vaccine — your best shot at staying healthy

The vaccine is the best way to prevent serious illness from COVID-19. The Centers for Disease Control (CDC) recommends the vaccine for all eligible adults and children. Kids ages 5 and up are eligible to get the Pfizer COVID-19 vaccine. It's a different vaccine dose than adults get, and it's given with a smaller needle.

An extra boost

The booster is an extra dose (or partial dose) of the vaccine to “boost” your immune response to COVID-19. The CDC recommends the Pfizer or Moderna booster for those who have already received two doses of either Pfizer or Moderna or one dose of Johnson and Johnson. The Pfizer booster is approved for ages 16 and up. The Moderna booster is approved for ages 18 and up. Your booster doesn't need to be the same vaccine you first received. If you're eligible to get a booster shot, you're strongly encouraged to get one.

[Click here](#) to find vaccines near you or call **1-833-621-1284** to schedule an appointment. Talk to your health care provider or a pharmacist if you have questions about COVID-19 vaccines or boosters.



Your annual checkup — the first step to a healthier you

Aetna Better Health® of Illinois wants you to be your healthiest self. Having one main doctor — your primary care provider (PCP) — can help you stay healthy or catch health problems early.

Your PCP:

- Gets to know you and your health history
- Monitors any health conditions you may have
- Makes sure you get the right tests and screenings
- Works with you on treatment options

Call today to schedule your annual visit. If you need help finding a PCP or making an appointment, call member services **1-866-329-4701 (TTY: 711)**.



Now's the time to build up your immune health

Your immune system does battle every day to keep you healthy and feeling your best. It has to be strong to fight off illnesses like the cold, flu and COVID-19.

Here are some things you can do to help build a strong, healthy immune system:

Eat better. No single food or nutrient can keep you from getting sick. But a healthy, balanced diet helps. Try to get at least five servings of fruits and veggies each day.

Sleep well. Getting enough rest makes a big difference in how you feel. For a better night's sleep, avoid long naps, limit caffeine and turn off technology.

Manage stress. We all deal with stress. But ongoing stress can take a toll on your immune system. Yoga is a great way to lower your stress. Many communities offer free or low-cost classes for beginners.

Move your body. There are lots of ways to be active — take a walk, sweep the sidewalk, dance around the house. Regular exercise can rev up your energy levels, improve your mood and strengthen your immune health.

Get the right nutrients. Vitamin D helps the immune system fight off bacteria and viruses. You get vitamin D from the sun, so try to get outside for some fresh air and sunshine. Talk to your doctor about ways to make sure your vitamin D levels are in a healthy range.

Stop smoking. Smoking makes it harder for your body to fight off infection and illness. The sooner you quit, the sooner your immune system can rebuild.

Getting ready for a healthy pregnancy

January is Birth Defects Prevention Month. Children with birth defects and their families often face unique and sometimes difficult challenges. Many children living with birth defects can do what other children do. It just may look a little different or take a bit longer.

According to the Centers for Disease Control (CDC), the most common birth defects in the U.S. are:

- Down syndrome
- Cleft lip (with or without cleft palate)
- Atrioventricular septal defect (hole in the heart)

We know that not all birth defects can be prevented. But you can increase your chances of having a healthy baby by doing your best to stay healthy before and during pregnancy.



Healthy tips for you and your baby:

- Take 400 micrograms (mcg) of folic acid every day.
- Talk with your doctor before stopping or starting any medicine.
- Stay up-to-date with all vaccines, including the flu shot.
- Say no to alcohol, tobacco, marijuana and other drugs.

Member success story from a care manager

I recently had a home visit with a member — a home visit at last! Because of COVID-19, my role as a Community Health Worker (CHW) went from field-based and in person to working from home and talking to members by phone. I've really missed meeting with members and couldn't wait to connect in person.

Anna* has multiple complex health issues. She recently had a double mastectomy and was still recovering from having COVID-19 back in August. She was with a different managed care plan, and when she re-enrolled with Aetna Better Health® of Illinois, her assigned PCP wasn't taking new patients. Anna sees specialists in our network, but couldn't find a new PCP.

The power of a home visit

The day of my home visit was unseasonably warm for early December in Illinois, so Anna and I met on her front porch. Our visit lasted for three hours. Anna told me her health care journey has been long, hard and exhausting. She shared that she sometimes feels that no one really cares about her health struggles. She talked about her mother's battle with cancer and her grief after her mother passed. I learned about her husband and family.

Anna said how good it felt to talk and be heard. And I couldn't be more grateful to be back in the field. The face-to-face experience can't be matched by phone or video.

I'm still working with Anna to find a PCP who's a good fit. And I'll continue to follow up with her for as long as it takes. I want to help Anna get positive health care outcomes that improve her quality of life.

**Name changed to protect the patient's privacy*

Together with our community partners, we helped make a difference for those facing food insecurity over the holidays.

3,000 MEALS

delivered in Southern Illinois with Heaven's Kitchen

1,625 MEALS

distributed throughout Chicago and Joliet

1,000 MEALS

distributed in Palentine and Des Plaines with United Way

200 TURKEY VOUCHERS

given out in Peoria with Heartland Health



We'd like to learn from you

Use your voice in a member committee

Aetna Better Health® of Illinois knows you're the expert when it comes to your own health care needs. We invite you to join one or both of our member committees — the **Aetna Better Health Member Advisory Council (MAC)** and **Cultural Competency Committee (CCC)**. They're made up of members, families of members, providers and health plan representatives. They meet to:

- Share ideas
- Talk about what is working well
- Discuss things that can be improved

As a committee member, you'll be able to encourage positive changes in health care. To get involved, call the Quality Team at **1-833-216-7279 (TTY: 711)**.

Take the CAHPS® Survey

It's our goal to be the best possible health plan for you. We look at Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey data to learn how happy you are with the care you're getting and with us as a health plan. Your feedback tells us what we're doing well and where we need to improve.

Your feedback matters

More than 650 members responded to the surveys last spring. They showed that we need to continue to improve our overall service and the care being delivered to our members.

We'll send out the CAHPS Survey again starting in February. If you get one in the mail, please fill it out.

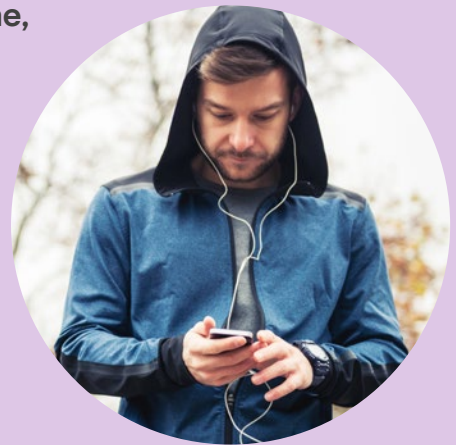
Stay connected

Aetna Better Health® of Illinois hosts virtual events and webinars for our members every month. If you'd like to participate or attend any of our events, [click here](#) to visit our website. Make sure you check back every month to stay up to date on what's happening in your area!

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services. Simply text **SIGN UP** to **85886**. Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.



You can scan this code with your phone to sign up, too!



Aetna Better Health® of Illinois

Nondiscrimination 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 East Cotton Center Boulevard
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>.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. **Call 1-800-385-4104 (TTY: 711).**

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104 (TTY: 711).**

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **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 **1-800-385-4104 (TTY: 711)**。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104 (TTY: 711)** 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104 (TTY: 711).**

Arabic: 1-800-385-4104 (TTY: 711). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (رقم هاتف الصم والبكم: ملحوظة:

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104 (телетайп: 711).**

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો િન:શબ્દો ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-385-4104 (TTY: 711).**

Urdu: کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال خیردار: 1-800-385-4104 (TTY: 711)

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104 (TTY: 711).**

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104 (TTY: 711).**

Hindi: धय न द: यद आप ह द ब लत ह त आपक लए मफत म भ ष सह यत सव ए उपलबध ह। **1-800-385-4104 (TTY: 711)** पर क ल कर।

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-385-4104 (ATS: 711).**

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-800-385-4104 (TTY: 711).**

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104 (TTY: 711).**