



Late Spring 2016

Did you know...? Recovery

In an earlier newsletter, we discussed the Disability Rights Advocacy initiative at Aetna Better Health. This means that each month, an email on a topic of disability rights is sent out to our Care Management staff. These emails are sent by Prerak Mehta, the Community Liaison Peer Advocate. Prerak was introduced in an earlier newsletter. As someone with a disability, Prerak can talk with members about recovery and discuss living with a disability. Below is an email sent to Care Managers in February on Recovery:

According to SAMHSA, the Substance Abuse and Mental Health Services Administration, recovery is defined as a process of change through which individuals improve their health and wellness. It is also how individuals live self-directed lives. This means that they have a voice in what they do and where they live and who they surround themselves with. Each person has their

own way in how they live in the world around them. Recovery can take shape in those with physical disabilities and/or mental health conditions. It can mean doing activities that are positive for their health and wellness. According to SAMHSA, there are four components to Recovery. They are:

- Health and wellness
- Stable housing

- Purpose and enjoyable activities
- Community and support

As Care Managers, we have the opportunity to work with you on your recovery. It can be different things for different people. We can work with you on the health goals that you want. We look forward to this journey with you, as *Recovery is the Expectation!*

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Knowing your health care options

You have several options of where to go when you have a medical need and sometimes it is not easy to know where is the best place to start. A good

start is to check with your primary care provider (PCP), if possible, or call our 24 hour nurse line if your PCP is not

available. You can also review the chart below to help you understand your choices.

	When to use:	Wait times:	Examples of health issues:
24/7 Nurse Line Call 1-866-212-2851 (Aetna Better Health members) or 1-866-600-2139 (Aetna Better Health Premier Plan members).	When you want to talk to a registered nurse to get answers to your medical or dental questions	Less than 5 minutes	<ul style="list-style-type: none"> • Questions and education about a variety of health and dental topics and symptoms
24/7 Behavioral Health Crisis Line Call 1-866-212-2851 (Aetna Better Health members) or 1-866-600-2139 (Aetna Better Health Premier Plan members).	When you want to talk to a professional specially trained in behavioral health crisis situations	Less than 5 minutes	<ul style="list-style-type: none"> • Concerns related to substance abuse or mental health • In need of community resources related to substance abuse or mental health
Your doctor, also known as your PCP Need help finding a doctor? Call 1-866-212-2851 (Aetna Better Health members) or 1-866-600-2139 (Aetna Better Health Premier Plan members).	The best place to start when you have a nonemergency medical issue	Typically less than 30 minutes	<ul style="list-style-type: none"> • Manage diseases and other conditions like diabetes, high blood pressure, and asthma • Preventive checkups • Immunizations • Earache • Allergies or sinus problems • Minor burns or cuts • Stomach ache • Cold, flu and fever
Your dentist Need help finding a dentist? Call DentaQuest at 1-800-416-9185 .	The best place to start when you have a nonemergency dental issue	Less than 30 minutes	<ul style="list-style-type: none"> • Preventive dental cleaning and checkups to keep your mouth healthy • Manage tooth or gum pain • You are pregnant, have diabetes or cardiovascular disease, are HIV positive, or smoke • You have a broken tooth
Urgent Care or Immediate Care Center Need help finding an Urgent Care Center? Call 1-866-212-2851 (Aetna Better Health members) or 1-866-600-2139 (Aetna Better Health Premier Plan members).	When your doctor is not available and you need immediate attention but do not have a true emergency	Typically less than 20 minutes	<ul style="list-style-type: none"> • Sore throat • Urinary tract infections • Fevers • Minor injuries and sprains • Headache or migraine • Allergies or sinus problems • Cold or flu • Earache
Emergency Room Have someone take you there, or call 911.	When you are facing a life-threatening problem or a serious illness	Up to several hours, depending on severity of your situation	<ul style="list-style-type: none"> • Difficulty breathing • Severe chest pain • Severe bleeding or burns • Suddenly not able to move or speak • An attack by a person or animal • Poisoning • Blacking out (fainting) • Broken bones or sudden severe pain and swelling in a joint • Life-threatening behavioral health or substance abuse crisis • Choking

Advisory Council Corner

In our last newsletter, we talked about ways to use your voice in your own health care by joining the Member Advisory Council (MAC). We shared that the MAC is a group of members, family members and providers that meet to:

- Share ideas
- Give examples of what is working well
- Discuss what can be improved

From time to time in the newsletters, we're going to share some of the ideas that we discuss during our meeting.

In our meeting in January, the MAC discussed the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Each year, members are mailed a survey. This is a set of questions about how they feel their health care is. During the meeting, Karen Kramme, Director of Quality Management, discussed how the surveys are collected. She also discussed some of the satisfaction scores. The Council was able to ask questions and make different suggestions about how to improve the scores. One suggestion discussed was writing newsletter articles about topics that explain how to get the care you need.

As one member of the Council explained: "This is another helping hand to the Member Empowerment process. It's a process to improve membership by putting MAC members in direct contact with staff. It supports a member's initiative to have a voice in your own health care."



Do you want your voice to be heard? For more information on how to join the MAC, please contact Member Services at **1-866-600-2139** or your Care Manager.

How national coverage decisions affect your plan

The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a national coverage determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit **www.aetnabetterhealth.com/illinois**. Then go to For Members > Aetna Better Health Premier Plan > Member Benefits.

You can also visit **www.cms.gov** for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box. Or call us at **1-866-600-2139** (on your member ID card).

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.

Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have.

Aetna Better HealthSM Premier Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document in Spanish, or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139** and TTY/TDD is **711**, 24 hours a day, 7 days a week. The call is free.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better HealthSM Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better HealthSM Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

Contact us

Aetna Better HealthSM Premier Plan, 333 W. Wacker Drive, Suite 2100, MC F646, Chicago, IL 60606.

24 hours a day
Member Services: **1-866-600-2139**
www.aetnabetterhealth.com/illinois

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IL-16-05-26