



Aetna Better Health[®] of Illinois E-newsletter

Winter 2023-2024

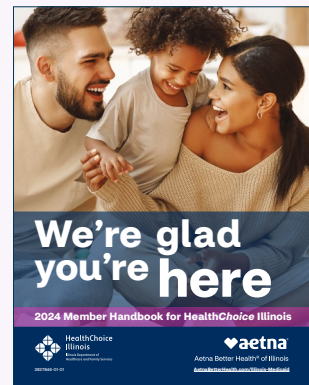
Get over-the-counter (OTC) products each month

Your household gets a \$25 monthly allowance to order OTC items online, by phone or at a CVS store. Use the QR code to view the OTC catalog or visit AetnaBetterHealth.com/Illinois-Medicaid/OTC-benefit.



The 2024 Member Handbook is now available!

View your new handbook here:



We're making changes

Beginning December 31, 2023, Aetna Better Health[®] of Illinois will discontinue our after-school care program.

AetnaBetterHealth.com/Illinois-Medicaid



Aetna Better Health[®]
of Illinois

Get more from your plan

Aetna Better Health® of Illinois wants to help you live your healthiest life. That's why we offer extra benefits and services to help you reach all your health goals. Here are some of our extra benefits for 2024.

Value-added benefits to meet your health goals



FREE baby essentials

Eligible members can get either a car seat, a highchair, or play yard, plus a diaper bag and \$45 each month to spend on diapers.



FREE school clothes

Eligible members in grades K through 12 (ages 5 through 18) can get a voucher for clothing.



FREE gym membership

Eligible members ages 13 and up can get a voucher for a monthly digital membership, ages 18 and up can receive a digital or in-person membership at participating gyms.



FREE meal delivery

Eligible members ages 18 and older with a qualifying diagnosis can get meal delivery services with personal nutrition support.



FREE weight management support

Eligible members ages 18 and older can get a voucher for digital weight management support.



FREE behavioral health wellness app membership

Eligible members ages 12 and older can get a voucher to cover behavioral health wellness app membership.



FREE educational support

Eligible members ages 18 and older can get career training, skill building and GED support.



Check out all your Aetna Medicaid benefits with the QR code or visit [AetnaBetterHealth.com/Illinois- Medicaid/Whats-Covered](https://AetnaBetterHealth.com/Illinois-Medicaid/Whats-Covered)



Keep your child healthy

Making sure your child is up to date on their shots is one way to keep them healthy and thriving.

According to the [National Library of Medicine](#), most recommended childhood vaccinations are 90-99 percent effective. Vaccines can provide protection against serious illnesses that can easily spread between children.

See the chart below for a schedule of recommended shots.

Birth	
(HepB) Hepatitis B	
1-2 months	
(HepB) Hepatitis B	
(RV) Rotavirus	
(DTaP), Diphtheria, tetanus and acellular pertussis	
(Hib) Haemophilus influenza type b	
(PCV13) Pneumococcal conjugate	
(IPV) Inactivated poliovirus	
4 months	
(RV) Rotavirus	
(DTaP), Diphtheria, tetanus and acellular pertussis	
(Hib) Haemophilus influenza type b	
(PCV13) Pneumococcal conjugate	
(IPV) Inactivated poliovirus	
6 months	
(DTaP) Diphtheria, tetanus and acellular pertussis	
(PCV13) Pneumococcal conjugate	
	6-18 months
	(HepB) Hepatitis B
	(IPV) Inactivated poliovirus
	6 months and yearly
	Influenza
	12-15 months
	(Hib) Haemophilus influenza type b
	(PCV13) Pneumococcal conjugate
	(MMR) Measles, mumps, rubella
	(VAR) Varicella
	12-23 months
	(HepA) Hepatitis A, 2 dose series
	15-18 months
	(DTaP), Diphtheria, tetanus and acellular pertussis
	4-6 years
	(DTaP), Diphtheria, tetanus and acellular pertussis
	(IPV) Inactivated poliovirus
	(MMR) Measles, mumps, rubella
	(VAR) Varicella

An annual well-child visit is covered for members of Aetna Better Health® of Illinois. These visits are a great time to ask your child's doctor what vaccines they need to stay on track with their immunization schedule. You can also discuss any concerns you may have about your child's health or development.

If you need help finding a doctor, call Member Services at [1-866-329-4701 \(TTY 711\)](tel:1-866-329-4701).

Kickoff the new year with an annual checkup

An annual visit with 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 tests and screenings you need
- Works with you on treatment options

Your PCP's name is shown on your member ID card. 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)**.



Resources for a healthy pregnancy



January is Birth Defects Prevention Month. Every **4 ½ minutes**, a baby is born with a birth defect in the United States. 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)

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 to help lower the risks of serious birth defects of the spine and brain
- ✓ 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

Extra support during pregnancy and beyond

Aetna Better Health® of Illinois offers free access to qualifying members to Maven, for extra support during pregnancy and beyond.

Maven helps you prepare for birth and supports you and your baby for three months after delivery. With Maven, you can talk to trusted providers at no cost to you. You can also read articles and attend classes to support you and your baby. You can use your smartphone, tablet, or computer any time, day or night, to talk to a Maven provider at no cost to you.

Maven providers can:

- ✓ Listen to your thoughts and feelings
- ✓ Answer questions about pregnancy and delivery
- ✓ Help you understand what to expect during labor
- ✓ Show you ways to soothe your baby
- ✓ And so much more

Make an appointment with any of these Maven providers

- Birth planning specialists
- Doulas
- Lactation consultants
- Career coaches
- Sleep coaches
- Diabetes coaches

To sign up for Maven, scan the QR code with your smartphone or visit mavenclinic.com/join/ABHIL



Get ready to renew your coverage

Illinois is checking to see if people are still eligible for Medicaid.

Select Manage My Case at [ABE.Illinois.gov](https://abe.illinois.gov) to:

- Verify your mailing address under “Contact Us”
- Find your renewal due date (the “redetermination” date) in your “Benefit Details”

Watch your mail and complete your renewal right away.

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act (ACA) Marketplace for Illinois, [GetCoveredIllinois.gov](https://getcoveredillinois.gov).

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to [Report Fraud | HFS \(illinois.gov\)](https://reportfraud.hfs.illinois.gov) or the Medicaid fraud hotline at [1-844-453-7283](tel:1-844-453-7283) / [1-844 ILFRAUD](tel:1-844-ILFRAUD).



Share your thoughts

Our Member Advisory Committee brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call [1-866-329-4701](tel:1-866-329-4701) (TTY: 711).

You can also share your voice through our Family Leadership Council. It meets multiple times each year and helps us improve care coordination for children with behavioral health needs. Find details for the council's next meeting on our [News and Events](#) page.

Stay informed

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 **72138**.

Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.

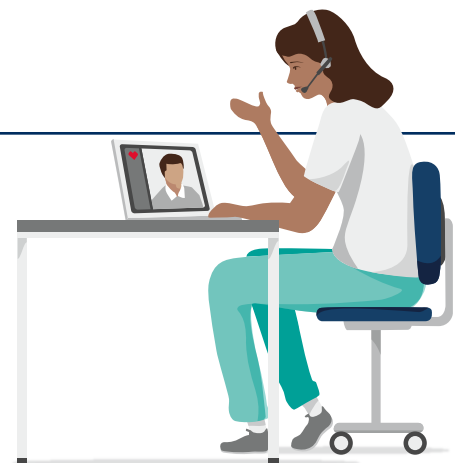
Earn Aetna Better Care® Rewards

You can earn rewards by completing healthy activities like annual screenings, wellness exams and more. Use your rewards to help pay for everyday items. Learn more at AetnaBetterHealth.com/Illinois-Medicaid/rewards-program.html.

We're here to help

Call Member Services at [1-866-329-4701](tel:1-866-329-4701) (TTY: 711) Monday through Friday, 8:30 AM to 5:00 PM to:

- Make an appointment
- Get help with your benefits
- Arrange a ride to the doctor's office



Connect with us on social media.

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: **711**). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (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 નિ:શુલ્ક 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: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-385-4104** (TTY: **711**) पर कॉल करें।

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**).

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[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/better-health/illinois-medicaid)

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