



## Our members are at the center of everything we do

Care management is available to help members understand and control their health conditions. Care managers are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your primary care provider to help answer medical questions
- Make referrals to specialists
- Promote communication between your provider, family, and medical specialists
- Help with special equipment and home health requests
- Make sure all your health care needs are being met

Children who need more medical, behavioral health, or educational needs than other children their age can get special help if they are in a care management program.

## We want you to get the most out of your benefits

If you have any questions about how to make the most of your benefits and services, give us a call at 1-800-279-1878. Member Services is here to help.

## And thank you for being the best part of Aetna Better Health of Virginia!

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, please contact Member Services at 1-800-279-1878 or refer to the applicable member handbook.

You can get this information for free in other languages. Call 1-800-279-1878. The call is free.

Puede obtener esta información en otros idiomas de manera gratuita. Llame al 1-800-279-1878. Esta llamada es gratuita.



**AETNA BETTER HEALTH® OF VIRGINIA**  
9881 Mayland Dr.  
Richmond, VA 23233

Member Services  
**1-800-279-1878**  
TTY/TDD: 711 or 1-800-828-1120  
[www.aetnabetterhealth.com/virginia](http://www.aetnabetterhealth.com/virginia)



## AETNA BETTER HEALTH® OF VIRGINIA

Get more out of your health benefits with Aetna Better Health of Virginia












[www.aetnabetterhealth.com/virginia](http://www.aetnabetterhealth.com/virginia)



## Covered benefits

### Plan Benefits

### Amount you pay\*







	Office Visits	\$0
	Urgently Needed Care (Including access to 26 Patient First locations in Virginia)	\$0
	Emergency Care	\$0
	Ambulance Services (for emergencies)	\$0
	Inpatient Hospital Care	\$0
	Home Health Care	\$0
	Outpatient Services/Surgery	\$0
	Mental Health and Substance Abuse Services	\$0
	X-Rays/Lab Services	\$0
	Flu/Pneumonia Vaccines	\$0
	Wellness Exam – 1 routine exam per year	\$0

\*Certain co-pays may apply for FAMIS members

## Value-added extra benefits and services for our members

### Plan Benefits

### Amount you pay

	Free Cell Phone	Free cell phone with 350 free minutes per month and free unlimited text messaging, including free calls to Member Services.	\$0
	Healthy Mom, Healthy Baby	We want our members to have a healthy pregnancy and deliver a healthy baby. Just for going to the doctor at the right times, you can get a \$50 gift card. Once your baby is born, you can get a breast pump, free! And your little one is automatically enrolled in our Ted E. Bear Club.	\$0
	24-Hour Nurse Helpline	You can call 1-877-878-8940 to speak with friendly nurses 24 hours a day, 7 days a week. They will help you decide if you should see your doctor, go to the emergency room, or help you treat the problem at home.	\$0
	Transportation Services*	Free transportation to doctor visits, medical care at a hospital, and pharmacy pick-ups after a doctor visit.	\$0
	Preventive Dental	Dental care for children is provided through the Smiles for Children Program. The toll-free number is 1-888-912-3456.	\$0
	Vision	Eye health is important. That's why our members under 21 can get a new pair of glasses or contact lenses every two years.	\$0

\*Medicaid/FAMIS Plus members only