



**AETNA BETTER HEALTH® OF VIRGINIA**  
Commonwealth Coordinated Care Plus (CCC Plus)

The care you need, when you need it

Learn how Aetna Better Health of Virginia serves you through care management and enhanced benefits and services





## We're here to help

Care coordination is available to help you understand and control your health conditions. Care coordinators are nurses or social workers. They can:

- Provide education to you about your health care
- Locate a provider for you or your child
- Work with your primary care provider (PCP) to help answer medical questions
- Coordinate care with your PCP to assist with referrals to specialists
- Ensure continuity of care between providers/locations
- Help with special equipment and home health requests

Our integrated care management program helps with your medical, behavioral, and social needs. It provides you with acute, chronic and long-term services and supports.

**Have a question about your benefits? Call Member Services at 1-855-652-8249 (TTY 711). We're here for you 24 hours a day, 7 days a week.**










To learn more about CCC Plus or to become an Aetna Better Health of Virginia member:

- Call the CCC Plus Helpline at **1-844-374-9159** (TTY **1-800-817-6608**)
- Visit [www.cccplusva.com](http://www.cccplusva.com)

## Covered benefits

### Plan benefits

### Amount you pay














	Office visits	\$0
	Emergency services	\$0
	Transportation – emergency, urgent and non-emergency	\$0
	Inpatient and outpatient hospital care	\$0
	EPSDT services (members 20 and younger)	\$0
	Vision care – covered eye exams for children and adults. Members under age 21 can get a new pair of glasses or contact lenses every two years at no cost. For members over age 21, see the valued-added benefits section on the following pages.	\$0
	Behavioral health and substance abuse services	\$0
	Long-term services and supports – personal care, respite care, skilled private nursing, adult day care, PERS	\$0
	Wellness visits	\$0

The covered benefit information shown is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. For more information, contact Member Services at 1-855-652-8249 or you can visit [www.aetnabetterhealth.com/virginia](http://www.aetnabetterhealth.com/virginia).

## Added benefits and services for our members

### Plan benefits

### Amount you pay

			Amount you pay
	Adult dental (age 21+)	Exam, cleaning 2x/year, fillings, extractions, root canal or dentures (limit \$525 per year)	\$0
	Adult vision (age 21+)	Exam and \$100 per eyewear per year	\$0
	Adult hearing (age 21+)*	Exam and one hearing aid per year, unlimited hearing aid fittings (limit \$500 per year)	\$0
	Diabetes care (age 21+)*	One pair of therapeutic shoes or two shoe inserts per year (limit \$150 per year)	\$0
	Wellness rewards (age 21+)	Incentive cards for diabetic dilated eye exam, diabetic wellness exam, mammography, cervical cancer screening, initial colonoscopy, flu shot, prostate cancer screening	\$0
	Personal care attendant*	Available to high-risk members in nursing facility, 24 /7	\$0
	Employment resources	We help members write resumes, provide interview coaching and link members to employers	\$0
	Medication adherence program	For members with chronic illness	\$0
	Home-delivered meals (age 21+)*	After inpatient stay, members can receive 2 meals per day delivered to their home or community-based setting for up to 7 days	\$0
	Housing resources	We link members to resources for accessible housing, utility assistance and other resources including home modifications	\$0
	Wellness centers	Available to all members – with no limits – as well as caregivers, providers and community organizations	\$0
	Weight management*	12-week program and six nutritionist counseling visits	\$0
	Memory care*	Members diagnosed with dementia and Alzheimer's disease – 2 door alarms and 6 window alarms	\$0
	Free cell phone	Free cell phone with 350 minutes per month, free unlimited texting and free calls to Member Services. Available to members 18 and older.	\$0

\*These services require prior authorization. Your provider and the health plan will need to coordinate these services.



AETNA BETTER HEALTH® OF VIRGINIA  
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AM-00736



Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ENGLISH: ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

**SPANISH: ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

**KOREAN: 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.