



# Aetna Better Health Premier Plan MMAI Member Newsletter

**SPRING 2023**

[AetnaBetterHealth.com/Illinois](https://AetnaBetterHealth.com/Illinois)



Aetna Better Health® Premier Plan MMAI

## COVID-19 Therapeutics

This article is brought to you by IDPH Illinois Department of Public Health

### I just tested positive for COVID-19, are there treatments?

There are IV medications and oral pills that can be used to treat COVID-19. Talk with a health care provider as soon as possible to see if you are eligible for one of these treatments – you will need a prescription. You can also find a location and get treatment where you get tested (Test to Treat site):

<https://covid-19-test-to-treat-locator-dhhs.hub.arcgis.com/>

Have your provider send the prescription to any pharmacy listed on the treatment locator link or call **1-800-338-3831**. <https://covid-19-therapeutics-locator-dhhs.hub.arcgis.com/>

Questions about COVID-19?

Call **1-800-889-3931** or email

[dph.mabtherapy@illinois.gov](mailto:dph.mabtherapy@illinois.gov)

Illinois Department of Public Health - [www.dph.illinois.gov](http://www.dph.illinois.gov)

**For more information, please  
visit [AetnaBetterHealth.com/  
Illinois](https://AetnaBetterHealth.com/Illinois)**

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Aetna Better Health Premier Plan MMAI  
3200 Highland Ave.  
Downers Grove, IL 60515

# Case management

When you become an Aetna Better Health Premier Plan MMAI (Medicare-Medicaid Plan) member, we assign a Case Manager to you. Your Case Manager can help you find the right care and services. They will assess your wellness goals. And then they will talk to you about your wellness goals.

Your Case Manager will work with you, your health care providers (providers) and any other member of your care team to make sure you receive the right care and services based on what you prefer.

Together we will create a care plan just for you. This will help you live a healthier life. Each member is on their own personal health care journey. We are here to support you along the way. Your Case Manager can help you manage and improve your health. To learn more about how we can help you with your wellness goals, call your Case Manager. You can also call Member Services at **1-866-600-2139** (TTY: 711), 24 hours a day, 7 days a week.

## **Has an Aetna Better Health Premier Plan MMAI Case Manager already called you?**

If you are a new member to our plan, your Case Manager will call to you to welcome you to our plan. Your Case Manager will tell you about ways we can support your wellness goals. During the call, your Case Manager will work with you to complete a health assessment. It will help us learn how to support you on your journey. The health assessment tells us about:

- You
- Your health
- Your health care
- Your wellness goals

At a minimum, you can also expect that your Case Manager will call you to check in and see how you have progressed throughout the year. During that call, your Case Manager will update



the health assessment. Together you will review your care goals and set new ones based on your preferences.

If you move or change your phone number, please call your local Department of Human Services office and your Case Manager. We need to update your profile, so we know the best way to contact you. You can also call Member Services at **1-866-600-2139** (TTY: 711).



## Cancer Screenings

It is important to screen for cancer because it can allow you and your doctor to find the disease early when it is easier to treat. Even if you're feeling good and have no problems, complete your colorectal and breast cancer screenings, it could save your life.

Plan ahead — contact your provider today to help you schedule your next screenings.

## Colorectal Cancer Screening

Preventive colorectal cancer screenings are covered at no extra cost to you. There are several different types of screenings you can get. There are several screening options available including stool tests and studies which use a scope to look at your bowels.

An in-home screening can be done without ever leaving your home and needs to be done every year. If you prefer a colonoscopy, you may only need it done every 10 years. Talk to your doctor about which screening is right for you.

Best practice for colorectal cancer screening is for all adults who are 45 to 75 years. Individuals over 75 years of age should discuss screening options with their doctor.

## Breast Cancer Screening

Preventive breast cancer screenings are covered at no extra cost to you. This is a screening mammogram, or a low-dose X-ray that allows specialists to look for changes in breast tissue. When you get regular mammograms, doctors may find and treat changes in the breast early before they become more serious. It's one of the most important things you can do for your health — and it usually takes less than 15 minutes. Based on clinical guidelines women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram at least once every two years. Women who are younger than 50 years of age or older than 74 years of age should discuss screening options with their doctor.

For more information, please refer to the following link: <https://www.cdc.gov/cancer/dcpc/prevention/screening.htm>

# Member Survey

You can help make health care better!

Share your experience, good or bad. Every year, the Centers for Medicare and Medicaid Services (CMS) send a survey in the mail. Your answers can help CMS learn how you're doing. It also tells them how you think we're doing. Survey questions cover:

- Your experience with your providers
- Your health plan benefits
- Your experience with getting the care you need

You'll be helping the health care system work better for you. If you receive a survey, please take some time to complete it.

## Is it normal aging or is it dementia?

Your memory often changes as you grow older. But memory loss that disrupts daily life is not a typical part of aging. It may be a symptom of dementia. Dementia is a slow decline in memory, thinking and reasoning skills.

### Is Dementia a part of normal aging?

No, many people live their entire life and do not develop dementia. There are age related memory changes such as:

- Occasionally misplacing car keys
- Struggling to find a word but remembering it later
- Forgetting the name of someone
- Forgetting recent events

### How common is dementia?

There are an estimated 5.0 million adults with dementia in 2014. We think that by 2060, there will be nearly 14 million.

### What are the signs and symptoms of dementia?

- Getting lost in your own neighborhood
- Forgetting the name of a close family member or friend
- Forgetting old memories
- Not being able to do daily tasks that once came easily
- Using unusual words to refer to familiar objects.

### What increases the risk for dementia?

- Age is the biggest risk factor for dementia. Most cases of dementia affect those over 65 years.
- Someone in your family like a parent or sibling also have dementia





- Race- African Americans and Hispanics are more likely to develop dementia than whites
- Medical problems such as high blood pressure, and high cholesterol increase your risk of dementia if not treated properly.
- History of brain injury

### **Are there different types of dementia?**

There are many different types of dementia. The two most common types are Alzheimer's disease which causes 60 to 80 percent of cases. The second most common cause of dementia is called vascular dementia, it is linked to stroke, diabetes, high blood pressure and high cholesterol.

See below for the Alzheimer's Association's list that can help you recognize the warning signs of Alzheimer's:

1. Memory loss that disrupts daily life
2. Challenges in planning or solving problems
3. Difficulty completing familiar tasks
4. Confusion with time or place
5. Trouble understanding visual images and spatial relationships
6. New problems with words in speaking or writing
7. Misplacing things and losing the ability to retrace steps

8. Decreased or poor judgment
9. Withdrawal from work or social activities
10. Changes in mood and personality

If you or someone you care about is experiencing any of the 10 warning signs, please see a doctor to find the cause. Early diagnosis gives you a chance to seek treatment and plan for your future. The Alzheimer's Association can help. Visit [alz.org/10signs](https://www.alz.org/10signs) or call **1-800-272-3900**.

The Alzheimer's Association is the world's leading voluntary health organization in Alzheimer's care, support, and research. Their mission is to eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health.

Their vision is a world without Alzheimer's disease. For information and support, contact the Alzheimer's Association: call **1-800-272-3900** or visit [ALZ.org](https://www.alz.org).

### Sources

1. <https://www.alz.org/about/explore-alz-org>
2. <https://www.cdc.gov/aging/dementia/index.html>



## The Affordable Connectivity Program

### The Affordable Connectivity Program Lowers Cost of Broadband Services for Eligible Households

This program helps to ensure that households can afford the broadband they need for work, school, healthcare and more.

#### The benefit provides:

- a discount of up to \$30 per month toward internet service for eligible households.
- \$75 per month for households on qualifying Tribal lands.
- Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

The Program is limited to one monthly service discount and one device discount per household.

### Who Is Eligible for the Affordable Connectivity Program?

A household is eligible for this Program if the household income is at or below 200% of the [Federal Poverty Guidelines](#), or if a member of the household meets at least one of the criteria below:

- Received a Federal Pell Grant during the current award year.
- Meets the eligibility criteria for a participating provider's existing low-income internet program.
- Participates in one of these assistance programs:
  - Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools.
  - SNAP

- Medicaid
- Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
- Project-Based Rental Assistance (PBRA)/202/811
- Public Housing
- Supplemental Security Income (SSI)
- WIC
- Veterans Pension or Survivor Benefits

- Tribal Head Start (income based)
- Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians

**Two Steps to Enroll:**      [Apply Now](#)

1. Go to [AffordableConnectivity.gov](https://www.affordableconnectivity.gov) to submit an application or print out a mail-in application.
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have another application that they will ask you to complete. Eligible households must both apply for the program and contact a participating provider to select a service plan.

The Affordable Connectivity Program is administered by Universal Service Administrative Co. (USAC) with oversight from the Federal Communications Commission (FCC).

- Participates in one of these assistance programs and lives on [Qualifying Tribal lands](#):

- Bureau of Indian Affairs General Assistance
- Tribal TANF
- Food Distribution Program on Indian Reservations



## Keeping your personal information safe.

Your member ID number gives you access to your health information. For this reason, it is important to keep your member ID number and other personal information — such as date of birth, Social Security number and address — safe.

Aetna Better Health of Illinois will never ask for your Social Security number. If you call and speak with Member Services, they will ask you to provide your name, member ID, date of birth and may also ask for your mailing address, phone number and email address to verify who you are.

If you are ever worried about someone calling you on behalf of Aetna Better Health of Illinois, we encourage you to write down the caller's information and then contact us by calling the number on the back of your ID card.

If you think someone may be using your member ID number or you have any suspicions of fraud, waste or abuse, you can contact Aetna Better Health of Illinois in the following ways:

- Call Aetna Better Health of Illinois' Fraud, Waste and Abuse Hotline at **1-866-670-6885**. All calls are anonymous.
- Call the Special Investigations Unit (SIU) at **1-800-338-6361** if you have questions or to report fraud.
- Use the fraud and abuse reporting form on the Aetna Better Health of Illinois website [AetnaBetterHealth.com/Illinois](https://www.AetnaBetterHealth.com/Illinois).

You will see a link to "Fraud & Abuse" at the top of the page.





# National Suicide Hotline - Suicide & Crisis Lifeline, Dial 988

In a great achievement for mental health, the phone number “988” debuted nationally as a new access point for critical mental health support, in the same way one dials “911” for emergency services. The new number stems from the [National Suicide Hotline Designation Act](#), which Congress passed in 2020.

**Dialing “988” will replace the National Suicide Prevention Lifeline (1-800-273-8255)** and help meet the need nationally for urgent and emergent mental health care. The phone line will help to elevate suicide prevention and early intervention, along with other medical emergencies as serious health issues.

“Since launching in 2005, volunteers with the National Suicide Prevention Lifeline have answered over 20 million calls to provide emotional support to individuals in need,” said Cara McNulty, President, Behavioral Health and Mental Wellbeing, CVS Health. “But in a time of need, that can be a difficult number to remember and dial. The launch of 988 provides an easy and equitable way for individuals to remember the number and to access critical mental health interventions.”

As a leader in mental health and well-being, 988 aligns with CVS Health’s [commitment to make mental well-being](#) services more accessible and less complicated.

## How It Works

The 988 network routes calls - either from someone in distress or someone calling on their behalf – to a local crisis center based on the caller’s location. Trained counselors can



intervene in these critical moments, but also connect individuals to appropriate resources more quickly and to effectively plan longer term care to sustain recovery and quality of life. The Lifeline can help thousands of people overcome crisis situations every day, providing 24/7, free and confidential support.

Special routing is available for veterans, Spanish-speaking individuals and multiple languages as needed.

The 3 digit 988 dialing code will provide greater access to life-saving services.

## How National Coverage Determinations 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](http://www.aetnabetterhealth.com/illinois).

Then go to: For Members > Aetna Better Health Premier Plan > Member Benefits.

You can also visit [www.cms.gov](http://www.cms.gov) for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box.

You can also contact your care manager or Member Services at **1-866-600-2139** (TTY/TDD: 711).

## Don't risk a gap in your Medicaid coverage

Update your contact information with your state Medicaid agency. This way, they'll be able to reach you to renew your Medicaid coverage. You can make updates to your contact information in the following ways:

Online at [www2.illinois.gov/hfs/address](http://www2.illinois.gov/hfs/address)

By calling the state Medicaid agency at **1-877-805-5312** from 7:45am–4:30pm. If you use a TTY, call **1-877-204-1012**.

Aetna Better Health Premier Plan MMAI is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.



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**Contact us**

Aetna Better Health® Premier Plan MMAI  
3200 Highland Ave.  
Downers Grove, IL 60515

24 hours a day  
Member Services: **1-866-600-2139**  
**AetnaBetterHealth.com/Illinois**

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This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own healthcare 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 Health® Premier Plan MMAI 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 for free in other formats, such as large print, braille or audio. Call **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Aetna Better Health® Premier Plan MMAI Member Handbook.

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call **1-866-600-2139 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

ATENCIÓN: Si habla español, tiene a su disposición servicios de idiomas gratuitos. Llame al **1-866-600-2139 (TTY: 711)**, las 24 horas del día, los 7 días de la semana. Esta llamada es gratuita.

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website or call the phone number listed in this material.

In addition, your health plan provides auxiliary aids and services, free of charge, when necessary to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Your health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, call Customer Service at the phone number on your benefit ID card.

If you believe that we have 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 Grievance Department (write to the address listed in your Evidence of Coverage). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card **(TTY: 711)**. If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at [https://ocrportal.hhs.gov/ocr/cp/complaint\\_frontpage.jsf](https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf).

ESPAÑOL (SPANISH): Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

繁體中文 (CHINESE): 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。