



Indulge



AetnaBetterHealth.com/Illinois

Aetna Better HealthSM Premier Plan MMAI

Spring into health.

The arrival of spring often gives us the opportunity to spend time outdoors and get fresh air and sunshine. Springtime is welcomed after long, cold winters. There are many health benefits and risks associated with the spring season. Here are six ways to reap the health benefits of the changing season:

1. Soak up warm sunshine safely. Spending time outdoors improves mood and brain function and decreases depression. Moderate exposure to sunshine can make the bones stronger and decrease the risk of strokes and heart attacks. Be sure

to wear sunscreen, hats and sunglasses to avoid too much exposure to the sun.

2. Many fresh fruits and vegetables are in season during the spring. It is recommended to have five to nine servings of fruits and vegetables each day. Including fruits and vegetables in the daily diet decreases the risk of health conditions including diabetes, heart disease and cancer.

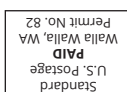
3. Be sure to drink enough water each day and increase water intake if you are more active in the spring. Health experts recommend eight 8-ounce glasses of water daily to stay hydrated.

4. Budding trees, flowers and rainy days can cause problems with allergies. Address seasonal allergies with your primary care provider (PCP).

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



Quality Management Program.

At Aetna Better HealthSM Premier Plan MMAI, our Quality Management Program is set to look for ways we can improve our members' health and safety. We want to make sure you get quality healthcare and services.

Our Quality Management Program includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral healthcare
- Help with any chronic conditions or illnesses
- High satisfaction with your doctors and with us

Each year, our quality improvement activities include:

- Contacting you to remind you to get care.
- Sending you postcards or newsletters about health topics.
- Reviewing the number, quality and kinds of services you receive.
- Reminding your doctors and you about preventive healthcare.
- Making sure you are continuing to get the care you need.
- Meeting the cultural, ethnic and language needs of our members.
- Checking that your calls are answered quickly and that you get the right information.
- Taking actions when we identify issues with the quality of care being provided.
- Evaluating our programs and data trends of how our members receive healthcare and preventive care services. We compare our findings to national practice guidelines.

You can learn more about our Quality Management Program on our website at **AetnaBetterHealth.com/Illinois**. You can call Member Services at **1-866-600-2139 (TTY: 711)** to request a copy of our Quality Management Program and to learn more about what we are doing to improve your care.

Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ smartphone.

We know how important it is to stay connected to healthcare, jobs, emergency services and family. That's

why Aetna Better HealthSM Premier Plan MMAI is partnering with Assurance Wireless Lifeline service.

Each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited texts
- Voice minutes
- Plus an Android smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).



To apply now or learn more, visit

AetnaBetterHealth.com/Illinois

Safety first!

We care about your safety, health and welfare. It is important to recognize signs of abuse, neglect and exploitation and report it. This will allow you to be safe and get the care you need. If you are or suspect that you are being abused, neglected or exploited, please call the appropriate number below to report, prevent or stop the abuse, neglect or exploitation.



To report regarding members who are disabled adults 18 through 59 years of age who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	• 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To report regarding members who are 60 years of age and older who live in the community, call the Illinois Adult Protective Services Unit of the Department on Aging (DoA).	• 1-866-800-1409 (voice) • 1-888-206-1327 (TTY)
To report regarding members in nursing facilities, call the Department of Public Health Nursing Home Complaint Hotline.	• 1-800-252-4343
To report regarding members in supportive living facilities, call the Supportive Living Facility Complaint Hotline.	• 1-800-226-0768
Call Member Services or your care coordinator at any time to report abuse, neglect and exploitation. You can contact us 24 hours a day, 7 days a week.	• 1-866-600-2139 (toll-free) • TTY: 711

For more information, please visit our website at [AetnaBetterHealth.com/Illinois](https://www.AetnaBetterHealth.com/Illinois)

How national coverage decisions affect your plan.

The Centers for Medicare & Medicaid Services (CMS) sometimes change 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 [AetnaBetterHealth.com/Illinois](https://www.AetnaBetterHealth.com/Illinois). Then go to: For Members > Aetna Better Health Premier Plan > Member Benefits.

You can also visit [CMS.gov](https://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)**.



Help us fight fraud.

Is your doctor billing for services that were not performed? Is your homemaker billing for more hours than they are actually working?

Is someone else using your name to receive medical services?

Each year billions of dollars are lost to healthcare fraud.

Help us fight back

You can report suspected fraud or abuse directly to 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.

Note: Even if you provide your contact information, your identity will be confidential.

Do you have medications you need to dispose of?

Join Aetna Better Health of Illinois and the U.S. Drug Enforcement Administration (DEA) with our fight against prescription drugs finding their way into the wrong hands.

We can make a difference if we work together. Keep prescription drugs safe. Clean them out and help us take them back! Visit **TakeBackDay.DEA.gov** or **Safe.Pharmacy/Drug-Disposal** for a collection site near you.

PHM strategy.

Population Health programs offered to keep you healthy.

Did you know that we have valued programs to help members be as healthy as possible? Each of our members is on their own personal healthcare journey. We can guide you in managing and improving your health. For most programs, we will automatically put you in to the program if you are eligible. You can choose to join or leave the program anytime. Call us if you do not want to be part of a program. To learn more about how we can help you with your healthcare, call Member Services at **1-866-600-2139** toll-free (**TTY: 711**), 24 hours a day, 7 days a week.

As a member of Aetna Better HealthSM Premier Plan MMAI, you will have your own case manager who can help you find the right care and services. Your case manager will contact you soon after you are enrolled with Aetna Better HealthSM Premier Plan MMAI.

A case manager will work with you, your doctors, and other providers to make sure you receive the right care and servicesSM with your needs in mind. The goal is to build a care plan just for you to help you live a healthier life. Your case manager will meet with you

by phone or where you live as often as needed.

Below are some of the programs we offer to help you stay healthy. You can learn more about these programs on our website at **AetnaBetterHealth.com/Illinois**.

Keeping members healthy

Along with your doctor, we will partner with you to get the best care. We want you to visit your doctor each year and get tests or vaccines that will help you stay healthy, like:

- Breast cancer screenings
- Colorectal cancer screenings
- Flu shots
- Eye exams

Managing members with emerging risk

If you have diabetes or high blood pressure, we will teach you how to take care of yourself. You will learn:

- How to take care of your diabetes or high blood pressure conditions
- How to watch your blood sugar or blood pressure
- Healthy habits so you feel better

Patient safety and outcomes across settings

We want you to be informed about the different medicines you may need to take. We can help you with questions you should ask your doctor, like:

- Why am I taking this medicine?

- How should the medicine be taken?
- Are there any side effects or possible allergic reactions to this medicine?

Managing multiple chronic conditions

A case manager will work with you, your doctors, and other providers to make sure you receive the right care and services with your needs in mind. Your case manager will help you if:

- You are going to the emergency room a lot
- You are having trouble getting things your doctor has ordered
- You need information about a disease or treatment
- You need help with the activities of daily living
- You have been recently hospitalized and need help getting all your discharge needs met

At times, you may not need much assistance from a case manager. However, conditions can change and can be overwhelming. To offer you support, your doctor, hospital discharge planner or other provider may refer you to Case Management. Or a nurse on our health information line may refer you. However, do not wait for a referral if you need help. You can self-refer by calling us at **1-866-600-2139 (TTY: 711)** and asking for Case Management.

We want to help you stay healthy and make sure that you are getting the care and service you deserve. Call Member Services at **1-866-600-2139** toll-free (**TTY: 711**), 24 hours a day, 7 days a week, to learn more about how we can help you.



Washing your hands thoroughly helps prevent infections.

Shaking hands. Lending a hand. Holding hands. Our hands are just right for all kinds of wholesome activities. Unfortunately, they're also very good at spreading germs.

That's why proper handwashing is so important, especially with diseases like COVID-19 around.

In addition to other preventive measures — like avoiding contact with people who are sick, disinfecting surfaces and not touching your face — the Centers for Disease Control and Prevention recommends

that people wash their hands often to help stop the spread of respiratory diseases such as COVID-19.

Kill more germs — wash your hands the right way

Washing your hands the right way involves more than a small dab of soap and a quick rinse under the faucet.

Here's how to do it right:

- Get your hands wet and soapy. Use clean, running water — either cold or warm.
- Rub hands together and scrub every surface. Don't forget

the backs of your hands, between your fingers and under your nails.

- Continue rubbing for at least 20 seconds and then rinse with running water.
- Dry off with a clean towel or, if none is available, just let your hands air-dry.

Practice proper handwashing often. It's especially important to wash before, during and after handling food and before and after caring for someone who is sick or injured.

Also, wash up after blowing your nose, coughing or sneezing; using the toilet or changing a diaper; handling an animal, pet food or animal waste; or touching garbage.

If there's no soap or water, it's OK to use an alcohol-based hand sanitizer. Be sure it contains at least 60% alcohol.

Sanitizers have limitations, though. They won't kill all the germs, and they may not be as effective when hands are visibly dirty. So when you have the option, choose soap and water.



Spring into health.


Continued from front page


5. Asthma symptoms can worsen during the spring months. Avoid triggers and work with your PCP to create an Asthma Action Plan.


6. Common colds are very common in the spring. Wash your hands frequently and avoid touching your eyes, nose and mouth.


Resources: Healthgrades.com; Chartwell.com


Do's and don'ts of the coronavirus disease (COVID-19).


 **Do:**


 Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.


 Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.


 Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.


 Call your healthcare provider if you have symptoms. Let them know you may have the virus.


 Wear a cloth face mask in public.

 **Don't:**

 Touch your eyes, nose and mouth with unwashed hands.

 Spend time with people who are sick.

 Go out in public if you're sick unless it's to get medical care.

 Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention

Are COVID-19 vaccine ingredients safe?

COVID-19 vaccines give us our best shot at beating the virus. Concerned about what's in them? These facts may give you peace of mind.

No live coronavirus in the vaccine

None of the current vaccines uses the real coronavirus to build immunity. Instead, they deliver instructions to your cells to make a harmless piece of the virus called the spike protein. This teaches the immune system to fight the real virus. But there's no way the vaccines can give you COVID-19.

Pfizer's and Moderna's vaccines use messenger RNA (mRNA) to deliver those instructions.

Johnson & Johnson's vaccine uses another harmless virus to deliver the coronavirus's DNA to your cells. But that mRNA or DNA does not stay in your body. And it can't change your own DNA in any way.

Also not included

The vaccines also do not have:

- Preservatives, such as thimerosal (which contains an organic form of mercury).
- Formaldehyde, used to help make some vaccines.
- Eggs, latex or antibiotics. Some people are allergic to these things.
- Microchips. No one is putting microchips in the vaccines to track us. That's a myth. In fact, it's not even possible to do so.

Talk to your doctor

Like all vaccine ingredients, those in the COVID-19 vaccine serve a specific purpose. Some help the vaccine work. Others are needed to help make the vaccine. Ask your doctor if you have any concerns about what's in the vaccines.

You can help make your shot even safer by telling your doctor if you:

- Have any allergies or other health problems
- Have ever had an allergic reaction to a vaccine

Sources: Centers for Disease Control and Prevention; World Health Organization

Contact us

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

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

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 HealthSM 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 HealthSM 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 does 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 at 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**.

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。