

Your Aetna Better Health[®] of Illinois Newsletter



Summer/Fall 2021

Flu Vaccination—A Wealth of Benefits

The COVID-19 pandemic is ongoing. That makes getting a flu shot more important this year than ever. The shot will not prevent COVID-19. But it will still help with the pandemic. It will lower the number of hospital admissions and deaths. That will ease the burden on the health care system. Scarce medical resources can be used to care for people with COVID-19.

Getting the flu vaccination has many other benefits. Scientific studies support these benefits.

- First, it can keep you from getting the flu. Flu is no fun. For kids, the flu vaccine can be life-saving.
- It can reduce the chances that you will need to go to the hospital.
- It can help people with chronic health conditions avoid getting worse.
- It helps protect women during pregnancy and after.
- It can reduce the severity of flu if you do become ill.
- It can protect those around you from the flu. This is important for those who are more vulnerable to flu. That includes babies, young children, and older people.



Aetna Better Health of Illinois is part of the CVS Health[®] family of companies.



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

Aetna Better Health[®] of Illinois

Back to School: A Checkup Checklist

Before you know it, summer will be over. It will be time for your child to return to school. You want to have them ready on day one. So we've created a back-to-school checklist for you.

My Back-to-School Checkup Checklist:



Well-Child Checkup: A yearly wellness exam is important. Even healthy children need one. It may help spot problems early. It also allows your child's provider to tell your child how to stay healthy. During a wellness exam, you can also

- Get answers to questions you or your child might have.
- Schedule a physical required for participation in school sports.
- Update your child's immunizations.



Immunizations: Make sure that all child and adolescent immunizations are up to date. Vaccines can strengthen antibodies to help your child fight diseases. Talk to your child's provider if you have questions or concerns.



Eye Exam: Seeing well can be key to doing well in school. The sooner you find vision problems, the sooner you can correct them.



Hearing Screening: Good hearing makes it easier to perform well in school. It also helps kids interact with others. Things like infections and high noise levels can affect hearing. It is important for kids to be tested regularly.



Dental Cleaning and Checkup: Healthy teeth and gums make it easier to speak, eat, and concentrate. Catch problems early and protect your child's smile!



Screening for Depression (Adolescents and Teens): Mental health is as important as physical health. Support from a health care professional can make a difference in a child's mental well-being.



ABHIL Community Support Initiatives

Southern Illinois Food-Pantry Initiative

The Southern Illinois Food Pantry Network serves 330,000 people. A third of these receive Medicaid. Many of the pantries in the southern region were unable to accept perishable foods. They could not properly store the foods.

Aetna Better Health of Illinois partnered with the Network. ABHIL donated 51 professional-grade refrigerators and freezers to 34 food pantries. These resources enabled the food pantries to distribute perishable foods. Healthy and nutritious foods such as produce and dairy are often perishable. The donation helped pantries battle food insecurities across 16 counties.

Tornado Relief

The storm that hit the Chicagoland area on June 20 hurt many families. It also hurt businesses.

Aetna Better Health of Illinois is committed to supporting our community partners:

- Glen Ellyn Food Pantry
- Downers Grove Area FISH
- West Suburban Community Pantry
- Janes Avenue Neighborhood Outreach (JANO)
- Naperville Fishes & Loaves

Aetna Better Health of Illinois invested \$10,000 to support community members by donating cleaning and hygiene products, pet food, disposable diapers, and \$10 restaurant gift cards.

Southern Illinois Health says **80% of adults in Southern Illinois are under-nourished.** They do not get the recommended amounts of daily fruits and vegetables.



August/September Outreach Events

8.27 Teamwork Englewood Kickback Series

3 PM - 7 PM

♥ Moran Park
5727 S. Racine Avenue
Chicago, IL 60636

8.29 Whatever It Takes Scholars: Back to School Event

12 PM - 4 PM

♥ YWCA Parks Francis Center
6600 South Cottage
Grove Avenue
Chicago, IL 60637

8.31 New Member Meeting

11 AM - 12 PM

♥ WebEx

US Toll Free:
844-712-3250

Meeting number
(access code):
179 217 7146

[Click here](#) for more information on
upcoming events.



After the Peanut, a local nonprofit group, has partnered with us to provide four hours of virtual tutoring and homework help. This is for eligible members in grades K–12. And help is on a first-come, first-served basis. For more information please contact us at **1-866-329-4701 (TTY:711)**.

Long-Term Covid

Most people with COVID-19 get better within weeks. But some people experience post-COVID conditions. People can experience a wide range of health problems four or more weeks after infection. This can happen even to people who don't have symptoms during the illness.

Types of Post-COVID Conditions

Severe COVID illness sometimes has long-term effects. Symptoms can last weeks or months after the illness. It can affect multiple organs. These include your heart, lungs, kidneys, skin, and brain. It can also cause your immune system to attack healthy cells in your body. This can cause inflammation (painful swelling) or tissue damage.

Very rarely, some people get MIS during or after COVID. This means different body parts can become inflamed. This happens mostly with children.

However, even mild or symptom-free COVID can have long-term effects. Symptoms experienced during the illness may continue. New symptoms may also appear. Sometimes the symptoms get worse after physical or mental activity. People commonly report having different combinations of the following.

- Difficulty breathing or shortness of breath; coughing
- Tiredness or fatigue
- Difficulty thinking or concentrating ("brain fog")
- Chest, stomach, joint, or muscle pain; headache
- Racing heartbeat ("heart palpitations")
- Pins-and-needles feeling
- Fever, rash, or diarrhea
- Problems sleeping
- Dizziness on standing
- Mood changes
- Changes in smell or taste
- Changes in period cycles

Prevention

The best way to prevent post-COVID conditions is by getting vaccinated against COVID-19. You should do this as soon as you can. COVID-19 vaccination is recommended for all people ages 12 years and older. It is recommended even if you had COVID-19 or a post-COVID condition.



Aetna Better Health® of Illinois

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>.

IL-20-10-17



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 નિઃશુલ્ક ભાષા સહાયતા 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 کریں: 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 हंदी 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).