

Your Aetna Better Health[®] of Illinois Newsletter

Spring/Summer 2021

What Can You Do Once You're Fully Vaccinated?

Getting vaccinated will not only help you stay protected. It will help you get on with your life.

Once fully vaccinated, you can do things you did before the pandemic.

- You can do things without wearing a mask or staying six feet from others. (You still must wear a mask where required by law or business and workplace rules.)
- You can travel in the U.S. without having to get tested or self-quarantine.
- You do NOT need to get tested before leaving the United States. (The exception is if your destination requires it. You will still need documentation to return to the States. You will need to show a negative test for or proof of recovery from COVID-19.)

- You do NOT need to self-quarantine after international travel. (You should still get tested 3-5 days after you return.)
- You do NOT need to stay away from others or get tested after being around someone who has COVID-19. (This does not apply if you have symptoms. It also does not apply if you live or work in a detention facility or homeless shelter.)

Keep in mind

If you've received the 2-dose vaccine of Pfizer or Moderna, you must get both doses of the vaccine to be considered fully vaccinated.

When are you fully vaccinated?

2 weeks after the second dose in a 2-dose vaccine (Pfizer or Moderna) OR 2 weeks after a single-dose vaccine (Johnson & Johnson).

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

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



Aetna Better Health[®] of Illinois

Keep Your Child Strong and Healthy With Our EPSDT Program

It can be challenging to stay on top of your family's health and know when to see the doctor for preventive care. But we're here to help.

What is EPSDT?

EPSDT stands for Early Periodic Screening, Diagnosis and Treatment. It is one of the largest preventive health programs for Medicaid members under 21 years of age. It covers all preventive health wellness, including vision and dental visits, at no cost to you. The program also covers the cost of treating any concerns or conditions that your doctor may find during a wellness visit.

Why are these visits important?

It's important for children to visit their doctor regularly—not just when they're sick. Here's why:

- Younger children need more wellness visits than adults do. This helps ensure they're growing properly.
- Babies need to see their doctor at least 8 times before the age of 15 months.
- A checkup allows the doctor to examine physical and mental development.
- Some health concerns can go unnoticed in children. But regular checkups can help the doctor find any problems early, when they're easier to treat.

You can also earn rewards for keeping up with your child's wellness visits through our rewards program, Aetna Better Care.

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Getting Back to Care

Enjoy all the benefits your plan offers!

We understand the pandemic has caused some challenges. And we want you to know you can still count on us to provide benefits and services that can help you stay healthy and be your best.

- **No-cost care:** there is no cost for doctor visits, urgent care visits or prescriptions
- **Dental care and extra benefits:** we provide extra dental care for adults 21 and older and children until the age of 21 through our Early and Periodic Screening and Diagnostic Treatment (EPSDT) program
- **Healthy pregnancy perks and special support for kids:** if you're pregnant, you may qualify for rewards through our Aetna Better Care program and personalized support for you and your kids through our EPSDT program
- **Eye exams and vision care:** benefits include routine and diabetic eye exams, plus you may be able to get \$100 for eyeglasses or \$80 for contacts every two years
- **Free transportation** services and a 24-7 Nurse Advice Line

Get perks for staying on top of your health too with our Aetna Better Care rewards program. You can earn up to \$150 for completing healthy activities.

You'll also get:

- **A free smartphone** to call your doctor, care coordinator or **911** in an emergency
- **Access to our Community Health program**, which links you to a qualified Aetna Better Health® of Illinois team. Care coordinators can make home visits to help you get the care you need for chronic conditions or diseases
- **Education and personalized care** (known as care coordination) to answer your questions about benefits, help make appointments and connect you with community resources
- **Behavioral health and substance use services** to help you manage depression or other behavioral health conditions, as well as programs to help stop smoking
- **Added-value benefits** like free gym memberships, school uniforms and after-school care

[Click here](#) to learn more about your benefits.



Keep Your Child Strong and Healthy With Our EPSDT Program (cont'd)

What to expect

The wellness checkup may include:

- A health history check
- Laboratory tests and/or blood tests
- Health education
- Physical and mental development screenings (including lead screenings)
- Vaccines
- Hearing and vision screenings

Keep your child healthy with vaccines

As a parent, your most important job is helping your child grow and stay healthy. And one way to do that is making sure they're up to date with their vaccines. As children get older, they need regular vaccination. Make sure your child or teen stays protected. Always talk to the doctor about vaccines during a wellness visit. Vaccines can help protect them from infections and illnesses.

We can help you find a doctor or dentist, make appointments and arrange for free rides, too. Just call us at **1-866-329-4701 (TTY: 711)**.

Did You Know?

If your child is 12 years of age or older, they are now eligible to receive the COVID-19 vaccine. Ask your doctor for more information.

Your Primary Care Provider

Having a primary care provider (PCP) or personal doctor is very important to managing your health. It's always best to have a doctor you can count on, and your PCP is that person. Choosing the right PCP can be a little overwhelming. We're here to support and inform you so that you can make the best choice for you and your family. [Click here](#) to find providers in our network.

What do I do after I choose my PCP?

Once you've chosen your PCP, it's time to make an appointment for a wellness visit, or your annual checkup. First, your PCP will look at your medical history and give you a checkup. If it's necessary, they can begin any new treatment that you might need. They will also talk to you about preventive care. And they can even refer you to a specialist if you need one.

Can I change my PCP?

You can always change your PCP to another doctor in our network at any time. Just call Member Services at **1-866-329-4701 (TTY: 711)** or visit your secure Member Portal. In most cases, your PCP will change on the first day of the month following your request.



Make Sure You Are Fully Vaccinated!

Did you know that Moderna and Pfizer vaccines have two doses?

That's right. If you've received the Moderna or Pfizer vaccine, be sure to check that you've received both doses of the vaccine. **You must get both shots to be considered fully vaccinated.**

If you only received one dose, make an appointment and return for your second shot.

Have a vaccination card? You can check it to see which vaccine you got. If you got Pfizer or Moderna, make sure the card shows two shots received. If not, contact the health care professional or clinic site shown on the card.

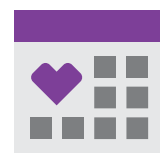
Know someone who has not yet received any vaccination? Now is a great time to fix that. Anyone age 12 and up can now get vaccinated—and back to daily life.

[Click here](#) to help someone you love to find a provider and more information. To make an appointment by phone, call the state's toll-free hotline at **1-833-621-1284**.

If you have any questions about COVID-19 and the vaccine, we are here to help. Give us a call at **1-866-329-4701 (TTY: 711)**. Or [click here](#) to visit our website.

Let's get back to living the life you love.

Source: State of Illinois Coronavirus Response Website



Stay Connected

Aetna Better Health® of Illinois hosts virtual events and webinars for our members every month. If you'd like to participate or attend any of our events, [click here](#) to visit our website. Make sure you check back every month to stay up to date on what's happening in your area!

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services. Simply text **SIGN UP** to **85886**. Message and data rates may apply. Message frequency varies. Your consent is not required and you can opt out at any time.



You can scan this code with your phone to sign up, too!



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>.

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 નિ:શુલ્ક ભાષા સહાય 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 خیردار: **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 हिंदी 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**).