

# Aetna Better Health Premier Plan MMAI Member Newsletter

FALL 2023

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



Aetna Better Health® Premier Plan MMAI

## 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 think that you are being abused, neglected or exploited, please call the appropriate number below to report it. They can help 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).	<b>1-866-800-1409</b> (voice) <b>1-888-206-1327</b> (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).	<b>1-866-800-1409</b> (voice) <b>1-888-206-1327</b> (TTY)
To report regarding members in Nursing Facilities call the Department of Public Health Nursing Home Complaint Hotline.	<b>1-800-252-4343</b>
To report regarding members in Supportive Living Facilities call the Supportive Living Facility Complaint Hotline.	<b>1-800-226-0768</b>
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.	<b>1-866-600-2139</b> (toll-free) TTY 711

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

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APPROVED

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

# Time for a flu shot

Be prepared for the cold and flu season! Influenza is often called the flu. The flu virus is spread from one person to another through the respiratory droplets of an infected person. This happens through sneezing, coughing, or touching the mouth and nose with contaminated hands. The flu viruses are more commonly spread during the fall and winter months. It is possible to get the flu any time of year.

Flu symptoms can include:

- Fever
- Body aches
- Runny nose
- Cough
- Sore throat

The flu virus is more than just a common cold. According to the Centers for Disease Control and Prevention, people over 65 are at an increased risk of developing serious complications from the

flu. This is true because our immune systems weaken as we age. The flu can worsen symptoms of chronic conditions, such as diabetes, heart disease, breathing problems and kidney disease. Getting the flu can even result in hospitalization.

**Stay protected by getting a flu shot as soon as possible.** Aetna Better Health Premier Plan covers the flu shot. You can get a flu shot at your local pharmacy or from your primary care doctor. If you need help locating a place to get a flu shot, call Member Services at **1-866-600-2139** (TTY/TDD: 711) or talk to your Care Manager.

Source: <https://www.cdc.gov/flu/index.htm>



# 6 ways to prevent high blood pressure

Living a healthy lifestyle can help keep your blood pressure in a healthy range. Preventing high blood pressure can lower your risk for heart disease and stroke. Practice the following healthy living habits:

- 1. Eat a healthy diet.** Choose healthy meal and snack options. Eat plenty of fresh fruits and vegetables rich in potassium, fiber, and protein. Choose foods lower in salt and saturated fat.
- 2. Keep yourself at a healthy weight.** Being overweight or obese increases your risk for high blood pressure. Talk with your doctor about ways to reach a healthy weight. This includes choosing healthy foods and getting regular physical activity.
- 3. Be physically active.** Physical activity can help keep you at a healthy weight and lower your blood pressure. The Physical Activity Guidelines for Americans recommend adults get at least two hours and 30 minutes of exercise every week. That's 30 minutes a day, five days a week. Try a brisk walk or bicycling.
- 4. Do not smoke.** Smoking raises your blood pressure. Smoking puts you at a higher risk for heart attack and stroke. If you do not smoke, do not start. Quitting smoking will lower your risk for heart disease. Your doctor can suggest ways to help you quit.

**5. Limit how much alcohol you drink.** Too much alcohol can raise your blood pressure. Men should have no more than two alcoholic drinks per day. Women should have no more than one alcoholic drink per day.

**6. Get enough sleep.** Getting enough sleep is important to your overall health. Sleeping is part of keeping your heart and blood vessels healthy. Not getting enough sleep on a regular basis is linked to an increased risk of heart disease, high blood pressure and stroke.

To help monitor your blood pressure, your over-the-counter benefit covers the cost of a blood pressure monitor. Call Member Services at **1-866-600-2139** (TTY/TDD: 711) for more information or talk to your Care Manager.

Source: <https://www.cdc.gov/bloodpressure/prevent.htm>



# Case management

When you become an Aetna Better Health Premier Plan MMAI 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).





## 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://aetnabetterhealth.com/Illinois). You will see a link to Fraud & Abuse at top of the page.

### Do you have medications you need to dispose of?

Stolen\Lost or Misused Medications

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

Keep prescription drugs safe. Clean them out and help us take them back!

Visit <https://takebackday.dea.gov/> or <https://safe.pharmacy/drug-disposal/> for a collection site near you.

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

We can make a difference if we work together.

# Stay active with SilverSneakers® to help prevent falls

Healthy activities like walking, gardening, golfing, exercising, and doing chores around the house are great ways to stay active and social. But, if a fear of falling keeps you from enjoying life, below are tips to help.



- **Talk to your doctor.**

- If you are worried about falls or things that affect your movement, talk with your doctor.
- Your doctor can help you find things that may add to your risk of falling.
- He or she can watch you walk to figure out how steady you are.
- Your doctor can also give you food and exercise ideas.

- **Safeguard your home. Check your home for dangers to prevent falls.**

- Put grab bars in the shower and beside the toilet.
- Use a nonslip mat in the shower.
- Fix handrails on both sides of any staircase and use them.
- Clear hallways and pathways of mess.
- Pick up loose rugs or anything else you can trip over.
- Make sure lighting is bright enough.
- Use a checklist from the Centers for Disease Control<sup>1</sup> to make your home safe and reduce your risk.

- **Stay active.**

- Daily activity can help you improve your sense of balance, flexibility, muscle strength and walk, and reduce your risk of falling.
- Most exercises can be done in a seated position.
- Your SilverSneakers benefit provided by Aetna Better Health Premier Plan MMAI is a good place to start.

- **Activate your SilverSneakers benefit today. SilverSneakers is a lifestyle and fitness benefit created for seniors. SilverSneakers includes:**

- Memberships to thousands of fitness locations<sup>2</sup> (visit as many as you like)

- Group exercise classes<sup>3</sup> created for all abilities including,
  - ♥ 12-week Fall Prevention Series
  - ♥ SilverSneakers Stability® class
  - ♥ Balance Builder Workshops
- Instructors trained in senior fitness
- Fun activities held outside the gym<sup>3</sup>
- SilverSneakers LIVE full-length classes and workshops (exercise with others from the comfort of home)
- SilverSneakers On-Demand online workout videos for at-home workouts, available 24/7
- SilverSneakers GO mobile app with workout programs, location finder and more

SilverSneakers is a way of life. It may help you gain confidence to continue doing the things you want to do. Do not let a fear of falling keep you from living your best life. Go to [SilverSneakers.com](https://www.silversneakers.com) to get your SilverSneakers ID number today.

**Always talk with your doctor before starting an exercise program.**

<sup>1</sup> [CDC.gov/steady/pdf/check\\_for\\_safety\\_brochure-a.pdf](https://www.cdc.gov/steady/pdf/check_for_safety_brochure-a.pdf)

<sup>2</sup> Participating locations (PL) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

<sup>3</sup> Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

[SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.] [SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.]

# Schedule your rides to the doctor using the MTM Link mobile app!

Did you know your health plan provides rides to your doctor? You may be eligible for a ride to your Medicaid-covered healthcare service if you have no other way to get there.

Aetna works with MTM to provide transportation services. MTM is making it easier than ever to schedule your rides! The MTM Link Member mobile app lets you manage your rides without calling MTM. Here are four things you can do using the app:

**1. Request new rides.** It's simple to request a ride using the app! Select the date you need a ride. Tell MTM where and when to pick you, where you are going, and any special requests you might have. This could include an additional passenger riding with you, like a caregiver, or if you need a wheelchair accessible vehicle.

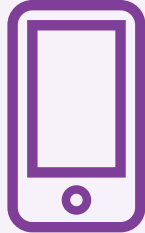
**2. Cancel rides you no longer need.** Need to cancel a ride? You can do that without calling MTM! Just click cancel. You will receive a message that asks if you are sure you want to cancel your ride, just in case you clicked the button by mistake.





**3. Review upcoming rides.** You can review details like ride status, pick-up time and address, drop-off address, and transportation provider information for each ride you have scheduled. No more wondering if all the details are accurate.

**4. Submit gas claims.** Have your own car? Or have a friend or family member who drives you? You may qualify for gas mileage reimbursement! MTM will reimburse you \$0.655 per mile. Plus, you can now submit your gas claims using the app. That means no more paper trip logs, and you will receive your payments quicker than ever. When you submit your claims on the app, you will get paid within five days.



**Ready to get started?  
Search for MTM Link**

Member in the App Store or Google Play. You can also visit [MTM-Inc.net/mtm-link/](https://www.mtm-inc.net/mtm-link/) for additional details and user guides. Not sure if you qualify for a ride? Want to learn more? Call MTM at **1-888-513-1612**.





# Don't risk losing your Medicaid

Medicaid customers have not had to renew their Medicaid coverage since the Covid-19 pandemic began. Medicaid pays for healthcare, like doctor visits, prescription medicine, and urgent emergency services. To stay enrolled in Aetna Better Health® Premier Plan MMAI, you need to maintain your Medicaid coverage.

Now Illinois is starting renewals again to see if people are still eligible. Everybody's renewal date is different, so it is critical that you get ready to renew.

## Here is what you need to do:

Click Manage My Case at [abe.illinois.gov](https://abe.illinois.gov) or call **1-800-843-6154** to:

1. Verify your mailing address under "contact us."
2. Find your due date (also called redetermination date) in your "benefit details".

## Watch your mail and complete your renewal right away.

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act marketplace for Illinois, [GetCoveredIllinois.gov](https://GetCoveredIllinois.gov).

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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。