



Discover



AetnaBetterHealth.com/WestVirginia

Aetna Better Health® of West Virginia

Help us help you.

If you receive a survey, please take time to fill it out and mail it back to us. Some surveys are done by phone. Take a few minutes to talk to us.

Your answers will let us know if your needs are being met.

Your answers will help us serve you better.

Your answers are private.

Your doctors **will not see your answers.**

We look forward to your input. Thanks in advance for your help!

Calling all members!

Did you know you could get a free gift from us for taking an active role in your health? Coming to one of our Wellness Drives is one way you can do just that.

What is a Wellness Drive?

Aetna Better Health of West Virginia has joined with select doctors in the state to host these events, where time slots

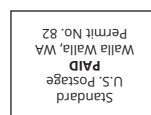
are held just for our members to get needed services. Once the visit is over, you will receive a goody bag. Your Walmart gift card will be mailed to you as soon as your doctor lets us know you were there.

These events are by invitation only. So if we call, please say yes!

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Fall 2020

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Aetna Better Health® of West Virginia
500 Virginia St. East, Suite 400
Charleston, WV 25301



Need help? Go online.

Turn to [AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia).

From the Member Home Page (For Members), click on “Member News” and then on “Helpful Information for Members” to learn about the following:

- How to reach us: by phone and after hours
- How to use language assistance and interpreter services
- Benefits and services covered in your plan
- Plan restrictions or exclusions from coverage
- Co-pays and/or other charges you may be responsible for
- Benefit restrictions for services obtained outside the network or service area
- Information on participating practitioners, including contact information, specialty, qualifications and educational background
- How to get primary care services, including points of access
- How to get specialty care, second opinions, behavioral health care and hospital services through either your primary care provider or self-referral

- Direct access to women’s preventive health care and family planning services
- How to get care after normal business hours
- How to get emergency care, including when to go to the emergency room or call **911** services
- How to get care and coverage outside the service area
- How to file a complaint by phone or in writing
- How to file an appeal
- How new technology is evaluated
- What utilization management (UM) is, how we make decisions, how to contact our UM department and our affirmative statement about incentives
- Our Quality Management program, including goals and outcomes
- Population Health and Care Management programs, including eligibility; the referral process for member, caregiver or doctor; and opting in or out of a program
- Member rights and responsibilities
- Our privacy practices, including collection, use and disclosure of written, oral and electronic protected health information
- Information on advance directives
- Information about pharmacy procedures

Want to know how we are doing? From the Member Home Page, click on “Quality Matters” and then on “HEDIS® And CAHPS® Performance Results.”

This information can also be found in the [Member Handbook](#). Your updated Member Handbook is on our website under the member tab. For a printed copy of anything on our website, call Member Services at **1-888-348-2922**.

A copy of our Annual Community Report is available to you. If you would like a copy, call Member Services at **1-888-348-2922**.

Flu shot time!

It's that time of year to get your flu shot. Getting your flu shot is the number one thing you can do to help prevent the flu. When you get the vaccine, you help everyone avoid the flu.

Preventing the flu: Good health habits can help stop germs

The single best way to prevent seasonal flu is to get vaccinated each year, but good health habits like covering your cough and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. There also are flu antiviral drugs that can be used to treat and prevent flu.

1. **Avoid close contact.** Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
2. **Stay home when you are sick.** If possible, stay home from work, school and errands when you are sick. This will help prevent spreading your illness to others (being contagious). You can spread the flu virus up to 24 hours after symptoms end.

Stay home for **at least 24 hours after your fever is gone** without the use of fever-reducing medicines, such as acetaminophen



For information on COVID-19, visit our website at [AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/better-health/west-virginia).

- (Tylenol). This will help ensure that your fever is truly gone. At that time, you will be past the point of being contagious. Children and people with weakened immune systems need even more time to recover and to stop being contagious.
3. **Cover your mouth and nose.** Cover your mouth and nose with a tissue when coughing or sneezing. You can also cough or sneeze into your elbow. It may prevent those around you from getting sick.
4. **Clean your hands.** Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub. Wash your hands also after coughing or sneezing into a tissue.
5. **Avoid touching your eyes, nose or mouth.** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth.
6. **Practice other good health habits.** Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids and eat nutritious food.



If you see something, say something.

Fraud is a crime. It means getting money by tricking or fooling someone else. It is stealing.

Waste means not using something wisely. If two medications do the same thing, using the more expensive medicine would be waste.

Abuse means not using something properly. This could be ordering a test even though it is not needed.

Medicaid only has a limited amount of money. When someone commits fraud, they are stealing from Medicaid. This means there is less money to treat other people in Medicaid.

If you think something does not seem right, it is okay to report it.

If you suspect fraud, waste or abuse by an Aetna Better Health member or provider, please report it.

Aetna Better Health has devoted fraud, waste and abuse investigators. You have access to these investigators three ways:

1. **Member Services phone line:** The Member Services team is trained to address your concerns. Call **1-888-348-2922**.
2. **Aetna Better Health hotline:** Call **1-844-405-2016**. This toll-free line instructs the caller to leave as much information as possible regarding the fraud, waste or abuse concern.
3. **Aetna Better Health website:** Visit **AetnaBetterHealth.com/WestVirginia**, then click on "Fraud & Abuse" in the upper right-hand corner.

Don't let stigma get in your way! Stigma about mental health leads to false beliefs. It stops people from getting the help they need. Mental health illnesses are like physical health illnesses. With treatment, people feel better and recover. For assistance, please contact the Care Management department at **1-888-348-2922**.

24-hour Nurse Line.

Do you have a medical question and don't know what to do? Call our 24-hour Nurse Line. Our Nurse Line can help answer specific health questions. You can also get advice on what to do when you need health care. The toll-free number for the Nurse Line is **1-855-200-5975**. You can also find the Nurse Line number on the back of your Aetna Better Health ID card.

Family planning is important.

Family planning helps you plan the size of your family. It also helps you plan the time between your children. It gives you information on the use of birth control.

Family planning is covered for members of childbearing age. Family planning services may include:

- Medical history
- Physical exam
- Medical tests
- Lab tests
- Birth control medication*
- Medical supplies for birth control*
- Education and counseling



You do **not** need a referral. You can see any participating or nonparticipating family planning services doctor.

If you need help finding a family planning doctor, call us at **1-888-348-2922 (TTY: 711)**.

**Pharmacy benefit covered by Fee-for-Service by BMS.*

Need an advance health care directive?

You have the right to accept or refuse any medical care. A time may come when you are too sick to talk to your PCP, family or friends. You may not be able to tell anyone what health care you want.

The law allows adults to do two things before this happens:

- Leave written directions about your medical treatment decisions
- Name someone you trust to decide your care for you

This is called an advance directive. For more information on advance directives, see your Member Handbook. Your doctor can help you make an advance directive.

Get rewarded when you get care!

Aetna Better Health of West Virginia offers gift cards and other rewards for receiving certain care. After listening to our members, we have returned to using Walmart gift cards for many of the rewards. For more information about our incentive programs, call Member Services at **1-888-348-2922**.

Need care after hours?

You can call your PCP's office 24 hours a day, 7 days a week for instructions on how to get the care you need. If you have an emergency, call **911** or go to the nearest hospital.

What do we use to make decisions?

Medical necessity criteria are guidelines that our doctors use to decide if a service or procedure is needed to treat your condition or illness. If you have received a letter saying that a service or procedure has been denied, you have the right to request a copy of the guidelines used by our doctor. You also have the right to appeal our doctor's decision. For additional information, call our Member Services number at **1-888-348-2922**.

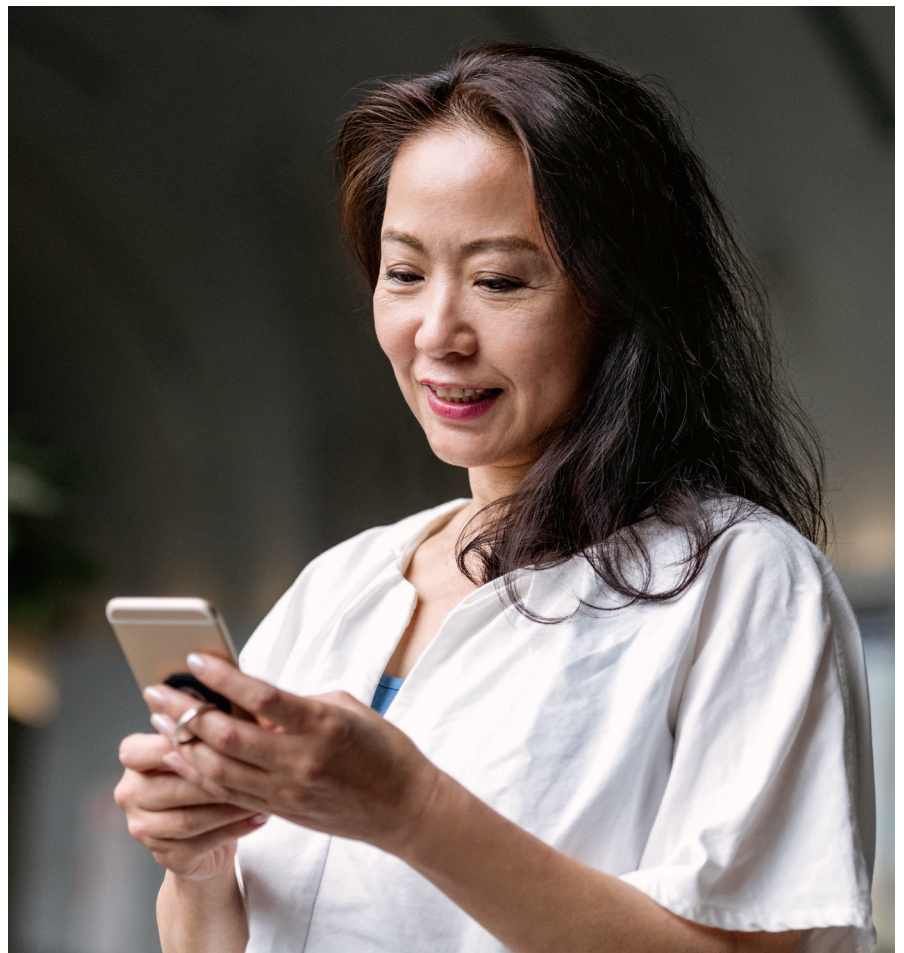
We can help!

Do you need help finding transportation, food for your family, housing, utility assistance, or other services that will help you and your family? Our case managers are available to help you locate what you need in your community. Please call our Care Management department at **1-888-348-2922**.

Sharing information is important.

Have you told your primary care physician (PCP) that you see a behavioral health doctor? It is important to let your PCP know about other doctors who help you with your health. Aetna Better Health of West Virginia wants you to stay healthy and avoid problems. For example, if your PCP doesn't know about a drug that your behavioral health doctor prescribes, this could lead to problems with other drugs you take.

If you need help talking with your PCP about your behavioral health care, please contact our Care Management department at **1-888-348-2922**.



Do you have other health insurance, including Medicare? Please contact Aetna Better Health at **1-888-348-2922** and your local DHHR to update or change this information.

Struggling with drugs or alcohol?

Aetna Better Health of West Virginia wants to work with you. We have a Care Management team who can help you. Our staff of nurses and social workers can assist with finding resources to help you get better. The case manager can help you with the tools to request help and get treatment. Our staff will work with your doctor to make sure you get the care you need. We can also speak with your caregiver or support person if you want us to.

The goal of the case manager is to support your health and wellness. Our case manager will help you learn ways to live healthy.

This program is voluntary, so you can join or leave at any time.

Don't let drug abuse define you. Call 1-888-348-2922 and ask for a case manager to help you!



Share your ideas and improve your plan.

Everyone can improve, right? Now you can join the Member Advisory Committee (MAC).

Caregivers can join too.

The MAC meets to review plan facts, share ideas, and talk about changes or new programs. You can also earn rewards, so it pays to get involved.

To join, just call **1-888-348-2922 (TTY: 711)**.

To join the MAC, you must be:

- At least 18 years of age
- A member of Aetna Better Health of West Virginia for at least the last 90 days
- Willing to attend meetings in person or by phone four to six times a year

No need to worry about travel costs. We'll pay you back if you attend in person. Remember, your voice matters. And your ideas make things better for everyone.

Join the Cub Club.

Make staying healthy fun for your child. Sign up for Ted E. Bear, M.D.'s Cub Club! The Cub Club is a club that children under age 13 can join to earn prizes by doing healthy activities. Healthy activities include getting a dental checkup, well-child visits and getting shots.

Cub Club members will get information about staying healthy and new activities to earn prizes. Be sure to look for updates on our website. To sign up and learn more about the Cub Club, call Member Services at **1-888-348-2922**.

Vaccines help keep kids and teens healthy.

One of the most important things you can do as a parent is to make sure your kids get their shots, or “vaccines.” The benefits of these shots last a lifetime. Your kids will never have to worry about the diseases that harm or kill many children in other countries. The shots your kids get are safe. They work very well. They almost never cause any reaction or have any serious side effects.

Your kids should have most of the shots they need by age 2. Older kids need booster shots now and then. Teenagers need certain shots too. Call the doctor’s office to make sure your kids are up-to-date on their vaccines.



If you get a bill or statement.

You should not get a bill from or have to pay a network provider for covered benefits or preauthorized services. If you get a bill, you should call the health care provider listed on the bill and make sure they have all of your insurance information.

You may get a letter from us that says your service was denied for payment. This doesn’t mean that you owe money. Most of the time, you will not owe anything.

If you have questions, call Member Services at **1-888-348-2922**.

Contact us



Aetna Better Health of West Virginia
500 Virginia St. East, Suite 400
Charleston, WV 25301

Member Services:

1-888-348-2922

[AetnaBetterHealth.com/WestVirginia](https://www.AetnaBetterHealth.com/WestVirginia)

This newsletter is published as a community service for the friends and members of Aetna Better Health of West Virginia. 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 health care needs. Are you having problems reading or understanding this or any other information? The information in this notice is available in other languages and formats by calling **1-888-348-2922**. If you are hearing or speech impaired, call **TTY: 711**. Models may be used in photos and illustrations.

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