



Better. Together.

Get more out of your health benefits
2023-2024

AetnaBetterHealth.com/Texas





We've got your back

Case management is available to help members manage their health. Case managers are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your primary care provider to help answer medical questions
- Work with your doctors on specialist referrals
- Promote communication between your care provider, family and medical specialists
- Help with home health requests
- Make sure all your health care needs are being met

Children who need more medical or behavioral health needs than other children their age can get special help if they are in a case management program.

Gift Card Program

Members can earn gift cards when they complete wellness activities such as well-child/Texas Health Steps exams and our PROMISE program for healthy pregnancies.

Well-Child/ Texas Health Step Eligible Members	Reward	Wellness Activity
Age birth to 6 months	\$50	Member completes a Texas Health Steps/well-child checkup at 2 weeks, and 2, 4 and 6 months (all 4 visits)
Age 9 months	\$25	Member completes a Texas Health Steps/ well-child checkup
Age 12 months	\$25	Member completes a Texas Health Steps/ well-child checkup
Age 15 months	\$25	Member completes a Texas Health Steps/ well-child checkup
Age 18 & 30 months	\$25	Member completes a Texas Health Steps/well-child checkup (a total of 2 gift cards for completing both checkups)
Age 3-20 years	\$25	Member completes a Texas Health Steps/well-child checkup (gift card for completing each annual checkup)

**PROMISE
Program for
Pregnant
Members**

Reward

Wellness Activity

Enroll in case management

\$25 plus pregnancy book

If **new members** who are pregnant enroll in case management within 30 days of enrollment

Enroll in case management

\$25 plus pregnancy book

If **current members** who are pregnant enroll in case management within 30 days

3 prenatal visits

\$50 worth of diapers/ baby wipes or similar items

Pregnant member completes 3 prenatal visits

3 additional prenatal visits and one postpartum visit

\$50 worth of diapers/ baby wipes or similar items

Pregnant member completes 3 more prenatal visits (6 in total) and one postpartum visit after the baby is born

Covered benefits/plan benefits



Office visits



Urgently needed care



Emergency care



Ambulance services (for emergencies)



Inpatient hospital care



Outpatient services/surgery



Mental health and substance use services



X-rays/lab services



Flu/pneumonia vaccines



Wellness exam



Transportation

Value-added benefits – at no cost to you



24-hour
nurse line

This 24-hours-a-day, 7-days-a-week service enables all members to have telephonic access to clinical support from experienced registered nurses. Members call the nurse line directly at **1-800-556-1555** for assistance.



Additional
transportation
services

Daily bus passes for members and their legally authorized representative (LAR), as well as siblings, if LAR cannot make other arrangements to:

- Visit WIC offices
- Plan-sponsored community events or classes
- Attend Member Advisory Group meetings

Demand response transportation services for CHIP Perinate members from in-network providers within the service area who have no other transportation options. This includes curb-to-curb transportation in private buses, vans, or sedans, including wheelchair-accessible vehicles for nonemergency health care appointments, such as:

- Rides to the doctor, dentist, hospital, pharmacy and other places you get Medicaid services
- Visits to WIC offices
- Plan-sponsored community events or classes
- Attend Member Advisory Group meetings
- Trips to search for employment
- Apply for state or federal benefits (food stamps, SSI, etc.)

These trips do not include ambulance trips.



Over-the-counter (OTC) catalog

Each member can order \$25 per month (\$300 annually) of certain OTC drugs and supplies from a catalog. Your monthly supplies can be ordered by phone, online, fax or mail. It is mailed right to your home.



Free cell phone

Members who qualify for the Federal Lifeline Program are provided with choice of a smartphone, feature phone or use of their personal cell phone to include multiple plan options depending on coverage area.



Dental services

STAR members 21 years and older and CHIP Perinate pregnant members can receive dental exams/cleanings twice each year, annual x-rays, limited fillings, simple extractions and fluoride treatments.



Sports & school physicals

Members 19 and younger can get the medically necessary sports and school physical.



Vision care

Members 21 years and older, every 2 years, can get an eye exam and up to \$175 for frames, lenses and contact lenses. Members under 21 can get up to \$175 for frames, lenses and contact lenses yearly.



Smoking cessation program

Assessment and counseling is offered to members 12 and older to assist to stop smoking. **(CHIP members only)**

Value-added benefits – at no cost to you (continued)



Asthma program

Members with asthma diagnosis enrolled in the asthma disease management program can receive up to \$100 per year for the following:

- One peak flow meter and holding chamber or spacer per year
 - Pest control
 - Hypoallergenic bedding
 - Deep carpet cleaning (additional assistance beyond initial \$100 per year up to \$50 based on service delivery area)
 - Baby/pet gates
-



Behavioral health facility follow up

Members can earn a \$25 gift card when completing a follow-up visit with their behavioral health provider within 7 days after leaving a behavioral health facility.



Online behavioral health resources

Members can access online mental health resources on our website at [AetnaBetterHealth.com/Texas/members/behavior](https://www.aetna.com/betterhealth/texas/members/behavior).



Home visits for lactating moms

A virtual home visit with a lactation consultant for all new moms. **(STAR and CHIP members only)**



Respite care

Up to 10 additional hours for **STAR Kids Medically Dependent Children Program (MDCP)** and coordinated care waivers per month. Up to 12 additional hours for **STAR Kids Level 1 non-Medically Dependent Children Program (MDCP)** per year.



For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at [AetnaBetterHealth.com/Texas](https://www.aetna.com/betterhealth/texas). The covered benefit information in this brochure is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. If you have any questions about how to make the most of your benefits and services, give us a call or visit [AetnaBetterHealth.com/Texas](https://www.aetna.com/betterhealth/texas). We are here to help.

**Member Services is available 8 AM-5 PM Monday-Friday,
STAR Kids 24 hours a day/7 days a week.**

Medicaid (STAR) 1-800-248-7767 (Bexar)

Medicaid (STAR) 1-800-306-8612 (Tarrant)

STAR Kids 1-844-787-5437 (Tarrant and Dallas)

CHIP 1-866-818-0959 (Bexar)

CHIP 1-800-245-5380 (Tarrant)

TTY 1-800-735-2939

We want you to get the most out of your benefits

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 www.hhs.gov/ocr/office/file/index.html.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Multi-language interpreter services

English: Attention: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

Spanish: Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **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. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **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。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.

Arabic: دعاسملا تامدخ نإف، ةيبرعلا ةغللا ثدحتت تنك اذإ: ةظوحلم
1-800-385-4104 مقرلا ىلع لصتا. ناجملاب كل رفاوتت ةيوعلل
(711: مكبل ا مصل).

Urdu: - تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں، موجود پیچھے اپنے شناختی کارڈ کے توجہ دیں: اگر آپ اردو زبان بولتے ہیں، نمبر پر یا **1-800-385-4104 (TTY: 711)** پر رابطہ کریں۔

Tagalog: Paunawa: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104 (TTY: 711)**.

French: Attention: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104 (ATS: 711)**.

Hindi: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104 (TTY: 711)** पर कॉल करें।

Persian: توجه: اگر شما فارسی صحبت می کنید، خدمات ترجمه رایگان به شما پیشنهاد می شود. شماره ای که در پشت کارت شناسایی شما درج شده است یا **1-800-385-4104 (TTY: 711)** را تماس بگیرید.

Gujarati: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો. (TTY: 711).

German: Achtung: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

Russian: Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104 (TTY: 711)**.

Japanese: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または **1-800-385-4104 (TTY: 711)** までご連絡ください。

Laotian: ເຊີນຊາບ ຖ້າວ່າທ່ານເວົ້າພາສາລາວ ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104 (TTY: 711)**.