

Healthy living starts here

Get more out of your health benefits in 2024



AetnaBetterHealth.com/Maryland





We've got your back

Service coordination is available to help members manage their health. Service coordinators 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 care management program.

Healthy Rewards Program

The Healthy Rewards incentive program lets members earn \$10 to \$50 gift cards when they complete wellness activities such as vaccines, yearly checkups and diabetic exams.

Eligible Members	Reward Amount	Wellness Activity
Birth to 15 months	\$50	Members attending six well-child checkups with their PCP
Birth to age 12	\$25	Completing yearly well-child checkup
Birth to age 2 and to age 13	\$25	Completing immunization series
12-23 months	\$25	Completing a blood lead screening
13-21 years	\$35	Yearly healthy teen exam
All Members	\$25	Annual flu shot
Women	\$25	Yearly mammogram
	\$25	Yearly cervical cancer screening
Members with diabetes	\$25	Yearly HbA1c blood test
	\$25	Retinal eye exam
	\$25	Nephropathy screening

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 abuse services



Pharmacy



X-rays/lab services



Flu/COVID vaccines



Wellness exam








24-hour nurse line

2024 Value-Added Benefits

We also offer extra benefits to help with your health and wellness. To receive these extra benefits, members need to show their Aetna Better Health of Maryland ID card. Please see the table below to find out about the extra benefits. No prior authorization is required. To find out how to obtain the extra benefits or if you have any questions, call Member Services at **1-866-827-2710**, (TTY: 711). Please note that there are no grievance and appeal rights for value-added benefits. Aetna Better Health of Maryland will offer extra benefits throughout the contract term.

Value-added benefits

	Adult (21+) vision	Annual exam and \$200 toward the cost of prescription glasses or contact lenses.
	Disposable diaper program	Members newborn to 24 months can get a monthly supply of disposable diapers.
	Healthy Rewards program	Members can get \$10-\$50 gift cards when they complete wellness activities such as vaccines, yearly checkups, diabetic eye exams, HbA1C tests, cervical cancer screenings.
	Android smartphone	Free Android smartphone with free minutes, data and unlimited text messaging for members 18+.
	Feminine hygiene	Female members, ages 10 to 55 years, can request pads or tampons to help manage periods.



Maternity Matters

Pregnant members are encouraged to make early and frequent prenatal and postnatal visits. Program includes: A redeemable reward of \$75 for first prenatal visit in the first trimester, within 42 days of plan enrollment and with notification of pregnancy to the health plan. Earn a \$10 gift card for dental visit. Earn additional rewards (up to \$100) for going to pre and postnatal appointments. Rewards can be used at specific retailers for approved wellness items such as a stroller, portable crib, play yard, car seat, or a diaper and wipe package.



Additional transportation services

Free rides for members to the pharmacy, WIC appointments and prenatal classes. 12 round trips per year to go to job interviews, job training, shopping for work clothing, food bank or grocery store for food, senior services and getting community health services otherwise not covered.



Carpet cleaning

2 cleanings per year for members who suffer from asthma and chronic obstructive pulmonary disease.



School uniforms

Members enrolled in grade 1 to grade 5, who have completed health screening and wellness visits qualify for three sets of uniforms.



Loneliness help

Through Pyx Health, members age 18+ can download an application that helps them fight loneliness. Members can connect with compassionate people for a friendly chat or help with resources.



Ted E Bear MD® Kids Club program

Members ages 2 to 18 can get help with weight management, healthy living education and local youth sports activity fee payments.



CampusEd

Members age 16+ can get their GED and learn new job skills at no cost. Members have access to prep courses, assistance in scheduling exam and a voucher to pay for the exam. CampusEd provides career services support, resume assistance, opportunities to earn digital badges to show experience, and access to local employers currently recruiting employees.



Swimming lessons

Members receive up to \$50 credit for the cost of swimming lessons.



After school engagement

Members ages 5 to 18 can get up to \$60 per year for activities at participating YMCA, Boys and Girls Clubs, Boy Scouts or Girl Scouts.



Weight management program

Membership to a 12-week class from the University of Maryland Weight Management program on healthy eating, exercise and behavior change.



Healthy meal kits

Visit healthymeals.aetna.com to receive healthy meal kit ingredients delivered to your home.



Over-the-counter supplies

Purchase \$25 of over-the-counter (OTC) health supplies and products and we will ship to you at no extra cost.

Contact Aetna Better Health of Maryland at **1-866-827-2710** (TTY: 711) to notify us of completion of any wellness activities to receive your gift card(s).

Aetna Better Health of Maryland will notify you at least 30 days before making any changes and/or terminations in benefits, services or delivery dates. If you have any questions, call Member Services at **1-866-827-2710**, (TTY: 711).

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at AetnaBetterHealth.com/Maryland. You can call us at **1-866-827-2710** (TTY: 711) to ask us to mail you a paper copy of the member handbook or provider directory with a current list of our providers. You can request any member material in a language other than English, or in other formats such as audio, large print or Braille. This is available at no cost to you.

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.

We want you to get the most out of your benefits

If you have any questions about your benefits and services, give us a call at **1-866-827-2710** (TTY: 711). We are here to help.

Nondiscrimination statement

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email MedicaidCRCoordinator@aetna.com; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Aetna Better Health of Maryland relating to such grievances. To the extent possible,

and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: 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, DC 20201. 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at: www.hhs.gov/ocr/office/file/index.html. Such complaints must be filed within 180 days of the date of the alleged discrimination.

Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Language accessibility statement

Interpreter services are available for free.

Attention: If you speak English, language assistance service, free of charge, are available to you. Call **1-800-385-4104 (TTY: 711)**.

Español/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: 711).

አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆነ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስማት ለተሳናቸው: 711)።

العربية/Arabic

ةيوغلللا ةدعاسملا تامدخ نإف، ةيببرعلا ةغلللا شحتت تنك اذإ: ةظوح لم فتاهلا مقر) **1-800-385-4104** مقرب لصت. ناجملا اب كل رفاوتت (ي ص ن لا: 711).

Bàsòò Wùdù/Bassa

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̀ dyi Bàsòò-wùdù-po-nyò jũ ni, niĩ à wudu kà kò d̀ò po-poò b́é m̀ gbo kpáa. Đá **1-800-385-4104** (TTY: 711).

中文/Chinese

注意: 如果您说中文, 我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: 711)。

یسرائف/Farsi

هب ناگیار ینابز تامدخ، دینک یم تبحص یسراف نابز هب رگا: هجوت سامت) **1-800-385-4104** (TTY: 711) هرامش اب، ددرگیم هیارا امش دیریگب.

Français/French

Attention: Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: 711).

ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે. કૉલ કરો **1-800-385-4104** (TTY: 711).

Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: 711).

Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ **1-800-385-4104** (TTY: 711).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다.
1-800-385-4104 (TTY: 711) 번으로 전화해 주십시오.

Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104 (TTY: 711)**. Estes serviços são oferecidos gratuitamente.

Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104 (TTY: 711)**.

ودرا/Urdu

یہ سہ تہ فہم تہ امدخ ی یک ددم ی یک نابز وک ہا و ت، یہ سہ تہ لوب و درا ہا رگا: رادربخ
یہ سہ تہ ہا ی ت س د ی ر ک۔ ل اک۔ **1-800-385-4104 (TTY: 711)**.

Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104 (TTY: 711)**.

Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104 (TTY: 711)**.

Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófẹ́ẹ́, wà fún ọ.
Pe **1-800-385-4104 (TTY: 711)**.

Aetna Better Health of Maryland

Member Services

1-866-827-2710 (TTY: 711), 24 hours a day, 7 days a week



Aetna Better Health of Maryland