



Aetna Better Health® of Louisiana



Friends forever

Summer 2018



Manage your health on your phone

Members with smart phones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your primary care provider
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if a covered benefit)
- Send a message to Member Services
- View your benefits

Emergency care

A medical emergency is the sudden onset of a condition with severe symptoms including severe pain.

These symptoms are so serious that an average person with an average knowledge of health and medicine could reasonably expect that not getting immediate medical attention will result in:

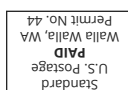
- Putting your health in serious risk. For pregnant women, this could be the mother or unborn child's health.

- Not being able to move or function normally
- Any body part or organ not working normally

Emergency conditions include:

- A woman in labor
- Bleeding that won't stop
- Broken bones
- Chest pains
- Choking
- Danger of losing limb or life

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Aetna Better Health® of Louisiana
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062

How to choose your primary care provider (PCP)

We want you to feel sure that you're getting the health care and services you need. To that end, we have policies our providers must follow to ensure that you get the right health care.

Our policy is to not reward providers or others to deny or give less medically necessary care to a member of our plan. This is called an "affirmative statement."

We do not reward or pay extra money to health care providers, staff or other people to:

- Deny you care
- Give you less care
- Deny tests or treatments that are medically necessary

All our members should receive the right health care. If you want more information on this, call us at **1-855-242-0802**.

How do I pick my PCP?

When you first enroll in our Plan, you have the option to tell Healthy Louisiana the name of the PCP you would like. Healthy Louisiana will have a list of the PCPs that work with our Plan. We will do our best to make sure you get to keep the PCP you picked. Sometimes we cannot assign you to the PCP you picked.

When this happens we will pick a PCP for you. The PCP's name and phone number will be on your ID card. You can call us at any time to change PCPs. We might pick a PCP for you if:

- You didn't tell Healthy Louisiana the name of the PCP you want when you enrolled.
- The PCP you picked isn't taking new members.
- The PCP you picked only sees certain members, such as pediatricians who only see children.


If we have to pick a PCP for you, we will try to find the PCP that is close to you and best fits your needs. We look for:

- Your recent PCP
- Your family member's PCP
- Your zip code
- Your age
- Your gender

How do I change my PCP?

Your PCP is an important part of your health care team. We want you and your doctor to work together. You may want to change your PCP at any time for any reason. Some reasons might be:

- You want a male or a female doctor
- You want a doctor that speaks your language

 You can find a list of our PCPs on our website at **aetnabetterhealth.com/louisiana**.

If you want to choose or change your PCP to another doctor in our provider network, call Member Services toll-free at **1-855-242-0802 (TTY: 711)**.

As an Aetna Better Health of Louisiana member, you have the option to select your own adult primary care physician once you are no longer able to see a pediatrician. If you need help selecting a PCP, please contact us anytime at **1-855-242-0802**.



Emergency care

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- Hard to breathe
- Medicine or drug overdose
- Not able to move
- Passing out (blackouts)
- Poisoning
- Seizures
- Severe burns
- Suicide attempts
- Throwing up blood



IMPORTANT: Only use the emergency room when you have a true emergency. If you have an emergency, call 911 or go to the hospital. If you need urgent or routine care, please call the PCP's number that is on your ID card. We will pay for the emergency care including screenings when your condition seems to fit the meaning of an emergency to a prudent layperson.

Pharmacy services

If you need medicine, your provider will choose one from our list of preferred drugs and write a prescription. Ask your provider to make sure that the drug he or she is prescribing is on our list of preferred drugs.

Sometimes your provider will want to give you a drug that is not on our list. If the medicine the provider feels you need is not on our list and you can't take any other drugs except the one prescribed, the provider can request approval from us. The provider knows how to do this. An updated formulary is posted to our website monthly and can be found at aetnabetterhealth.com/louisiana.

All of your prescriptions will need to be taken to one of the pharmacies listed in the provider directory or online at aetnabetterhealth.com/louisiana.

Prescriptions

Your provider may give you a prescription for medicine. Be sure and let him or her know about all the medications you are taking or have gotten from any other providers. You also need to tell them about any non-prescription medications or herbal treatments that you take. Before you leave the provider's office, ask these questions about your prescription:

- Why am I taking this medicine?
- What is it supposed to do for me?
- How should the medicine be taken?
- When should I start the medication and for how long should I take it?
- What are the side effects or allergic reactions of the medicine?
- What should I do if a side effect happens?
- What will happen if I don't take this medicine?

Carefully read the drug information the pharmacy will give you when you fill your prescription. It will explain what you should and should not do and possible side effects.



Mail-order prescriptions

If you take medicine for an ongoing health condition, you can have your medicines mailed to your home.

Aetna Better Health of Louisiana uses CVS Caremark to give you this service. It is available at no cost to you.

If you choose this option, your medicine comes right to your door. You can schedule your refills and reach pharmacists if you have questions. Here are some other features of home delivery:

- Pharmacists check each order for safety.
- You can order refills by mail, by phone or online, or you can sign up for automatic refills.
- Call CVS Caremark toll-free at **1-855-271-6603**, Monday to Friday between 8 a.m. and 5 p.m. They will help you sign up for home delivery. If you say it's OK, they will call your provider to get a prescription. They will also help you determine any drug to drug interactions and provide you a list of generic substitutes.

Contact us




Aetna Better Health of Louisiana
2400 Veterans Memorial Blvd.,
Suite 200, Kenner, LA 70062



24 hours a day, 7 days a week

1-855-242-0802 TTY: 711

aetnabetterhealth.com/louisiana

 This newsletter is published as a community service for the friends and members of Aetna Better Health of Louisiana, 2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.



AETNA BETTER HEALTH® OF LOUISIANA

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:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o 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
Hours of operation: 8:00 a.m. – 5:00 p.m.

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>.

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**).

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**).

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**)。

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

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**).

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.

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104** (TTY: **711**).

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **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。

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

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.

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

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**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)