



Aetna Better Health® of Illinois E-newsletter

Fall 2026

Breast cancer awareness

October is Breast Cancer Awareness Month, a reminder to prioritize screening and early detection. It's important to know that breast cancer can affect anyone, especially women. Early detection can save lives, so make sure to get regular check-ups. Mammograms are the best tool for finding breast cancer before you notice symptoms. This screening can provide peace of mind or spot health issues early when they are more treatable. Talk to your doctor to schedule your screening. And encourage your friends and family to do the same.

Menopause care to fit your needs

Have you entered menopause? We're here to help. Eligible Aetna Better Health of Illinois

members have access to Elektra, a leading virtual menopause and midlife care provider. Through Elektra, you have access to a comprehensive, insurance-covered, virtual care platform that offers evidence-based medical care, coaching and peer support. Visit [Elektra Health](#) to learn more.

Get rewarded for taking care of your health

Earn \$50 in Aetna Better Care® Rewards by completing an eligible breast cancer or cervical cancer screening.

[Learn more](#)



Flu season is here

Flu season is here and now is the time to protect yourself. Getting a flu shot each year is the best way to protect yourself and others from the flu. Make sure to wash your hands often, cover coughs and sneezes, and stay home if you feel sick. If you or someone you care for is older, very young, pregnant or has a chronic health condition, talk to your doctor about extra steps to stay safe.

The flu shot is available at no cost to Aetna

Better Health® of Illinois members. You can also get your RSV vaccine and at the same time, if eligible.

[Find a flu shot location near you.](#)

Stay informed about upcoming Medicaid changes

Changes are coming to Medicaid in 2027, and we want to make sure you have the information you need.

The federal government is making changes that may affect some Medicaid customers starting in January 2027. Many customers will not be affected. If these changes apply to you, Illinois Medicaid will contact you before you need to take any action.

Why updating your contact information is important

The most important step you can take right now is to make sure your contact information is up to date. This helps ensure you receive important notices about your coverage. If you receive mail from the State of Illinois, open it right away. Your Medicaid coverage may depend on it.

Update your Information today

Please make sure your address, phone number, and email are current.

You can update your information by:

- Visiting [ABE.Illinois.gov](https://abe.illinois.gov) and click “Manage My Case.” There you can view notices, check coverage, update your information and more – all in one place.
- Calling [877-805-5312](tel:877-805-5312)

Keeping your contact information up to date does not mean your benefits are changing. It simply helps us reach you if we need to share important information.

Thank you for taking this step to protect your coverage.



Protect your smile

Your teeth can last a lifetime with proper care. As an Aetna Better Health® of Illinois member, your dental services are covered. Follow these tips to keep your mouth healthy at every stage of life:

- Drink fluoridated water to help rinse away sugars and acids.
- Floss at least once every day.
- Use fluoride toothpaste.
- Always brush your teeth before going to bed.
- Use mouthwash to help clean your gums and reduce acid in your mouth.
- Visit your dentist at least twice a year, even if you don't have any natural teeth or wear dentures.
- Avoid tobacco and alcohol. You can call the state's free Quit Line at **1-866-QUIT-YES** for help with quitting smoking.
- Eat a healthy diet to stay strong.
- Chronic conditions like diabetes or heart disease can hurt your oral health if not treated. Be sure to keep all your doctor and dentist appointments to stay healthy.
- Some medicines can make your mouth dry. Ask your doctor if there's another medicine that won't do that. There are also over-the-counter products for dry mouth that your dentist may recommend.
- Chew sugarless gum to help keep your mouth healthy.

We're here to help. If you need assistance scheduling a dental appointment, call Member Services at **1-866-329-4701 (TTY:711)**. Your dentist can give you more tips and answer your questions about oral health.



Your privacy matters

Aetna Better Health of Illinois is committed to protecting our members' privacy. We are required by law to keep your health information private. And we work to provide a safe and secure member experience. Learn more about our commitment to your privacy.

[Your privacy rights](#)

Suicide prevention: Awareness and resources

By Dr. Danesh Alam, Behavioral Health Director

Everyone can help prevent suicide. Resources, tips and support all make a difference.

According to the most recent data from the [**Centers for Disease Control and Prevention**](#) (CDC), suicide caused 48,824 deaths. Even more people think about or attempt suicide.

This blog shares tips for adults and parents. It also lists crisis resources and treatment options. Aetna Better Health® of Illinois offers [**mental and behavioral health services**](#). These services are for you and your child.

Key risk factors to watch

Some life events can raise a person's risk for suicide. So can some community conditions. These risks include:

- Past suicide attempts
- A history of depression or other mental illness
- Money problems or job loss
- Bullying or feeling alone
- Not having access to health care
- Easy access to guns, pills or other lethal means
- Problems with a partner or family member

These factors don't always lead to suicide. But they are worth watching closely.

Some things can help protect people from suicide too. These include:

- Good coping and problem-solving skills
- A strong sense of who you are
- Support from friends and family
- Feeling connected to others
- Access to the resources you need

Tips for adults, parents and caregivers

If you're a parent or caregiver, asking for help matters. Lean on doctors, counselors and your community. They can help protect your child. Prevention looks different for every family. But everyone can take steps to help. Here are some things you can do:

- Watch for signs like anger or pulling away from others. Watch for changes in school, sleep, or eating too. Get help if you see these signs.
- Lock up guns and medicine safely. Use a gun safe or lock box. This keeps them away from children and others who should not have access.
- Build strong relationships with your kids. Lean on people who care about you too. Lean on your community as well.

Suicide does not just affect the person struggling. When someone dies by suicide, their family and friends feel it deeply. They may feel grief, shock, anger or guilt. Some may feel depressed or anxious. Some may even think about suicide themselves.

Watching for risk factors can save lives. So can using prevention tips. Our members have coverage for mental and behavioral health care. This coverage includes:

- Counseling
- Inpatient mental health care
- Intensive outpatient treatment
- Medicine for behavioral health conditions
- Substance use treatment

You can also call Member Services at **1-866-329-4701 (TTY: 711)** or visit our What's Covered page to learn more about your benefits. Our [**behavioral telehealth services**](#) brochure is another great resource.

Behavioral health emergencies: Call 988

Are you, a family member or a friend having thoughts of self-harm? Call or text **988**. The 988 Suicide and Crisis Lifeline has trained counselors that can help. They are ready 24 hours a day. You can also call CARES anytime for crisis help. The number is

1-800-345-9049 (TTY: 711). CARES can send a trained behavioral health specialist to you. Visit the CDC's **website** for more resources and support links.

Parents, adults and children who need it deserve support. Together, we can make sure help stays available.

Free language services

To help our members, Aetna Better Health® of Illinois can provide any information you need in Spanish or any other preferred language. This means you can ask for letters, benefit information and even your member handbook in another language. You can also get this information in a different format like large print, Braille and sign language. We can also get an interpreter in your language if you need assistance. All of these services are free to you.

Please call **1-866-329-4701 (TTY: 711)** if you need help in another language. You can ask for materials to be mailed or emailed to you, like your member handbook or preferred drug list (PDL). You can also print some of these materials by visiting our website at **[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/illinois-medicaid)**.



We're part of your community

Our community outreach team hosts events throughout the state every month. We share health resources, information and more with those who attend.

Join Aetna Better Health® of Illinois at an upcoming event in your area. Find out where we'll be on our **[News and Events](#)** page.

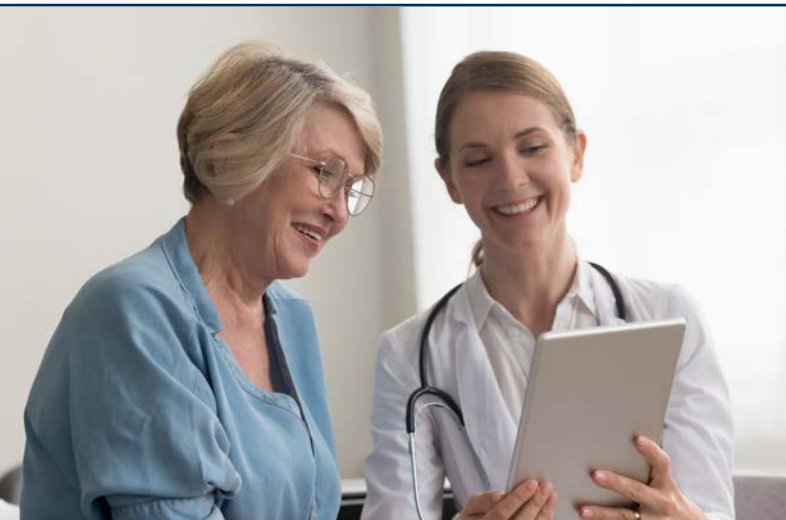


Your pharmacy benefits

At Aetna Better Health® of Illinois, we cover a wide variety of prescriptions and over-the-counter medications to keep you healthy. We'll even mail your medicine to you, so you can save time and effort.

You can access pharmacy information on our [Pharmacy and prescription drugs](#) page. It's a resource where you can find information on:

- Preferred drug list (PDL) including restrictions and preferences
- Medications that require prior authorization and applicable coverage criteria
- A list and explanation of medications that have limits or quotas
- Copayment and coinsurance requirements and the medications or classes to which they apply
- Procedures for obtaining clinical or PDL prior authorization, generic substitution, preferred brand interchange, step-therapy
- Information on the use of pharmaceutical management procedures
- Criteria used to evaluate new medications for inclusion in the formulary
- A description of the process for requesting a medication coverage exception



Find a provider

The [online provider](#) directory lists information of all network providers, including names, addresses, phone numbers, specialties and qualifications, board certification status and more. You can also search our providers on [HealthGrades.com](#) to get more information, such as medical school attended and residency completion.

A trusted connection through changing health needs

Robert*, a 75-year-old, has been dealing with cardiac and pulmonary concerns, depression and possible early dementia.

During an outreach call, Robert shared concerns about increasing fatigue, memory changes and the emotional impact of ongoing health challenges and aging. He also voiced worries about maintaining Medicaid eligibility and ensuring continued access to his health care coverage, medications and providers.

His care management team provided supportive follow-up and reassured him that his Medicaid coverage remained active. Throughout the conversation, the team offered education regarding depression, continuity of care and health care coordination while creating a safe space for Robert to openly discuss both his physical and emotional health concerns.

As a result, Robert reported feeling reassured and supported in managing his health and future care needs. He expressed appreciation for the consistent outreach and genuine concern shown by his care management team, sharing, “You’re really interested in my well-being,” and “Thank you all for looking after my health.”

**Names changed to protect privacy.*



Sharing your health information

A new law lets you choose to share your health info between health plans. When you do, your providers can see your health history and records. This can help your provider make decisions about your care.

Visit <https://www.aetnabetterhealth.com/share-health-information-payers.html> to learn more and how to opt in.

We are also helping providers to securely get and share patient info. This can help you get care and services faster, in a way that fits your needs.

If you don’t want your providers to get your info, go to <https://www.aetnabetterhealth.com/provider-access-options.html> to learn more and how to opt out.

<https://www.aetnabetterhealth.com/provider-access-options.html> to learn more and how to opt out.

Sharing your info is up to you. For help, or for more info, call Member Services at **[1-866-329-4701](tel:1-866-329-4701)** (TTY:711).



Stay informed

Want to hear from us about important information by phone, text or email? You'll get marketing updates on plan benefits, the rewards program, savings opportunities, new apps and services.

Simply text **SIGN UP** to **72138**.

Message and data rates may apply. Message frequency varies. Your consent is not required, and you can opt out at any time.

Ready to quit smoking?

Quitting smoking improves your health almost immediately. Your heart and lungs start to improve within days. And while quitting is hard, there are steps you can take to help you quit for good. Set a quit date, tell family and friends for support and remove cigarettes and ashtrays from your home. Here are three ways to get additional support:

1. **Talk to your doctor.** Your doctor can give you advice and medicines that can help you stop smoking. They will help you find the best options for you.
2. **Call a free quit line:** You can speak with experts who will help you plan to quit. Call **1-866-QUIT-YES (1-877-784-8937)** for information on quitting smoking.
3. **Join a quit program:** The American Cancer Society offers an email program called **Empowered to Quit**. When you join, you'll get helpful tools and support sent right to your inbox.

Remember, small steps add up. Reach out for support and keep trying.



Connect with your plan in the Member Portal

You can do so much more with your health plan when you create an account in your **Member Portal**. Log in to manage your benefits and health goals from anywhere. Check out health resources, redeem Aetna Better Care Rewards, send us questions and more. Use the Aetna Better Health® app to take your health plan on the go. Download the app from the [App Store](#) or [Google Play](#).



Free smartphone program

As an Aetna Better Health® of Illinois member, you may be eligible to get free monthly data, unlimited texting, free monthly minutes plus a free smartphone through Assurance Wireless.

This program is available for only one account per household. Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes. Residents with temporary addresses are also eligible.

[Learn more](#)



Share your thoughts

You can share your voice through our Family Leadership Council. It meets multiple times each year and helps us improve care coordination for children with behavioral health needs. And you can even receive a **\$50** incentive every time you attend a Family Leadership Council Meeting. Find details for the council's next meeting on our [News and Events](#) page.

You can also contribute to our Member Advisory Committee. The group brings members, providers and plan representatives together to improve our services. To join a Member Advisory Committee meeting, call **1-866-329-4701 (TTY: 711)**.

Correction

Our Winter 2026 Member Newsletter mentioned that Blueberry Pediatrics is available to our members in Cook County. That was incorrect. Blueberry Pediatrics is a benefit offered to our members in the following counties:

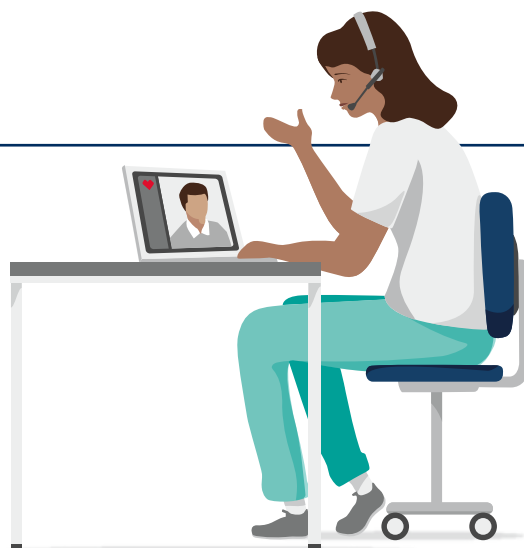
- | | | | |
|-------------|--------------|---------------|--------------|
| • Boone | • Henry | • Mercer | • Stephenson |
| • Bureau | • Jo Daviess | • Ogle | • Tazewell |
| • Carroll | • Knox | • Peoria | • Warren |
| • DeKalb | • La Salle | • Putnam | • Whiteside |
| • Fulton | • Lee | • Rock Island | • Winnebago |
| • Henderson | • Marshall | • Stark | • Woodford |

Visit [Blueberry Pediatrics](#) for more information.

We're here to help

Call Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701)
Monday through Friday, 8:30 AM to 5:00 PM to:

- Make an appointment
- Get help with your benefits
- Arrange a ride to the doctor's office



Connect with us on social media.

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
P.O. Box 818001
Cleveland, OH 44181-8001

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 **<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>**

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

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

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 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 1-800-385-4104 (TTY: 711)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (TTY: 711) 번으로 전화해 주십시오.

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

Arabic: (711). إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-385-4104 (رقم هاتف الصم والبكم: ملحوظة).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 711).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-385-4104 (TTY: 711).

Urdu: کریں اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں: 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. Gọi số 1-800-385-4104 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-385-4104 (TTY: 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-385-4104 (TTY: 711) पर कॉल करें।

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-385-4104 (ATS: 711).

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-385-4104 (TTY: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-385-4104 (TTY: 711).

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Illinois**

Illinois Department of
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