

Introducing AETNA BETTER HEALTH[®] OF NEBRASKA

Aetna Better Health[®] of Nebraska is a Managed Care Organization (MCO) for the Nebraska State Medicaid Program. It is operated by Aetna and serves the State of Nebraska.

Aetna Better Health provides Medicaid services, as established by the Nebraska Department of Health and Human Services (DHHS). We don't provide every Medicaid benefit. Some Medicaid benefits are still covered through the Nebraska State Medicaid program. These include:

- Pharmacy
- Dental
- Transportation
- Long-term care nursing facilities
- Home and community-based waivers
- Personal assistance
- Behavioral health/substance use disorder services

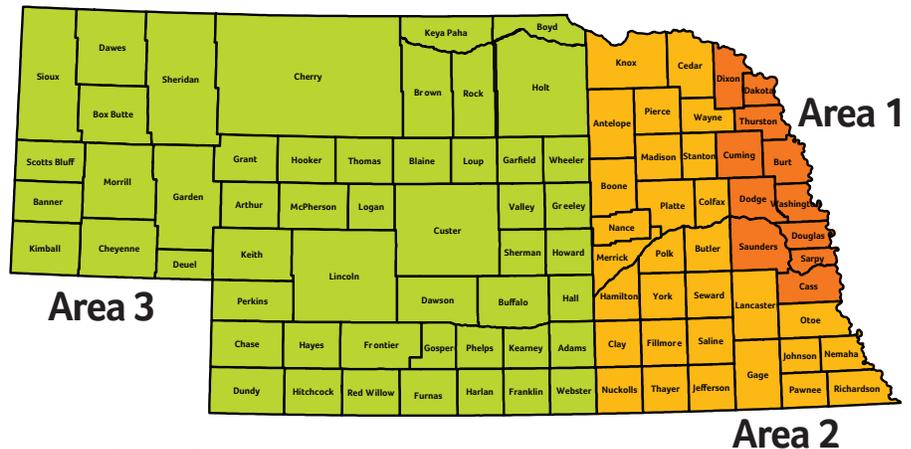
Aetna Better Health[®] of Nebraska offers innovative programs for Medicaid-eligible members that:

- Keep them informed about their coverage
- Educate about health conditions and illness prevention
- Service their needs in a respectful manner
- Involve organizations in the community who support Aetna Better Health members

Company Facts:

- Aetna was Founded in 1853 in Hartford, Connecticut
- In 2013, Aetna acquired Coventry Health Care, Inc., making the combined organization the third-largest health care benefits company in America, based on membership.
- Aetna Medicaid currently serves approximately 2 million people in 16 states. We have more than 28 years of experience managing health care for the most medically vulnerable.
- Aetna Better Health of Nebraska's local team includes member services, nurses, medical officers, a social worker, community development staff, network development, provider relations, compliance, and operations staff.

Aetna Better Health[®] of Nebraska Community Development Service area map



Member benefits

Aetna Better Health[®] of Nebraska invests in our membership by providing extra wellness benefits at no cost to our members or the State of Nebraska.

- Healthy Mom, Happy Baby
 - Nurses to help through pregnancy
 - Portable crib program
 - Postpartum reward gift card program
 - Text4baby mobile health program
 - Childbirth/parenting classes
 - Breast pump coverage
- Informed Health[®] Line (24/7 nurse line)
- Bi-lingual social worker
- Interpreters for non-English speaking members
- Translated materials
- Health and nutrition programs
- Case management
- Disease management programs
- Adult immunizations and flu shots
- Smoking cessation
- Community-based outreach staff
- Ted E. Bear, M.D.SM Kids Club
 - Paid membership to Boy Scouts of America
 - Paid membership to Girl Scouts of the USA
 - Ted E. Bear, M.D. in the classroom
 - Birthday cards for kids ages 1-12
 - KidsHealth - Online library of health information for kids, teens, adults and educators
- Member advisory board
- Member education mailings
 - Quarterly member newsletter
- Online provider search
 - Over 6,000 contracted providers
 - Over 100 contracted hospitals
- Referrals not needed to see an in-network speciality care provider/specialist

Disease Management Programs

- Asthma
- Chronic renal failure
- Congestive heart failure
- Coronary artery disease
- COPD
- Diabetes
- HIV/AIDS
- High-risk pregnancy
- Hypertension
- Low back pain
- Multiple sclerosis
- Obesity
- Sickle cell

Aetna Better Health® of Nebraska Medicaid Quick Facts

We work together to provide or sponsor:

- Agency presentations on various health topics
- Ted E. Bear, M.D.SM classroom visits and interactive fitness games
- Health education materials
- Health fairs
- Special events
- Newsletters
- Boy Scouts of America
- Girl Scouts of the USA

Important Aetna Better Health numbers

- Member Services and Provider Services: **1-888-784-2693**
(TTY: 711 or TDD: **1-800-877-8973**)
- Informed Health® Line: **1-877-620-1945** (TTY: 711)
- Provider Relations (for providers): **1-800-865-2673**

Other important numbers

- Medicaid Eligibility- 1-855-632-7633 (TTY: 711)
 - Lincoln area: 1-402-473-7000
 - Omaha area: 1-402-595-1178
 - TTY: 1-402-471-7256
- IntelliRide Transportation: 1-844-531-3783
 - Omaha: 402-401-6999
 - TTY: 402-401-6998
- Block Vision: 1-888-632-3937 (TTY: 711)
- Magellan Behavioral Health Services: 1-800-424-0333 (TTY: 711)
- Nebraska Medicaid Dental Services: 1-877-255-3092
- Nebraska Medicaid Pharmacy Services: 1-877-255-3092

Important website addresses

- Aetna Better Health website:
www.aetnabetterhealth.com/nebraska
- KidsHealth - **www.aetnabetterhealth.com/nebraska/kidshealth**
- AccessNebraska: www.accessnebraska.ne.gov
- Block Vision: www.blockvisiononline.com
- IntelliRide: www.iridenow.com

Helpful Information

- Provider list and handbook available online:
www.aetnabetterhealth.com/nebraska
- Referrals not needed to see an in-network speciality care provider/specialist

Aetna Better Health® of Nebraska Member ID Card

AETNA BETTER HEALTH® OF NEBRASKA		aetna®
Member Name Last name, First name	Date of Birth MM/DD/YYYY	
Member ID/State Medicaid ID# 0000000000	Sex X	
PCP Last name, First name	Effective Date MM/DD/YYYY	
PCP Phone 000-000-0000	Medical Copays OUTXX	
.....		
RxBIN: 610591	RxPCN: ADV	RxGROUP: Rx8830
Pharmacist Use Only: 1-855-319-6288		CVS/caremark™
Diabetic testing supplies only		
www.aetnabetterhealth.com/nebraska		
THIS ID CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.		

MEMBERS Show this card each time you seek medical care. Your primary care provider (PCP) should provide or direct your health care. In case of emergency, get care immediately at the nearest urgent care or emergency room, or call 911. Notify Aetna Better Health within 24 hours or as soon as medically possible.
IMPORTANT NUMBERS Member Services (questions/problems): 1-888-784-2693, TTY 711, TDD 1-800-877-8973 Informed Health® Line (24-hour nurse line): 1-877-620-1945, TTY 711 Transportation: 1-844-531-3783, TTY 402-401-6998, (Omaha area 402-401-6999) Routine Vision: 1-888-632-3937, TTY 711 Magellan (behavioral health/substance use disorder services): 1-800-424-0333
PROVIDERS Verify eligibility at: 1-800-642-6092 (NMES) or www.aetnabetterhealth.com/nebraska Pre-authorization: 1-888-784-2693 Submit claims to: PO Box 63188, Phoenix, AZ 85082-3188 Pager ID: 42130


Aetna Better Health® of Nebraska Community Development

Aetna Better Health community development will:

- Serve as a health information resource for your clients, members, or group
- Participate in community meetings and events
- Have Ted E. Bear, M.D. mascot available for use at events and health fairs
- Add fun with Wii U Just Dance/Zumba and other outdoor activities at your next event

To request Aetna Better Health of Nebraska for meetings, presentations or to participate at your next event submit your request via email to **NEOutreach@aetna.com**.

Find out more about what
Aetna Better Health® of Nebraska has to offer
www.aetnabetterhealth.com/nebraska

