



1-855-652-8249 (TTY: 711)

Available 24 hours a day, 7 days a week

[aetnabetterhealth.com/virginia](http://aetnabetterhealth.com/virginia)

Aetna Better Health® of Virginia

## COMMONWEALTH COORDINATED CARE PLUS (CCC PLUS) 2020 Added Benefits

For any services that do not list a specific phone number, call Member Services at **1-855-652-8249 (TTY: 711)** and ask to be transferred to a Care Manager.

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Adult Dental Care	<b>DentaQuest</b> 844-824-2018  Exam and cleaning twice per year, annual set of bitewing X-rays, fillings, root canal or dentures (limited to \$525 annually)	Age 21 and older	Requires prior authorization
Adult Vision	<b>VSP (Vision Service Plan)</b> 800-877-7195  Exam and \$100 toward eyewear per year	Age 21 and older	No prior authorization required
Adult Hearing	<b>Hear USA</b> 855-802-5529  Exam and one hearing aid per year, plus unlimited visits for hearing aid fittings (Limited to \$500 annually)	Age 21 and older	Requires prior authorization
Non-Emergent Transportation	<b>LogistiCare</b> 800-734-0430  Unlimited medical rides and rides to pharmacy within a 50 mile radius. 30 round trips for non-emergent rides (annually) to grocery stores, food bank, food pantry, places of worship, DMV, library, and exercise classes or gym within a 50 mile radius	All CCC Plus members	No prior authorization required





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Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Diabetes Care	Need Rx from Podiatry or Orthopedic MD  One pair of therapeutic shoes or shoes inserts per year (limited to \$200 annually)	Age 21 and older with diagnosis of Diabetes	No prior authorization required
Home Delivered Meals	<b>Mom's Meals</b> 14 meals/7 days after discharge from hospital	Age 21 and older discharged from hospital	Prior authorization needed from Care Manager
No-Cost Cell Phone provided by Assurance (See link to the right)	Free cell phone with 350 minutes per month, data, free unlimited texting, and free calls to Member Services <a href="http://www.aetnabetterhealth.com/virginia/members/phones">www.aetnabetterhealth.com/virginia/members/phones</a>	Age 21 and older	No prior authorization required
Wellness Reward	Incentive card: \$15: diabetic dilated eye exam \$25: wellness exam (to include HbA1c labs and LCL-C screening) \$15: woman's mammography \$15: cervical cancer screening \$25: initial colonoscopy \$15: flu shot \$25: prostate cancer screening	Age 21 and older	No prior authorization required
Weight Management	12-week certified nutritionist program and six counseling visits	Age 21 and older	No prior authorization required





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Personal care attendant	For select high risk members in a nursing facility that transitioned from an acute inpatient stay. 8 hours maximum/per day for a total benefit of 40 hours	Age 21 and older to select high risk members in a nursing facility	Requires prior authorization
Medication Adherence Program for Chronic Illness	Assists members with medications and help to ensure they are taking them as prescribed	Available to members with chronic illness	No prior authorization required
Memory care	Two-door alarms and six window locks	Available to members diagnosed with dementia, Alzheimer’s Disease, or for eligible children with special needs	Requires prior authorization
Regional Wellness Centers	Regional Wellness Centers are available in each region we serve. These centers function as a one-stop shop where members, caregivers, providers, community organizations and other stakeholders can use our meeting spaces, computers and Internet, or access our community resources database	Available to all members	No prior authorization required





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Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Community Health Workers	Community Health Workers will be deployed throughout the community in each region to link members to: safe housing, local food markets, job opportunities and training, access to health care services, community-based resources, transportation, recreational activities and other services	Available to all members	No prior authorization required
Expanded Respite	10 additional respite hours per month, based on medical necessity	Available to all members receiving respite services	Requires prior authorization

