

Aetna Better Health of Louisiana continues to support its in-network providers by seamlessly integrating covered behavioral health services into the continuum of care. Aetna's network of providers cover a variety of behavioral health services, such as:

- Assertive Community Treatment
- Community Psychiatric Support and Treatment (CPST)
- Crisis Intervention and Stabilization
- Inpatient Hospital Services
- Licensed Mental Health Professionals (LMHP)
- Psychiatric Residential Treatment Facilities
- Psychiatrist Visits
- Psychosocial Rehabilitation (PSR)
- Rehabilitation Substance Use
- Telemedicine
- Therapeutic Group Homes

According to Mental Health America, Louisiana ranks 45th out of 50 states which indicates a higher prevalence of adult mental illness and lower rates of access to care when compared to other states in our nation. Therefore, we encourage you to continue to have conversations with Aetna Better Health of Louisiana members about their mental well-being, and the covered behavioral health services available to them.

Additional services are included in this packet, including Member Facing material.



24/7 MEMBER SUPPORT

Pyx Health Program

In the moments you can't be there to support your members, we're here to help.

We build connections with each member to bridge the gap between their precise needs and your organization's resources—all while providing a friend who cares.

Real-time companionship and encouragement

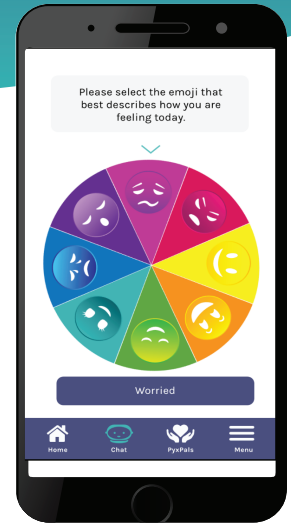
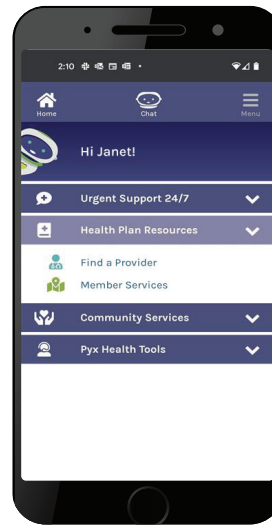
Our friendly robot, Pyxir, and the Pyx Health Compassionate Support Center make for a helpful combination of both empathetic technology and human support. With the Pyx Health program, your members can:

- » **Access resources, screenings, and SDOH needs**
In addition to providing quick and easy access to your health plan resources, the Pyx Health program also regularly screens for loneliness, depression, anxiety, and SDOH needs (housing, food, childcare, etc).
- » **Chat with Pyxir**
Pyxir provides 24/7 encouragement, humor, and self-management strategies based on a member's daily mood and wellness selections.
- » **Get human support**
Our Compassionate Support Center is there to assist members over the phone—making them feel heard, seen, and helped in times of need with a referral to your care team or a community-based organization.

Pyxir responds immediately to high screening scores with empathy and care, while the Compassionate Support Center follows up within 24 hours. Our job is to support members outside of the care setting, relieving the burden on staff and allowing your team to do what you do best.

Signing up is easy!

Members can use their smart phones to go to www.HiPyx.com or lean on our support team by calling 855-499-4777.



Above: Mood screening
Right: Resource menu
Below: SDOH screening



You have no idea how good it felt to answer the phone and have someone ask me, 'How are you feeling today?' It feels like I really do have friends.

Maria, Pyx Health member



Aetna Better Health® of Louisiana



Pyx Health®

Philip Nenon, account support • philip@pyxhealth.com • (520) 301-7142
Pyx Health support • 1-855-499-4777 • Mon.-Fri. 8:30am-5pm AZ time



Aetna Better Health® of Louisiana

Virtual behavioral health and substance use treatment

Aetna Better Health supports the use of telemedicine to deliver high quality healthcare while improving access to care

For Emergency Departments, Hospitals, and Residential Treatment Centers:

Arrange aftercare for patients prior to discharge to ensure timely, qualified follow-up and continuance of care.

Follow-up appointments benefit everyone by improving outcomes for members, improving provider quality ratings due to meeting HEDIS follow-up metrics, and lowering costs related to avoidable readmissions and emergency department utilization.

For Primary Care Physicians and other Practitioners:

Patients can be referred for prompt treatment of depression, anxiety, substance misuse, and other behavioral health conditions, or testing for ADHD, learning disabilities, dementia or diagnostic assistance.

Early intervention can improve outcome trajectories for members, and coordination with specialized providers creates a comprehensive care model that helps members minimize disruption to their lives.

One Telemed

One Telemed LLC is a Louisiana-based provider composed of psychiatrists, psychologists, psychiatric nurse practitioners, LCSW's, and licensed professional counselors providing psychiatric medication management, individual counseling, psychological testing and medication-assisted treatment for addiction across the state of Louisiana.

To schedule an appointment with One Telemed call **337-565-0843** or visit **onetelemed.com**.



Telepsychiatry Services

Other providers offering telehealth services



For a directory of all Aetna Better Health providers offering telehealth services for behavioral health and substance use, contact Member Services at **1-855-242-0802**.

Does your Aetna Better Health of Louisiana member need a smartphone?



Eligible enrollees can get Lifeline cell service PLUS an Android-TM Smart-phone at no cost. Members can enroll by visiting: **[AetnaBetterHealth.com/louisiana/members/phones](https://www.aetnabetterhealth.com/louisiana/members/phones)** or calling Member Services at **1-855-242-0802 (TTY: 711)** 24 hours a day/7 days a week.

AetnaBetterHealth.com/Louisiana

LA-22-04-05

The following items are hand outs for Aetna members.

We recommend you distribute them at least once a year.



Meet Pyxir, *a new friend to count on!*

No one should go through life's challenges alone. That's why our friendly robot Pyxir and the compassionate humans at Pyx Health are here to help you:

- Find resources to support your physical and mental health
- Make the most of what your health plan offers
- Feel better each day with companionship and humor

Sign up for the program today!

Use your smart phone to go to www.HiPyx.com or aim your smart phone camera at this QR code. Call Pyx Health at 1-855-499-4777 for a helping hand.



24/7 Member Services: 1-855-242-0802, TTY 711
www.aetnabetterhealth.com/louisiana



Aetna Better Health® of Louisiana



Sometimes you need a little extra support.
Sign up for the Pyx Health program and get connected to the help you need to stay happy and healthy. There's no cost to you.



Use your smart phone and go to www.HiPyx.com to sign up or aim your smart phone camera at the QR code.




Aetna Better Health® of Louisiana



Aetna Better Health[®] of Louisiana



A smart life



Manage your health on your phone

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

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

Eligible enrollees can get Lifeline cell service PLUS an Android-TM Smart-phone at NO COST!

Members can enroll by visiting:

<https://www.aetnabetterhealth.com/louisiana/members/phones> or calling Member Services call 24 hours a day/7 days a week 1-855-242-0802, TTY 711

Assurance Wireless Lifeline service includes:*

- Data Each Month
- Unlimited Texts
- Voice Minutes Each Month
- PLUS an Android Smart-phone!

An easy-to-use wellness tool for a healthier you

Aetna offers a health application that is an easy way to take charge of your health. So members can feel better for good. Members can get this health application at no cost.

Getting started is easy. And it just takes a few simple steps. First, sign in to the

“Member Portal” section of our website [aetnabetterhealth.com/louisiana](https://www.aetnabetterhealth.com/louisiana). Once you’re signed in, go to “Tasks” and choose “Manage My Health.” From this page, you’ll be able to access the health application tools and sign up for a new account.

*Monthly data & minutes vary by state. High-speed data. Speed varies by device.

†Based on phone availability.