

wellness & you

Your Aetna® Medicare FIDE (HMO D-SNP) member newsletter

HEALTHIER ALL YEAR

QUIZ: Are your vaccines up to date?

Vaccines are one good way to help your body stay protected from serious illness. Some you should get every year, while others depend on your age and health needs. Answer a few quick questions to see where you stand.



1 Do you plan to get a flu shot this season?

- a. Yes
- b. No
- c. Unsure

What is the flu vaccine?

The flu vaccine helps your body fight off influenza — or “the flu.” This illness can cause:

- Fever
- Cough
- Body aches

Getting the vaccine lowers your chances of getting sick. And if you do get sick, the symptoms are usually milder.

When should you get it?

Get your flu shot in September or October so your body is ready before flu season. Shots are available at pharmacies, your primary care provider's office and community clinics.

2 Do you need the RSV vaccine?

- a. Yes
- b. No
- c. Unsure

What is the RSV vaccine?

RSV (respiratory syncytial virus) often causes mild, cold-like symptoms. But for older adults or people with certain health conditions, it can lead to serious lung infections. The RSV vaccine helps protect against these complications.

When should you get it?

Adults ages 60–74 with certain health risks, and everyone 75 and older, may get one dose. It's usually given between September and January, before RSV season. Your provider can help you decide what's best for you.



You can get coverage for preventive vaccines like flu and RSV shots at in-network locations like local retail pharmacies, clinics and your provider's office. Call us at the number on your member ID card for more information.

Hidden hearing loss explained

Some people hear well in quiet places but struggle to follow conversations in noisy settings like restaurants or family gatherings — even after passing a hearing test. If this happens to you, there may be more going on. Here's what to know.

What is hidden hearing loss?

Hidden hearing loss is when you have trouble hearing even though your test results look normal.

Most hearing tests check how well you hear tones in a quiet room. But real life isn't quiet, it's full of sounds and noise. People with hidden hearing loss can often hear sounds but can't understand what others say when there's background noise.

What are the symptoms?

Hidden hearing loss can sneak up slowly. You might notice:

- Trouble following group conversations or phone calls
- Feeling worn out from trying to listen
- Speech sounding muffled or unclear
- Turning up the TV or asking people to repeat themselves
- Ringing in your ears

How can you manage hidden hearing loss?

An audiologist can help you find ways to make listening easier and manage hidden hearing loss.

Some people benefit from hearing aids or assistive listening devices to make speech clearer. These tools can help you focus on voices, especially in busy or noisy places.

Communication tips can also help. Try:

- Moving closer to the person you're talking to
- Turning off background noise, like the TV or music
- Asking people to face you when they speak
- Using visual cues, like lip reading or gestures

A hearing specialist can test how well you understand speech in noisy situations. They can also help find options that fit your lifestyle.



Take advantage of your hearing benefit

In 2026, you get an annual benefit amount (allowance) for hearing aids up to a maximum amount of \$1,000 per ear. This benefit amount can only be used to purchase hearing aids through a NationsHearing® network provider. Plus, one hearing aid fitting and evaluation.

You can schedule your hearing exam or hearing aid appointment with a NationsHearing provider by calling **1-877-225-0137 (TTY: 711)** from 8 AM to 8 PM local time, 7 days a week, excluding holidays.



Looking for a new in-network health care provider? Visit aet.na/il26-32 to find one near you.

MAXIMIZE YOUR PLAN

A tale of telehealth

When life gets busy, your health can sometimes take a backseat. That's why fictional Aetna member Jane* uses telehealth, or virtual care. She lives in a small town where some types of care are harder to find. But telehealth helps her stay healthy without long drives or delays. Jane can connect with her providers from home by video, phone or a secure message — whatever's easiest.

Whether she's managing her diabetes or getting help for an itchy rash, Jane learned that telehealth makes care simple and convenient. See why she uses telehealth.



Take control of a chronic condition

Jane has type 2 diabetes. Telehealth helps her connect to her providers without the stress of constant in-person visits. Through regular virtual check-ins, they review her blood sugar, talk through her meals and make sure her medicines are working well for her.

Get care for a skin irritation

Last summer, Jane got a bad case of poison ivy. Instead of waiting days for an in-person appointment, she set up a telehealth visit. During a video call, she showed her rash to her provider who diagnosed it right away and sent a prescription to her local pharmacy.

Talk with a health and wellness professional

Jane sometimes struggles to fall asleep and decided to connect with a counselor through telehealth. Talking about her stress and sleep challenges from home helps her feel calm, relaxed and more open.

*Fictional example

Health care coverage while you're on the road



Your plan has a large provider network throughout the state of Illinois. Emergency and urgent care visits are always covered within the U.S. And you can get covered medical services when you see an Aetna® FIDE provider.

Call us at the number on your member ID card to learn more.

Have questions or concerns? Call us first.

If you are confused about your plan, your benefits or received information that doesn't seem right, your Aetna® team is ready to help. One phone call can often clear things up quickly.

Member Services is here to explain your coverage, confirm your plan choice and help resolve issues right away:

1-866-600-2139 (TTY: 711),
8 AM to 8 PM, 7 days a week.



Health and wellness or prevention information

Have questions or need help with your plan? Visit **[AetnaMedicare.com/ILDSNP](https://www.aetna.com/ILDSNP)** or call Member Services at **1-866-600-2139 (TTY: 711)**, 8 AM to 8 PM, 7 days a week.

Did you know?



When you first join our plan, it's important for you to complete a health risk assessment (HRA) within 90 days after your enrollment. Your care manager will contact you to complete an HRA with you. The HRA includes questions to identify your health needs. We can complete the HRA by an in-person visit or telephone call. We look forward to serving you.

See Member Handbook for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Aetna Medicare FIDE (HMO D-SNP) is a Fully Integrated Dual Eligible Special Needs Plan with a Medicare contract and a contract with the Illinois Medicaid Program. Enrollment in Aetna Medicare FIDE depends on contract renewal. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website. ©2026 NationsBenefits, LLC. All rights reserved. NationsHearing is a registered trademark of NationsBenefits, LLC. Other marks are the property of their respective owners. *While only your doctor can diagnose, prescribe or give medical advice, the care management nurses/24-Hour Nurse Line can provide information on a variety of health topics.