

## FAMILY HEALTH



## Protect yourself with these key vaccines

The flu shot isn't the only vaccine that can help keep you and your family healthy this winter. Here are four vaccines to know about.

### Flu

The Centers for Disease Control and Prevention (CDC) says that everyone 6 months and older should get a flu shot every year in the fall.

### Pneumonia

Pneumonia is a lung infection that can cause serious illness in young children and older adults. The CDC recommends all children under 5 and adults over 65 get the shot. People with certain medical conditions

may need the vaccine, too. Ask your provider if you or your children should get vaccinated.

### COVID-19

New vaccines protect against the latest COVID strains. Ask your provider if a new vaccine is available, and if you should get it.

### Respiratory Syncytial Virus (RSV)

RSV is a common virus that can cause cold-like symptoms. Older adults are more likely

to be hospitalized from RSV. Experts recommend adults 60 and older get vaccinated. Ask your provider if the RSV shot is right for you.



Your plan covers these vaccines and others at no extra cost to you. You or your child may even be able to earn rewards for getting certain vaccines. Talk to your care manager or call Member Services for more information.

## SCHEDULE YOUR FLU SHOT

You can get your flu shot at your provider's office or a local pharmacy.

To schedule a flu shot, go to [aetna.com/fa24-fhk-3](https://aetna.com/fa24-fhk-3) or scan the QR code.





## Caring for kids with ADHD: It's a team effort

It may take a village to raise a child, but it takes a team to help a kid with Attention Deficit Hyperactivity Disorder (ADHD) thrive.

Team-based care, where school staff and health care providers work together, can make managing ADHD easier. Here are some key members to have on your child's ADHD care team.

**1 You.** You know your child better than anyone else. You can tell when they're doing well or struggling. And you're their number one ally.

**2 Your child.** Even young kids can be part of their own care team. Make sure your child knows they can tell you if

they're struggling or if some part of their care plan isn't working for them.

**3 Your child's doctor.** That could be either your family physician or your pediatrician. They're responsible for managing your child's medicines, care plan and overall health.

**4 School staff.** From classroom teachers to coaches, school staff spend a big chunk of the day with your child. They may have insights to offer. Plus, they can help adapt classroom strategies to your child's needs. And don't forget the school nurse. They can help manage medicine during the school day. And they can check in on daily progress.

**5 Your child's therapist.** Not all kids with ADHD have mental health issues. But a therapist can still help with social skills and managing emotions. With a trained therapist, your child can sort through their experiences and find healthy ways to cope.



**We want to hear from you!** Join our Member Advisory Committee (MAC) to give us your feedback and help us improve our services. Call Member Services at **1-844-528-5815 (TTY: 711)** to find out how to join.

# Primary care, urgent care or ER?

When you're sick or injured, there are many places you can go for care. But going to the right place can get you the right care at the right time (and for the right price). Learn about your options.

- **Primary care:** Your primary care provider is your go-to source for your health care. You'll go to them for regular checkups and health issues. You can also go to them for non-urgent health concerns.
- **Urgent care:** These clinics can provide care for emergencies that are not life-threatening. You can go here for things like a sprained ankle, minor cuts and burns, or minor illnesses like the flu.
- **Emergency room (ER):** ERs handle life-threatening emergencies. That includes things like serious injuries, major burns, poisoning, or heart attack and stroke symptoms.

Check out this table for examples of where to go in different situations. Remember to take your member ID card with you wherever you go for care.

## Talk to a nurse anytime



Still not sure where to go for care? Call the 24-Hour Nurse Line at **1-844-528-5815 (TTY: 711)**. We'll connect you with a registered nurse who can answer your questions. They can help you decide where to go for care, or help you treat the problem at home. Best of all? You can get this service at no extra cost.







PROBLEM	WHERE TO GET CARE
<b>You've sliced your hand and may need stitches.</b>	<b>Urgent care.</b> They can check to make sure there's no nerve or tendon damage and stitch you up, if you need it.
<b>You've spotted a strange freckle or mole.</b>	<b>Primary care.</b> They can see if the mark is a problem and refer you to a dermatologist (if you need one).
<b>You slipped and fell on your arm, and you're worried it's broken.</b>	<b>Urgent care.</b> Many centers can give you an X-ray and cast (if it's broken). Plus, you can get a prescription for pain medicine if you need it.
<b>You banged your head and lost consciousness (blacked out).</b>	<b>Emergency room.</b> You may need a PET or CT scan to check for serious injury. The providers there can prescribe medicine if you need it.
<b>You're having sudden confusion and weakness in your face, arm or leg.</b>	These could be signs of a stroke. Call <b>911</b> right away.

**Keep your benefits at your fingertips.** You can access your plan benefits from anywhere through your online Member Portal or the Aetna Better Health® app. Go to [AetnaBetterHealth.com/florida/member-portal.html](https://www.aetna.com/betterhealth/florida/member-portal.html) to get started.

# Stock a healthy pantry

Eating healthy isn't always easy. But it's important for staying well and feeling your best. Luckily, there is a simple trick to make sure your meals are full of nutrients: Stock your pantry with go-to staples that have a long shelf life. Here are six budget-friendly foods that dietitians recommend you keep in the kitchen.



SUPER FOOD	WHY IT'S GOOD FOR YOU	WHAT TO MAKE
 <b>Canned beans</b>	All beans have nutrients like protein, iron, zinc, fiber and potassium. Plus, they can last for up to five years in your pantry.	Make a quick lunch by mashing the canned beans and spreading them on toast with your favorite seasoning.
 <b>Peanut butter</b>	Peanut butter is loaded with protein and amino acids, which give you energy and help strengthen your muscles.	A classic peanut butter and jelly sandwich. Use whole-wheat bread for extra nutrients.
 <b>Brown rice</b>	Brown rice is a whole grain that's full of fiber. It breaks down slowly in your body and doesn't raise your blood sugar levels as much as white rice.	Pair your rice with chicken and your favorite veggies for a simple dinner.
 <b>Whole-wheat pasta</b>	Whole-wheat foods are whole grains. Research shows that eating more whole grains lowers the risk of death from stroke and heart attack.	Try some spaghetti with marinara sauce for a quick dinner. Tomato-based sauces are low in calories and saturated fat.
 <b>Canned fish</b>	Fish is a good source of omega-3s, which help keep your heart and arteries healthy.	Mix canned fish with light mayo or Greek yogurt for a simple salad.
 <b>Nuts and seeds</b>	Nuts and seeds are small but mighty. They contain protein and minerals, which you need to keep your bones and muscles healthy.	Keep them in your pantry for an easy, quick and nutritious snack.



**We speak your language.** If don't speak English, or if you're deaf or blind, we can help. Just call the number on your member ID card or **1-800-385-4104 (TTY: 711)**. You can get an interpreter at no cost to you.



## Help for teens in tough times

The teen years can be tough. Kids today deal with things like bullying, social media stress and trying to fit in. These pressures can take a toll on their mental health. And it may be hard to tell if they're struggling.

### Get help in a crisis

If your child is having a behavioral health crisis, there are resources to help.

- Call **911** if your child is a danger to themselves or others.
- Call or text the Suicide & Crisis Lifeline at **988**. You can talk to a crisis counselor 24/7.
- Call our 24-hour Behavioral Health Crisis line at **1-844-528-5815 (TTY: 711)**, press 1.

Feeling anxious, sad or overwhelmed as a teen isn't uncommon. But with the right support, they can learn to handle life's challenges and cope with big emotions. Just like their physical health, their mental health matters.

We are here to support our members and their caregivers and providers. We have resources to support kids who are dealing with behavioral health issues. Go to [AetnaBetterHealth.com/orida/resources-services.html](https://www.aetna.com/betterhealth/orida/resources-services.html) for more info. Together, we can help kids grow into happy, confident adults.

Need help finding a mental health care provider? Use our Find a Provider tool at [AetnaBetterHealth.com/flo-ida](https://www.aetna.com/betterhealth/flo-ida). Or call Member Services for help.



**Learn more about your plan with your member handbook.**  
Visit [aetna.com/fa24fl-fhk-2](https://aetna.com/fa24fl-fhk-2) or scan the QR code to view it online.  
Or call Member Services to have one mailed to you.

## 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:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o 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 <http://www.hhs.gov/ocr/office/file/index.html>.

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## Multi-language Interpreter Services

**ENGLISH:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

**SPANISH:** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

**FRENCH CREOLE:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **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. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

**PORTUGUESE:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

**FRENCH:** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS : **711**).

**TAGALOG:** PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga librang serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

**RUSSIAN:** ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

**ARABIC:** ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

**ITALIAN:** ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

**GERMAN:** ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

**KOREAN:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

**POLISH:** UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

**GUJARATI:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

**THAI:** ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**).



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<Mailing Address>

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## Your breathe-easy action plan

Do you have asthma, chronic obstructive pulmonary disease (COPD) or even seasonal allergies? An action plan can help you prepare for a flare-up. Your primary care provider (PCP) can help you make a personal plan. Then, follow these steps to breathe easier every day.

✔ **Track your triggers.** Pay attention to things that make it harder to breathe. Common triggers include air pollution, tobacco smoke and pollen.

✔ **Plan ahead.** Avoid your triggers whenever possible. Have your medicine on hand to help manage symptoms whenever you are outside.

✔ **Take your medications.** For daily care, take medicine as your doctor tells you. And know how and when to use your emergency medicines. If allergies are making your symptoms worse, try over-the-counter (OTC) remedies like anti-histamines. Ask your doctor what OTC medicines they recommend for you.



**Questions about your health plan?** Call Member Services at  
**1-844-528-5815 (TTY: 711)** or go to **AetnaBetterHealth.com/florida**