

HEALTHY LIVING

Budget-friendly healthy snacks your whole family will crave

Handing out the right snacks can do double duty: It can fuel good energy and health now, and boost immunity to help fight off illness as we enter cold and flu season. But common go-tos like packaged chips, cookies and candy can be pricey and harm your health over time. Instead, try these easy, kid-friendly snacks. They're good for your health and kind to your wallet.



Greek yogurt

It's thick and creamy, and loaded with calcium and protein. Throw in some banana slices for potassium. Or add berries (fresh or frozen) for vitamin C and antioxidants.



Apple slices and peanut butter

Together, they serve up healthy fats, protein and important vitamins and minerals like vitamin E and potassium.



Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger. Plus you're drinking up immune-boosting minerals like calcium and vitamins A and D.

Need more ideas? Nuts like almonds and walnuts, air-popped popcorn with a shake of salt, sliced veggies with hummus, frozen grapes, oatmeal and fruit are all great options.

A health risk assessment for your child

Every new Aetna Better Health of Florida member will get a health survey call from Aetna Better Health of Florida.

During this call, you will be asked health questions to help us better serve your child. Your answers are private. Our nurses use this information to provide your child with health-related education. This educational material may be mailed to you about a specific condition your child has. You may also get a call from an Aetna Better Health of Florida nurse.

The goal of these materials and calls is to help your child stay healthy. If you do not want a health survey call, contact Member Services at **1-844-528-5815 (TTY: 711)**.

Signs of depression in children and teens

Depression can happen to anyone, even children and teens. And it's a lot more common than you might think. Research shows depression has been rising among kids and teens since the pandemic.

Here's how to tell if your child might be depressed, and what to do.

Depression in children

Young kids might not understand that they have depression. And depression often looks different in kids than it does in adults.

Look for signs of all-or-nothing thinking. They might say

things like "I can't do anything right" or "No one likes me." Other signs include:

- More argumentative, grouchy or annoyed
- Often tired or agitated
- Problems concentrating
- Feeling guilty or worthless
- Self-injury or self-destructive behaviors
- Angry outbursts or tantrums

Depression in teenagers

Depressed teens often exhibit many of the same symptoms that children do, in addition to:

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy, motivation or enthusiasm
- Using alcohol or drugs
- Poor self-esteem
- Not taking care of appearance

If you think your child might

be depressed, talk to their doctor. They can ask your child more questions to screen them for depression. If needed, they can provide treatment options or refer you to a mental health care provider.

Beyond physicals

Talk to your family doctor about these screenings for you or your child at your next check up.

Body mass index (BMI)

BMI can show if you're at a higher risk for serious health conditions like diabetes.

Depression

Kids over 12 should get regular screenings for depression.

Lead screenings

Doctors can screen kids for lead poisoning with a blood test.

Sexually transmitted infections (STIs)

All sexually active people should be screened for STIs like HPV, chlamydia and gonorrhea.



Ask the pediatrician: My child has a cold/flu/COVID. How might it affect their asthma?

Getting sick is no picnic for anyone. But it can be downright dangerous for kids with asthma. One recent study showed that children with chronic lung diseases, such as asthma, are at double the risk of being hospitalized for the flu compared to children with other chronic conditions.

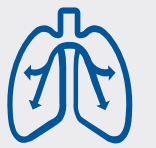
"Any respiratory virus, including COVID, can make asthma symptoms worse," says Dr. Theresa Guilbert, MD. She's the director of the asthma center at Cincinnati Children's Hospital Medical Center, and a spokesperson for the American Academy of Pediatrics.

"It's the most common trigger for an asthma attack."

People with asthma have more sensitive airways. And that puts them at higher risk of complications from respiratory illness like the common cold, flu or COVID.

Kids with asthma already have inflamed airways and lungs. And the fevers and coughs that come with respiratory illnesses put even more stress on those airways. While other kids may shake off these conditions more easily, kids with asthma are more likely to experience serious problems, including pneumonia.

3 tips for healthy lungs



Whether you have a chronic lung condition like asthma, or a respiratory infection like a cold, use our tips to breathe easier.

- 1 Take your medicine as directed by your doctor. Also, make sure you are using your inhaler correctly.
- 2 Get a flu shot. Ideally, by the end of October.
- 3 See an allergist if needed. Allergies can trigger an asthma attack.

When it comes to protecting kids with asthma, an ounce of prevention is worth a pound of cure. Try these tips:

- Get your child vaccinated against the flu and COVID-19.
- Teach your kid to wash their hands often and avoid touching their eyes, nose and mouth.
- Make sure your child follows their daily maintenance plan. The best way to avoid potential complications is to help them keep their asthma under control.

Aetna Better Health of Florida's telehealth program makes health care more accessible. If you can't reach your primary care physician, you can call MDLIVE 24/7 at **1-866-276-9381** to talk to a board-certified doctor by phone or video chat.

Let us help you get the care you need. Aetna Better Health of Florida's Care Management program supports people with special health care needs. Call **1-844-528-5815 (TTY: 711)** and ask for Care Management.

Your family's healthy-all-year secret

Spoiler alert: It's vaccinations. They can help your family stay well this winter — and for many seasons to come. Here are six vaccinations to keep on your radar. Go to [Vaccines.gov](https://www.vaccines.gov) for a full list.



Chickenpox (varicella)

When it's given: Children get two doses: one at 12 to 15 months old, the second between ages 4 and 6. If you've never been vaccinated or had chickenpox, you'll need the vaccine now.

Diphtheria, tetanus and pertussis (DTaP, Tdap)

When it's given: Younger children usually get five doses of DTaP between ages 2 months and 6 years. Tdap is for older kids, with a first dose between ages 11 and 12, and adults, who need the shot every 10 years (more often if pregnant).

Flu (influenza)

When it's given: Every year. Get the vaccine as soon as it's available — usually in September or October.

Human papillomavirus (HPV)

When it's given: First dose is given between ages 11 and 12. If you're older and haven't had the shot, talk to your doctor. HPV, a sexually transmitted infection (STI), can cause cervical cancer and other cancers.

Measles, mumps and rubella (MMR)

When it's given: Between 12 and 15 months of age for the first dose, and between ages 4 and 6 for the second dose. Sometimes adults need to get it again; ask your doctor if you need the shot.

Pneumococcal

When it's given: It's given to children at 2, 4 and 6 months and between 12 and 15 months for a total of 4 doses. Adults get one more dose at age 65 or older.

Too much of a good thing



Antibiotic medications can be a powerful treatment for certain illnesses. But using them too often can be harmful.

It's important to know that antibiotics don't treat viruses. Colds, flu, pharyngitis (an inflamed, sore throat) and most bronchitis are almost always caused by a virus. So, antibiotics won't help. You only need antibiotics for a bacterial infection.

Talk to your doctor about what medicine is right for your illness. If they prescribe you antibiotics, follow their instructions carefully. You'll need to finish a whole course, even if you're feeling better.

You can get a second opinion

Aetna Better Health of Florida provides for a second opinion from an in-network provider. Or we can arrange for you to get a second opinion outside the network.

Your child's right to a second opinion

As a member of Aetna Better Health or Florida, you have the right to get a second opinion from a qualified health care professional. This is at no cost to you.

You may want to confirm your child is getting the right treatment for an illness. Or you may want to ask about surgery your child's provider says your child needs.

To ask about getting a second opinion, just call Member Services at **1-844-528-5815 (TTY: 711)**.

There's no extra cost to you for a second opinion from a provider in our network.

For a second opinion from an out-of-network provider, you'll need approval from us. If there isn't a network provider available, we'll help your child get a second opinion from an out-of-network provider. This is still at no cost to you.

Find important prescription drug information on our website

You can go to [AetnaBetterHealth.com/florida/drug-formulary.html](https://www.aetna.com/betterhealth/florida/drug-formulary.html) to find the preferred drugs list.

This is the list of medications that are covered by your Florida Healthy Kids plan. You can also find this information in your Member Handbook.

You can use the "Searchable PDL" tool on this page to:

- Search for your medicine by name or class
- Find generic alternatives to your medicine
- See if your medicine has quantity limits, has age limits, or needs prior authorization

If you have any questions about your child's medications, pharmacy benefits, or the Preferred Drug List, call Member Services at **1-844-528-5815 (TTY: 711)**.



We speak your language. If you need an interpreter, please call Member Services at **1-844-528-5815**, Monday through Friday, 7:30 AM to 7:30 PM EST. This service is free of charge. If you have trouble hearing or speaking, use TTY or dial **711** on your phone.

Know your rights and responsibilities. We have adopted the Florida Member's Bill of Rights and Responsibilities. You can request a copy of it from your doctor or from Member Services at **1-844-528-5815 (TTY: 711)**.

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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
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>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

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 libreng 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 numer **1-800-385-4104 (TTY: 711)**.

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડના 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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<Recipient's Name>
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2536191-11-01-FA (11/23)

HEALTHY LIVING

Easy ways to get the whole family moving

One fun way to boost your body's defenses against illness: Exercise. Plus, it's a great chance to spend time together as a family. Try these free fitness ideas that are good for all ages:

- ✔ Go on a walk with your family
- ✔ Play "keep it up" with a ball or balloon
- ✔ Play basketball or tag
- ✔ Put on some music for a mini dance party

Do activities like these at least three times a day and you'll have moved the minimum recommended amount.



Get answers with the Nurse Helpline. If you have a medical question and don't know what to do, call our 24-hour Nurse Helpline at **1-844-528-5815 (TTY: 711)**. They can help you decide what to do when your child needs health care.

