



Aetna Better Health® of Maryland



Breathe free

Winter 2018

It's a great day to become a quitter

No doubt, it's hard to give up smoking. But there are many resources available today for stopping smoking.

For example:

- Over-the-counter nicotine replacement gum, patches and other products.
- Prescription medicine to help ease cravings.
- Free help by phone or online from trained counselors at the National Cancer Institute: **smokefree.gov/tools-tips/speak-expert**.
- A national network of tobacco cessation quitlines: **1-800-QUIT-NOW (1-800-784-8669)**.
- Free support and tips by text message. Sign up at **smokefree.gov/tools-tips/smokefreetxt**.
- Apps for smartphones. Learn more at **smokefree.gov/tools-tips/apps**.
- Free tips and tools from the American Cancer Society at **cancer.org/smokeout**.

Make this year the one that you finally say good riddance to smoking — forever.

Flu info

Why you need your flu shot

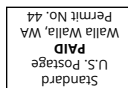
The Centers for Disease Control and Prevention recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses.

While there are many different flu viruses, the flu vaccine protects against the viruses that research suggests will be most common.

Flu vaccination can reduce flu

illnesses, doctors' visits, and missed work and school due to flu as well as prevent flu-related hospitalizations.

Everyone 6 months of age and older should get a flu vaccine.



Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256



Don't skip doctor visits

Doctor visits aren't just for sick days. You need routine checkups too — even when you're feeling fine.

Checkups are also known as wellness visits. These appointments are meant to prevent problems so you can stay well. They may even help you live longer.

During your checkup, your doctor may:

- Find some health issues before you have pain or notice a problem. That's when they're often easier to treat.
- Give you shots to keep you up-to-date.
- Discuss any changes with your body or new conditions or diseases in your family.
- Give you advice about diet, exercise, tobacco, alcohol or stress.

Your doctor can help you get any screening tests that may be right for you at this time. For instance, it might be time for a blood pressure, cholesterol or cancer screening test. Which tests you may need depends on things like your age and family health history. Your doctor can help you sort it out.

Get wise about wellness

Checkups are also a good time to ask any questions you might have. Write them down beforehand. Have you noticed a new ache or other symptom? Would you like to eat right, exercise more or quit smoking? Your doctor is there to give you good advice and quality care.

Make an appointment today

Your doctor can give you a routine checkup. It's a good idea to schedule a visit once a year. Write down the date or set a reminder on your cellphone in case you forget. Regular checkups are too important to miss or skip.

Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention

My doctor visit checklist

This checklist can help you communicate better with your doctor. Fill it out and take it with you to your appointment. You might also use it to prepare for calls to your doctor's office about your care.

The reason for my visit

I am most concerned about _____.

What the doctor needs to know

I have these new or worsening symptoms:

My health has changed recently (taking new medications, recovering from surgery, etc.):

I have these limitations (poor vision, difficulty walking, memory problems, etc.):

Your health/treatment: Questions to ask

- Do you have any follow-up instructions for me? Can I get those in writing?
- When will I get the test results from my visit?
- When should I schedule my next appointment?
- When should I expect to see improvement?
- If there is no improvement, what should I do?
- How should I contact you if I have questions after this visit?

Staying well: Questions to ask

- Does my family health history raise my risk for any health problems?
- What vaccines, screenings or medical tests do I need?
- What are some steps you think I should take to stay healthy?

I feel



good



not so good



getting worse



seriously ill

Need emergency care? Call **911**.

Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately using one of the following options:

- Call Aetna Better Health Member Services: **1-866-827-2710** or **1-855-877-9735**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **http://dhmh.maryland.gov/oig/Pages/Report_Fraud.aspx**
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **<https://oig.hhs.gov/fraud/report-fraud/index.asp>**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you have the choice to remain anonymous when you make the report. However, it is good to provide as much information as possible — this will assist those investigating the report.

Annual member survey

Every year we send out a Consumer Assessment Health Plan Survey (CAHPS®) to a large number of our members. This survey is your chance to speak up and tell us what you like and what you feel we can do to improve our services. If you receive this survey, please take a moment to complete it and return it to us. Your opinion is important and allows us to provide the best quality of care and service. Please speak up and allow your voice to be heard!

Prenatal care for moms-to-be

If you're pregnant, the health of your baby is likely at the top of your mind. And to keep your baby well, it's important to take care of yourself.

Regular prenatal care by your medical provider can help prevent problems or find them early.

Schedule your doctor's appointments

As soon as you think you're pregnant, call your provider. He or she will tell you how often to come in. You will most likely visit:

- Once a month for weeks 4 to 28
- Twice a month for weeks 28 to 36
- Once a week from week 36 until birth

Some women may need to see their provider more often.

Remember: It's important to go to every appointment, even if you feel fine.

What to expect

Each time you see your doctor, he or she will:

- Weigh you
- Take your blood pressure
- Measure your belly
- Listen to the baby's heartbeat



We want our members to have a healthy pregnancy and deliver a healthy baby. If you need help finding a doctor, call us toll-free at **1-866-827-2710**.

Medicaid member pharmacy information

You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at aetnabetterhealth.com/maryland. This can be found under the “For Members” tab. Choose “Pharmacy,” then click on

“Formulary Drug List”. This will lead you to the Preferred Drug List (PDL).

Please note that the formulary can change at any time. This is due to the ever-changing world of medicine. If

you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they’re on the list.

To learn more about health education, call **1-866-827-2710** and ask to speak to a case manager.

Learn the truth about cholesterol

Cholesterol is a waxy, fat-like substance made naturally by your body. You also can get cholesterol from the foods you eat. If you have too much cholesterol in your blood, you may be at risk for heart disease or stroke.

Those are some key facts you should know about cholesterol. But you should also be aware of some common myths, along with the important truths:

Myth: As long as you eat a healthy diet and exercise, your cholesterol levels will be fine.

Truth: Diet and physical activity are big players when it comes to healthy cholesterol levels. But other factors can play a role in whether you’re at risk for unhealthy cholesterol levels. For example, blood levels of LDL (the bad) cholesterol tend to rise with age. Smoking lowers levels of HDL (the good) cholesterol and raises LDL cholesterol. Heredity also can play a role in your cholesterol levels.

Myth: You don’t need to check your cholesterol levels unless you have symptoms.

Truth: High cholesterol doesn’t have any symptoms. The only way to learn your cholesterol levels is to have a blood test.

Myth: Children aren’t at risk for high cholesterol.

Truth: High cholesterol can be inherited. Children and teens who have a condition called familial hypercholesterolemia are at very high risk for heart disease. Kids and adolescents should have their cholesterol tested if they have:

- A parent or grandparent who had heart disease, a heart attack or sudden cardiac death before age 55
- A parent who has a history of high total cholesterol levels (240 mg/dL or higher)



Myth: You don’t have to be concerned about cholesterol if you’re not overweight.

Truth: It’s true that people who are overweight are at increased risk of having high cholesterol. But thin people can have problems with their cholesterol levels too if they eat too much saturated and trans fat — both of which can raise the level of LDL cholesterol in the blood.

Sources: American Diabetes Association; American Heart Association; National Institutes of Health



Rights and Responsibilities

As a HealthChoice member, you have the right to:

- Receive health care and services that are culturally competent and free from discrimination.
- Be treated with respect to your dignity and privacy.
- Receive information, including information on treatment options and alternatives, regardless of cost or benefit coverage, in a manner you can understand.
- Participate in decisions regarding your health care, including the right to refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Request and receive a copy of your medical records and request that they be amended or corrected as allowed.
- Request copies of all documents, records, and other information free of charge, that were used in an adverse benefit determination.

- Exercise your rights, and that the exercise of those rights does not adversely affect the way the Managed Care Organizations (MCO), their providers, or the Maryland Department of Health treat you.
- File appeals and grievances with a Managed Care Organization.
- File appeals, grievances and State fair hearings with the State.
- Request that ongoing benefits be continued during an appeal or state fair hearing; however, you may have to pay for the continued benefits if the decision is upheld in the appeal or hearing. Receive a second opinion from another doctor within the same MCO, or by an out of network provider if the provider is not available within the MCO, if you do not agree with your doctor's opinion about the services that you need. Contact your MCO for help with this.
- Receive other information about how your Managed Care Organization is managed, including the structure and operation of the MCO as well as physician incentive plans. You may request this information by calling your Managed Care Organization.

- Receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
- Make recommendations regarding the organization's member rights and responsibilities policy.

As a HealthChoice member, you have the responsibility to:

- **Inform your provider and MCO if you have any other health insurance coverage.**
- Treat HealthChoice staff, MCO staff, and health care providers and staff, with respect and dignity.
- Be on time for appointments and notify providers as soon as possible if you need to cancel an appointment.
- Show your membership card when you check in for every appointment. Never allow anyone else to use your Medicaid or MCO card. Report lost or stolen member ID cards to the MCO.
- Call your MCO if you have a problem or a complaint.
- Work with your Primary Care Provider (PCP) to create and follow a plan of care that you and your PCP agree on.
- Ask questions about your care and let your provider know if there is something you do not understand.
- Update the State if there has been a change in your status.
- Provide the MCO and their providers with accurate health information in order to provide proper care.
- Use the emergency department for emergencies only.
- Tell your PCP as soon as possible after you receive emergency care.
- Inform your caregivers about any changes to your Advance Directive.



Grievances and appeals

We want you to be happy with services you get from Aetna Better Health and our providers. If you are not happy, we want you to let us know. We take member grievances very seriously. We want to know what is wrong so we can make our services better.

You or your representative will be able to file a grievance with us in writing, verbally through the toll-free Member Services number at **1-866-827-2710 (TTY: 711)**, to any member of our health plan staff or through the website, aetnabetterhealth.com/maryland.

Check out our Website

aetnabetterhealth.com/maryland

What you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program, Utilization Management Program, and our Quality Improvement Program
- Clinical Practice Guidelines

 **If you do not have internet access,** give us a call at **1-866-827-2710** and we can send you the written information as needed.

Helpful information

Member Services:

1-866-827-2710, (toll-free) 24 hours a day, 7 days a week

Services for Hearing and Speech-Impaired (TTY):

Call **711**

24-Hour Nurse Line:

1-866-827-2710 (toll-free) 24 hours a day, 7 days a week

Vision:

1-800-879-6901 (toll-free)

Behavioral Health:

1-800-888-1965 (toll-free)

Dental:

Avesis, **1-833-241-4249**

Mailing address:

Aetna Better Health of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090

Interpreter service:

You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).

Maryland Medicaid Enrollee Help Line:


1-800-284-4510

Emergency (24 hours):

If you have a medical condition which could cause serious health problems or even death if not treated immediately, call **911**.

Website:

aetnabetterhealth.com/maryland

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.

Nondiscrimination Statement

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email **MedicaidCRCoordinator@aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Aetna Better Health of Maryland relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD)**.

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.

Such complaints must be filed within 180 days of the date of the alleged discrimination.

Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Language accessibility statement

Interpreter services are available for free.

Español/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆኑ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስመሩ ለተሳናቸው: **711**).

العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

Bàsòò Wùdù/Bassa

Dè de nià ke dyèdè gbo: Ɔ jũ ké m̄ dyi Bàsòò-wùdù-po-nyò jũ ni, n̄l à wuḍu kà kò d̄ò po-poò b̄é m̄ gbo kpáa. Đá **1-800-385-4104** (TTY: **711**).

中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارایه میگردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે.

ફોન કરો **1-800-385-4104** (TTY: **711**).

Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

اردو/Urdu

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ **1-800-385-4104** (TTY: **711**) پر کال کریں۔

Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104** (TTY: **711**).

Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófẹ̀ẹ́, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).