

wellness & you

Your Aetna Better Health® member newsletter

FAMILY HEALTH



SCHEDULE YOUR FLU SHOT!

Call your primary care provider to schedule a flu shot. Or, see if your local pharmacy offers flu shots and other vaccines.

Protect yourself with these key vaccines

The flu shot isn't the only vaccine that can help keep you healthy this winter. Here are five 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. It's best to get it in the fall before flu season is in full swing.

RSV

RSV stands for respiratory syncytial virus. It's 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.

Shingles

Shingles is caused by the same virus that causes chicken pox. Anyone that has had chicken pox could get shingles later in life. The CDC recommends that adults 50 years or older get two doses of Shingrix, a vaccine that can help prevent shingles.

COVID-19

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

Pneumonia

Pneumonia is a lung infection that can cause serious illness in older adults. The CDC recommends all adults over 65 get the shot.



Not sure which vaccines you need? Talk to your care manager or primary care provider. They can make recommendations based on your personal health history.



Aetna Better Health®
of New York

Questions about your health plan?

Call Member Services at **1-855-456-9126 (TTY: 711)**, 24 hours a day, 7 days a week. Or visit **AetnaBetterHealth.com/newyork**.

Help with legal health decisions

As you get older, you may have to make many decisions about your health care. At some point, you may not be able to speak for yourself. An advance directive can make it easier for you and your loved ones to plan for these situations.

An advance directive is a legal document. It tells your doctors what medical care you want and don't want. It's used when you can't speak for yourself due to an accident or illness.

Your advance directive can include info about:

- Whether you want to be kept alive on machines
- If you wish to donate your organs after you pass away

Learn more below about two types of advance directives: health care proxy and living will.

Health care proxy

A Health Care Proxy (HCP) lets you choose someone you trust to make health care decisions for you if you cannot make them for yourself.

You decide how much power this person will have to make decisions for you. And you can decide when this goes into effect. It can be right away. Or only after a doctor says you're unable to decide for yourself.

Living will

A living will lists your wishes for medical treatment if you're very ill and may not recover, or if you can't speak for yourself. It tells your doctors what treatment you do or don't want. This could include treatment or care that would keep you alive when there's no chance of recovery.

Talk with your provider or care management team if you have questions about advance directives.



Check our new website!

Your member website has a new look. You can still find all the same information, including:

- Member handbook
- Benefit information
- Provider directory
- Notice of privacy practices
- Helpful resources
- And much more!

Go to [AetnaBetterHealth.com/newyork](https://www.aetna.com/betterhealth/newyork) to get started.

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 the table below for examples of where to go in different situations. Remember to take your Medicare and Medicaid ID card with you wherever you go for care.

Talk to a care manager anytime



Your care management team can help you decide where to go for care. Call **1-855-456-9126 (TTY: 711)**. Don't worry if it's after work hours or on a weekend. Someone who can help you will answer your call. They'll let your team know about your call and any help they provided.







PROBLEM	WHERE TO GET CARE
You've sliced your hand and may need stitches.	Urgent care. They can check to make sure there's no nerve or tendon damage and stitch you up, if you need it.
You've spotted a strange freckle or mole.	Primary care. They can see if the mark is a problem and refer you to a dermatologist (if you need one).
You slipped and fell on your arm, and you're worried it's broken.	Urgent care. 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.
You banged your head and lost consciousness (blacked out).	Emergency room. You may need a PET or CT scan to check for serious injury. The providers there can prescribe medicine if you need it.
You're having sudden confusion and weakness in your face, arm or leg.	These could be signs of a stroke. Call 911 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. Visit [AetnaBetterHealth.com/newyork/member-portal.html](https://www.aetna.com/newyork/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 keeping in your kitchen.



SUPER FOOD	WHY IT'S GOOD FOR YOU	WHAT TO MAKE
 Canned beans	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.
 Peanut butter	Peanut butter is loaded with protein and amino acids, which give you energy and strengthen your muscles.	A classic peanut butter and jelly sandwich. Use whole-wheat bread for extra nutrients.
 Brown rice	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 brown rice with chicken and your favorite veggies for a simple dinner.
 Whole-wheat pasta	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.
 Canned fish	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.
 Nuts and seeds	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.

Opt in to Healthix. Consenting to Healthix means your care team members can easily share information with each other, improving the quality and safety of your care. Visit [AetnaBetterHealth.com/ny/members/resources/healthix](https://www.aetna.com/betterhealth/ny/members/resources/healthix) to learn more.

Stay safe in cold weather

When the temperatures start to drop, staying warm and safe becomes even more important for older adults. Cold weather can bring extra health risks, but with a few smart steps, you can stay cozy and steer clear of trouble.

Take it easy

Cold weather makes it harder for your heart to pump blood. Activities like shoveling snow can be dangerous, especially if you have heart problems. Try not to do heavy chores when it's really cold. If you have to, take breaks and don't overdo it.

Dress in layers

Layers trap heat, which will keep you warmer. Make sure to cover your head, hands and neck. Watch for signs of hypothermia,

which is when your body temperature drops too low. Shivering is an important first sign of hypothermia. Other signs include confusion, feeling tired or trouble speaking.

Keep your home warm

Set your thermostat to at least 68°F to 70°F. Make sure windows are closed tightly, and use blankets to stay cozy. Close off rooms that aren't used to save on heating costs. If you use a space heater, keep it away

from things that can catch fire, like curtains or blankets. And, make sure you have a working carbon monoxide detector to stay safe from gas leaks.

Watch out for ice

Slippery sidewalks and driveways can be dangerous. Sprinkle salt or sand on icy spots. Wear boots with good traction to help keep you steady. Take small steps and use a cane with an ice tip to help prevent slips.



Learn more about your plan with your Member Handbook.

Visit aet.na/fa24ny-2 or scan the QR code to view it online. Or call Member Services at **1-855-456-9126 (TTY: 711)** to have one mailed to you.

Aetna Better Health® of New York
101 Park Avenue, 15th Floor
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NOTICE OF NON-DISCRIMINATION

Aetna Better Health of NY complies with Federal civil rights laws. **Aetna Better Health of NY** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of NY provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Aetna Better Health of NY** at 1-855-456-9126. For TTY/TDD services, call NY Relay 711.

If you believe that **Aetna Better Health of NY** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator at:

Mail: Attn: Civil Rights Coordinator
P.O. Box 818001
Cleveland, OH 44181-8001

Phone: 1-888-234-7359 (for TTY/TDD services, call NY Relay 711)

Email: MedicaidCRCoordinator@aetna.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH
Building Washington, DC 20201
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

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**).

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**)。

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.

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**).

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**

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **711**).

JAPANESE: 注意事項: 日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

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**).

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.

PENN DUTCH: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **1-800-385-4104** (TTY: **711**).

NEPALI:

ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोलनुहुन्छ भने तपाईंका लागि गनःशुलकरूपमा भाषा सहायता सेवाहरू उपलब्ध छन् तपाईंको आईडी कार्डको पछाडि रहको नमबर व **1-800-385-4104** (TTY: **711**)म फोनार्नुहोस।

OROMO (CUSHITE): Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiiloota afaanii, kaffaalttii bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **1-800-385-4104** (TTY: **711**).



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101 Park Ave., 15th Floor
New York, NY 10178

<Recipient's Name>

<Mailing Address>

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Your breathe-easy action plan

If 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 are right for you.



Need to renew your coverage?

You must renew your plan coverage every year. Look for your renewal notice in the mail. Visit aetna.com/fa24ny-1 or scan the QR code to learn more.