

FAMILY HEALTH



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/fa24va-3 or scan the QR code.



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 eight vaccines to know about.

COVID-19

Everyone 6 months or older should get a COVID-19 vaccine. Already vaccinated? There may be a new shot that can protect you from newer strains of COVID. 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 young children and older adults. The Centers for Disease Control and Prevention (CDC) says that all children under 5 and adults over 65 should get the shot. People with certain

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

Flu

The CDC says that everyone 6 months and older should get a flu shot every year. It's best to get your flu shot in the fall before the flu season begins.

RSV

Respiratory Syncytial Virus (RSV) is a common virus that can cause cold-like symptoms.

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Vaccines story continued

Babies and older adults are more likely to get seriously sick from RSV. It can even lead to a visit to the hospital.

Experts say that adults 60 and older should get the RSV vaccine. Ask your provider if the RSV shot is right for you.

Tdap

This vaccine helps protect you from tetanus (lockjaw), diphtheria (throat and nose infection) and pertussis (whooping cough).

Kids should get a single dose of Tdap around age 11 or 12. Adults should get a Tdap or Td booster at least once every 10 years.

MMR

This vaccine helps protect you from measles, mumps and rubella (MMR). Children should get two doses of MMR: one



at 12 to 15 months old and a second at 4 to 6 years old.

Shingles

Shingles is caused by the same virus that causes chicken pox. Anyone that has had chicken pox could develop shingles later in life.

But now there is a vaccine, called Shingrix, that can help prevent shingles. The CDC says that adults 50 years or older should get two doses of Shingrix.

HPV

Human Papillomavirus (HPV) is the leading cause of cervical cancer. It can cause other cancers too. The HPV vaccine protects against certain strains of the virus that are most likely to cause cancer. The CDC says that all kids should get two doses of the HPV vaccine around 11 or 12 years old. Talk to your child's doctor about getting them vaccinated.

Earn rewards for keeping your teen healthy

You can get up to \$50 in gift cards when your teen gets important vaccines, including:

- \$10 Tdap
- \$10 HPV (first dose)
- \$10 Meningococcal
- \$10 HPV (second dose)

When they get all four shots, they are eligible for an extra \$10.

After your teen gets their shots, ask their doctor to fill out the Teen Vaccine Incentive Form. You can find the form at aet.na/fa24va-4 or by scanning the QR code.

Questions? Call us at **1-800-279-1878 (TTY: 711)**. We're here for you 24 hours a day, 7 days a week.



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 info.

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 chart 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 **1-800-279-1878 (TTY: 711)** (choose "nurse line"). 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
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.









Explore our new health and wellness library. Each month, we'll post new articles packed with tips and resources to help you reach your health goals and feel your best. Visit aet.na/fa24va-0 or scan the QR code.

Stock a healthy pantry

Eating healthy isn't always easy. But it's key to helping you stay well and feel 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 the 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 your 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.

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/virginia/member-portal.html](https://www.aetnabetterhealth.com/virginia/member-portal.html) to get started.



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 in charge of 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 their medicines during the school day. And they can check 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 find healthy ways to cope with what they're going through.



Learn more about your plan with your member handbook.

Visit aet.na/fa24va-2 or scan the QR code to view it online. Or call Member Services at **1-800-279-1878 (TTY: 711)** 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**).

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.

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**).

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**)。

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**).

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**).

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

AMHARIC: ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርሰዎ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

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**).

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**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

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.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIË BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-à win kwa cetyo+ ne-lá, i belé-ó bi má-ó mú bò kó putu bò. Dà nõbâ nè ê nea-ó ñ-à jípolé kateh je ná kpòh, mòò **1-800-385-4104** (TTY:**711**).

IGBO (IBO): NRUBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dịjiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọ́wọ̀ ìpèsè èdè tí wá ní lẹ́ fún ọ̀ lófẹ̀ẹ̀, pe nọ́nbà tí ó wà lẹ́yìn káàdì idánimò ẹ̀ tábì **1-800-385-4104** (TTY **711**).



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<Recipient's Name>

<Mailing Address>

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Your breathe-easy action plan

Do you have asthma, chronic obstructive pulmonary disease (COPD) or seasonal allergies? If so, 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 medicines.** 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/fa24va-1 or scan the QR code to learn more.