

## 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.

### IT'S TIME TO RENEW!

Find out how to renew your Medicaid coverage by going to



### 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 bronchitis are almost always caused by a virus. So, antibiotics won't help. You only need antibiotics for a bacterial infection.

Your PCP can help determine the treatment that's right for you.

# Heart disease 101

Heart disease isn't just one condition. There are many types, including coronary artery disease, congestive heart disease, arrhythmia, heart attack and stroke. But they share a lot of symptoms. The screenings are often the same too. If you're worried about your heart health, talk to your primary care provider (PCP) about having one of these tests.



## CT scan

This looks for calcium in the arteries, which is a sign of plaque buildup. If the test shows plaque buildup, your doctor may recommend medicine to lower your cholesterol levels.

## Stress test

This test usually involves walking on a treadmill and monitoring your heart to see how it's working. If you're having chest discomfort, a stress test can help your PCP decide if it's a coronary problem.

## Electrocardiogram (EKG)

This simple, painless test involves placing electrodes on your chest to record your heart's electrical activity.

## Angiogram

If your other tests are abnormal, or if you're having symptoms, you might get an angiogram. This scan shows blood flow through your arteries and veins to check for blockages.

If you think you may be having a heart attack or stroke, call 911 right away. Getting help fast can save your life and lead to a better recovery.

### Symptoms of a heart attack can include:

- Pain or pressure in the chest
- Discomfort in the jaw or neck
- Shortness of breath
- Sweating, nausea or dizziness

## Know the signs of preeclampsia

This high blood pressure condition happens during pregnancy. It can be dangerous to both mother and baby. During your prenatal checkups, your care provider will screen for preeclampsia. Call your provider immediately if you have any of these symptoms:

- Severe headaches
- Blurred vision, spots in front of your eyes or sensitivity to light
- Nausea and vomiting
- Swollen hands and feet
- Sudden weight gain of more than a pound a day
- Pain in the upper right side of your abdomen
- Shortness of breath

# Depression signs through the ages

Depression can happen to anyone. It's also highly treatable. Since some symptoms vary between age groups, it's important to know what to watch for.

## Children

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

## Teenagers

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

## Adults

- Often annoyed, frustrated, irritable and/or angry
- Loss of interest in socializing and hobbies
- Restless, agitated or sluggish
- Feeling worthless or very guilty
- Hard time concentrating, remembering and making decisions

- Older adults may also be anxious, confused, helpless or quick to cry

## New mothers (called postpartum depression)

- Feeling overwhelmed or "empty"
- Detachment from baby
- Panic attacks
- Tired
- Decreased interest in activities
- Self-doubt, guilt, anger
- Changes in sleep or eating

If you see any of these signs in a loved one or yourself, reach out to your primary care provider for help.



## 4 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.
- 4 If you smoke, quit now. It's the best way to stop more lung damage.

**Don't risk a gap in your Medicaid coverage** Update your contact information with your state Medicaid agency. That way, they'll be able to reach you to renew your coverage. Check your Medicaid benefit card for ways to reach out to your state Medicaid agency.

## Have questions about your benefits?

Call Member Services at **1-800-279-1878 (TTY: 711)**, 24 hours a day, seven days a week. Visit [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia) for more information.



# 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 the first dose between ages 11 and 12, as well as adults, who need the shot every 10 years (more often if pregnant).

## Flu (influenza)

**When it's given:** Starting at 6 months old, annually. 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 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:** Infants, young children and older adults need this. 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.

## Beyond physicals

Get screened now

### Body mass index (BMI)

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

### Hepatitis C

Adults and pregnant women should have this blood test.

### Lead screenings

Lead poisoning can be serious. Doctors will screen children with a blood test.

### STIs

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

# What you need to know about Cardinal Care

You may have gotten a new ID card in the mail recently. You got this new ID card because the Virginia Department of Medical Assistance Services (DMAS) has changed the names of the Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus) programs by combining them and replacing them with "Cardinal Care."

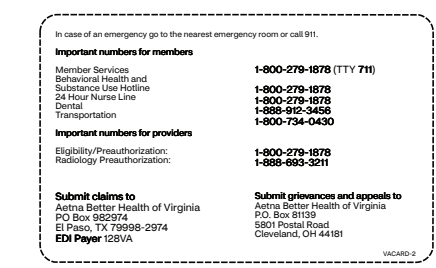
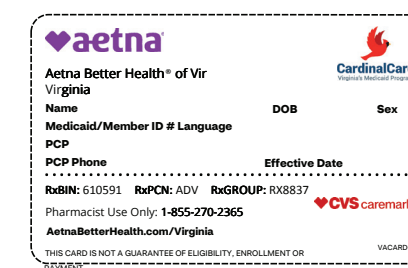
Cardinal Care is the new name for the Virginia Medicaid

program. Aetna Better Health® of Virginia's name, benefits and covered services have not changed. You are still covered by Virginia Medicaid. You have the same coverage you did before the Virginia Medicaid program was renamed Cardinal Care.

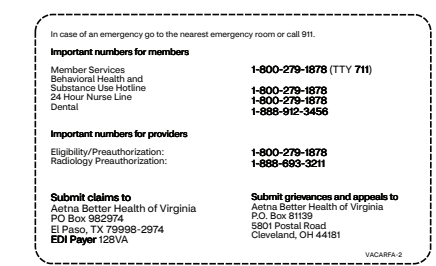
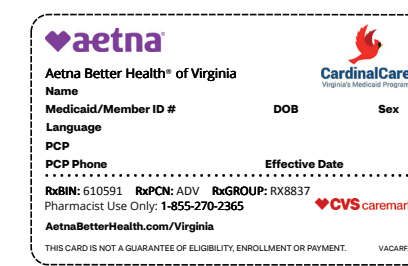
There is nothing you need to do to keep your coverage with Cardinal Care. All you need to do is start using your new ID card after you get it in the mail.

## Here is what the new ID cards look like:

### ID Card for all members except FAMIS:



### ID Card for FAMIS members only:



## Support for members in the juvenile and adult justice system

Aetna Better Health of Virginia has a new program for justice-involved members and their families. The program is called the Justice Integrated Care Program. In this program, members are matched with resources to help them transition back into their communities after incarceration.

### The Justice Integrated Care Program:

- Matches members to the right level of care to meet their needs
- Teaches members about resources they can use
- Connects members with Peer Support Specialists who can provide support during reentry into the community

### Resources members can access through this program include:

- Food
- Clothing
- Housing
- Employment
- Other supportive services

If you would like to know more about this program, call Member Services at **1-800-279-1878 (TTY: 711)**.

**We'll get you there** If you don't have a ride to your next appointment, we'll help you get one at no cost to you. You can contact ModivCare at **1-800-734-0430 (TTY: 711)**. You can get help Monday through Friday, 8 AM to 5 PM, ET.

**Have questions about Cardinal Care?** Call Member Services at **1-800-279-1878 (TTY: 711)**. We're here for you 24 hours a day, seven days a week. Or visit us online at [AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia) to learn more.

## 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  
4500 East Cotton Center Boulevard  
Phoenix, AZ 85040  
Telephone: **1-888-234-7358 (TTY 711)**  
Email: [MedicaidCRCoordinator@aetna.com](mailto: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)**.

**KOREAN:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호나 **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። በእርስዎ አይ.ዲ ካርድ ለገጽ 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 नि:शुल्क 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 নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104 (TTY: 711)** নম্বরে ফোন করুন।

**KRU:** TÛ DE NÂ JIÊ BÒ: ε yemâ wlu bèè ñ a po Klào Win, née â-à win kwa cetiyò+ ne-là, i belè-ò bi mà-ò mù bò kó putu bò. Dà nobâ né ê nea-ó ñ-à jiè jipolê katèh je ná kpòh, mòò **1-800-385-4104 (TTY:711)**.

**IGBO (IBO):** NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nọmba 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 olùrànlọwọ̀ òpèsè èdè tí wá ní lẹ̀ fún ọ̀ lófẹ́ẹ̀, pe nọ́nbà tí ó wà lẹ́yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104 (TTY 711)**.





Aetna Better Health® of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458

<Recipient's Name>  
<Mailing Address>

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## HEALTHY LIVING

# Easy ways to get the whole family moving

One fun, everyday 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:

- ✓ **Make walking the dog a family affair**
- ✓ **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.



### Questions or concerns about your health and wellness?

Call our 24 Hour Nurse Line **1-866-279-1878 (TTY: 711)** any day of the week to speak with a nurse. They can answer your questions and help you make health decisions.