



**MyCareOhio**  
Connecting Medicare + Medicaid

Aetna Better Health<sup>®</sup> of Ohio | a MyCare Ohio plan



Summer 2018

## SilverSneakers **Join the fun with fitness and friends**

Is exercise a chore? Do you find it boring? Expensive? Now you can have fun, feel good and stay at a healthy weight with SilverSneakers.

The best part about this fitness program is no extra cost. It's easy to get started. After you choose Aetna Better Health of Ohio for both your Medicare and Medicaid coverage, you will get your SilverSneakers ID number:

- Online at **silversneakers.com/card**
- By phone at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week

Being active has a lot of perks, like feeling good. Exercise helps improve your memory and thinking, as well as your sleep and mood. You can also get stronger, more flexible and steadier on your feet.

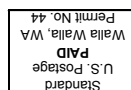
With this program, you can join a fitness center or gym at no extra cost. Enjoy classes, pools, exercise tools and more. You can even pick more than one fitness center. Go anywhere, anytime.

## **Join to meet new fit friends**

People who get fit with friends are more likely to stay active than those who do it alone. Millions of people are already active with SilverSneakers. Why not make some new fit friends and join the fun today?

Join the fun with fitness and friends.  
Join to feel good.

APPROVED  
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Aetna Better Health<sup>®</sup> of Ohio  
7400 W. Campus Road  
New Albany, OH 43054

## Member rights and responsibilities

As an Aetna Better Health of Ohio member, you have these rights:

- A right to receive information about Aetna, our services, our practitioners and providers, and member rights and responsibilities
- A right to be treated with respect and recognition of your dignity and your right to privacy
- A right to participate with practitioners in making decisions about your health care
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals about Aetna or the care we provide
- A right to make recommendations regarding Aetna's member rights and responsibilities policy

You also have responsibilities:

- A responsibility to supply information (to the extent possible) that Aetna and our practitioners and providers need in order to provide care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible



## Fast and easy self-service is here

Now you can get the information you need—anytime you need it.

Interactive voice response (IVR) is here. Just check your member ID card for your ID number. With 24/7 IVR self-service, all you need is your ID number to:

- Check your eligibility for services
- Request an ID card or a handbook
- Review answers to common questions about your benefits

No worries if you can't check your ID number because you don't have your ID card. Just go through the IVR prompts until you hear the option to speak with a representative 24 hours a day, 7 days a week. With some simple information, we can find your ID number for you.

### No need to check hours

In the past, you had to call during certain hours to check eligibility or request information. Now it's faster and easier to get the information you need anytime, day or night.

### No need to wait in a queue

In a hurry? No need to speak with a representative or wait in a queue. You can do it all with self-service.

### No trouble connecting with a real person

Now you have the information you need at your fingertips, faster and easier than before. And don't worry. You can still talk with a real person when you need to.



**Questions?** We're here to help. Just call **1-855-364-0974 (TTY: 711)** 24 hours a day, 7 days a week to learn more.

[aetnabetterhealth.com/ohio](https://aetnabetterhealth.com/ohio)

## Check it out

### Some must-do screenings and self-exams

There's no denying how popular DIY projects are today. We love to roll up our sleeves and get it done. But what about health screenings that can alert us to possible health problems? Can we tackle some of those ourselves too?

You'll need a doctor for most screening tests and exams, of course. But you can do some checks yourself, often with a doctor's input or recommendation. Examples of both are below. Keep in mind, these are generalized guidelines. You may need screenings earlier, more often or not at all. Ask your doctor what's right for you.

#### At home

- **Step on a scale.** Type the result (plus your height) into a body mass index (BMI) calculator, like this one, to see if you're overweight or obese: [morehealth.org/bmi](https://www.morehealth.org/bmi).
- **Measure your waist.** Place a tape just above your hipbones, exhale and measure. A waist

greater than 40 inches for men or 35 for women boosts type 2 diabetes and heart disease risks.

- **Check your feet if you have diabetes.** Your doctor may have you look for and report any sores or other problems before they become major infections.
- **Check your skin for cancer.** Frequent (such as monthly) self-skin checks may help you find cancer early. Changing moles, blemishes or other worrisome-looking areas on your skin should be shown to your doctor.
- **Monitor your blood pressure.** Your doctor may have you use a portable monitor at home if, for instance, you have borderline high blood pressure or your readings might be high only at the doctor's office.

#### At a provider's office

- **Mammograms.** From ages 45 to 54, women should have yearly breast cancer screenings, switching to every two years after that.

- **Colonoscopy.** Starting at age 50, colonoscopies or other screening tests are recommended for both men and women to help prevent colorectal cancer or find it early.
- **Pap tests.** Starting at 21, regular Pap smears help guard against cervical cancer in women.
- **Blood pressure checks.** Have your doctor check your blood pressure at least every two years—and more often if you have certain

conditions, such as heart disease or diabetes.

- **Cholesterol blood tests.** Start at 35, or age 20 if you have risk factors such as diabetes, high blood pressure or heart disease.

*Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians; American Cancer Society; U.S. National Library of Medicine*



## Need help?

Check out the following information in your Member Handbook and on our website at [aetnabetterhealth.com/ohio](http://aetnabetterhealth.com/ohio):

- Benefits and services included in your health plan as well as those not covered
- Pharmaceutical management procedures
- Copayments
- Benefit restrictions outside Aetna's service area
- How to get language assistance
- How to submit a claim
- How to get information about doctors in Aetna's network
- How to get primary care services
- How to get specialty care and behavioral healthcare services
- How to get emergency care
- How to get care and coverage outside of Aetna's service area
- How to submit a complaint
- How to appeal a decision
- How Aetna evaluates new technology to include in coverage



## List of Covered Drugs

The plan has a List of Covered Drugs. We call it the "Drug List" for short. It tells which prescription drugs are covered by Aetna Better Health of Ohio.

The Drug List also tells you if there are any rules or

restrictions on any drugs, such as a limit on the amount you can get. See Chapter 5 of your Member Handbook for more information on these rules and restrictions.

To get the most up-to-date information about which

drugs are covered, you can visit the plan's website at [aetnabetterhealth.com/ohio](http://aetnabetterhealth.com/ohio) or call Member Services at **1-855-364-0974, option 1 (TTY: 711)**, 24 hours a day, 7 days a week.

You will also find information about:

- Covered drugs
- Copayment information, including tiers
- Drugs that require prior authorization
- Limits on refills, doses, or prescriptions
- Use of generic substitution, therapeutic interchange, or step-therapy processes

If you prefer to have a hard copy of the Drug List simply call our Member Services number to request one, or fill out the "How to request a Provider and Pharmacy Directory and List of Covered Drugs" card that came with your Member Handbook and mail it back to us. No postage is necessary.

## National Coverage Determination

The Centers for Medicare & Medicaid Services (CMS) sometimes change coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit [aetnabetterhealth.com/ohio](http://aetnabetterhealth.com/ohio). Then go to For Members > Aetna Better Health of Ohio (Medicare-Medicaid) > Member Materials and Benefits.

You can also visit [cms.gov](http://cms.gov) for more information. Once on the website, click on "Medicare" then type "National Coverage Determination" in the search box. Or call us at the number on your member ID card.

**AETNA BETTER HEALTH OF OHIO**

7400 W. Campus Rd.  
New Albany, OH 43054



Aetna, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna, Inc.:

- 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 these services, contact Aetna Medicaid Civil Rights Coordinator

If you believe that Aetna, Inc. 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: Aetna Medicaid Civil Rights Coordinator, 4500 Cotton Center Blvd., Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667, MedicaidCRCoordinator@aetna.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aetna Medicaid 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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

[www.aetnabetterhealth.com/ohio](http://www.aetnabetterhealth.com/ohio)

OH-16-09-04

[aetnabetterhealth.com/ohio](http://www.aetnabetterhealth.com/ohio)

## 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.

**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**).

**PENN DUTCH:** Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzsch, 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**).

**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**).

**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**).

**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**).

**SOMALI (CUSHITE):** FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

**OROMO (CUSHITE):** Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalitti bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **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.

**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**).

**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。

**DUTCH:** AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel het nummer op de achterkant van uw ID-kaart of **1-800-385-4104** (TTY: **711**).

**UKRAINIAN:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби підтримки. Зателефонуйте за номером, указаним на зворотному боці ідентифікаційної картки, або **1-800-385-4104** (телетайп: **711**).

**ROMANIAN:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la numărul de pe spatele cardului dumneavoastră de identificare sau la **1-800-385-4104** (TTY: **711**).

**NEPALI:** ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

## How we make coverage decisions

Our decisions are made based only on appropriateness of care and service and benefit coverage. We do not reward staff for issuing denials of coverage. In addition, there are no financial incentives for clinical decision-makers.



### Speak up

If you think you may be depressed, let your doctor know

All of us feel sad or blank now and then. But have you found that things you once enjoyed no longer make you happy? Do you find yourself crying very easily?

These are signs of depression. And if you are depressed, the sooner you get treatment, the better. Depression is very treatable. Counseling or medicine—or both—can help you feel like yourself again. Treatment can also keep depression from coming back.

So tell your doctor right away if you think you're depressed. And depression doesn't always feel like sadness. You may:

- Feel guilty or worthless
- Feel hopeless

- Feel very tired all the time
- Get irritated and angry easily
- Have aches and pains that don't get better with treatment
- Have trouble thinking or making decisions
- Sleep too much or have trouble sleeping
- Eat more than usual or less than usual
- Lose weight without trying or gain weight

And remember: Depression is an illness. It's not a personal failing. You can get better, and your doctor can help.

*Sources: American Academy of Family Physicians; American Psychiatric Association*


### Contact us



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 Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. Limitations and restrictions may apply. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook. Benefits may change on Jan. 1 of each year. 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. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974** or read the Aetna Better Health® of Ohio Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year. Models may be used in photos and illustrations.