

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

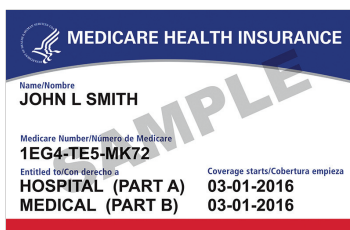


Fall 2018

**New Medicare ID cards**

The Centers for Medicare & Medicaid Services (CMS) is removing the old Social Security number-based member ID numbers from its ID cards and replacing them with a new number called the "Medicare Beneficiary Identifier (MBI)." This means that sometime between April 2018 and April 2019, you should be receiving a new ID card from Medicare with a brand-new ID number on it (see the photo for a sample of what this new card will look like).

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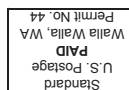
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**Manage your health on your phone**

Members with smart phones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your Primary Care Provider
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your benefits



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

## New Medicare ID cards

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“We’re taking this step to protect our seniors from fraudulent use of Social Security numbers, which can lead to identity theft and illegal use of Medicare benefits,” said CMS Administrator Seema Verma. “We want to be sure that Medicare beneficiaries and health care providers know about these changes well in advance and have the information they need to make a seamless transition.”

If you have both Medicare and Medicaid coverage through our plan, remember that it is important to keep your red, white and blue Medicare ID card for your records, but you only need to present your Aetna Better Health of Ohio member ID card at doctors’ offices, hospitals and to any other health care provider who asks for your insurance information. This ensures that your doctors are sending their claims directly to us for payment, and not to CMS. Keep your red, white and blue Medicare card in a safe and secure location. If you only have your Medicaid coverage through our plan, please use your new Medicare ID card as you would have used your old one.

As always, if you have any questions please feel free to call our Member Services department at **1-855-364-0974 (TTY: 711)** 24 hours a day, 7 days a week.



## If coverage changes

The Centers for Medicare & Medicaid Services (CMS) sometimes changes 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](https://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](https://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.

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## Get the shot, not the flu

Just about everyone who’s 6 months of age or older needs a flu shot. That’s especially true if you have a chronic illness.

The best time to get a shot is before the flu starts spreading in your community. That’s hard to predict, though. So it’s probably best to get the shot as soon as it’s available in your area.

Remember: You can’t get the flu from a shot. It’s among the best ways to avoid getting the flu.

*Source: Centers for Disease Control and Prevention*

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



## Did you know you have dental, hearing and vision benefits you can use at no cost to you?

It's true! As a member of the Aetna Better Health of Ohio Health Plan, you have benefits for dental, hearing and vision services that are available at no cost to you. These benefits include:

### Dental

- Comprehensive oral exams
- Periodic oral exams
- Preventive services
- Routine x-rays and diagnostic imaging
- Comprehensive dental services: restorative, endodontic, periodontic, prosthodontic, orthodontic and surgery services

### Vision

- Eyeglasses
- Contacts
- Vision training
- Annual eye exams for diabetic retinopathy and age-related macular degeneration
- Glaucoma screening

### Hearing

- Hearing balance tests
- Hearing aids (conventional and digital) and batteries and accessories

Aetna Better Health of Ohio wants you to live a happier, healthy life, and a big part of reaching that goal is making sure that you use your dental, vision and hearing benefits

to improve your health. Studies have found that people with hearing, vision and/or dental health problems are more likely to experience a number of other health problems. Some of these include:

- Heart disease
- Depression
- Decreased nutritional health
- Increased risk of falling
- Difficulty taking medications correctly
- Withdrawal from family, friends and community
- An increased number of emergency room visits and hospital stays

Aetna Better Health of Ohio sincerely hopes that you use the hearing, vision and dental benefits available to you to help improve your health and quality of life. If you have questions or want to find out more about your dental, vision or hearing benefits, please refer to your Member Handbook, or you can call Aetna Better Health of Ohio at **1-855-364-0974, option 1 (TTY: 711)**, 24 hours a day, 7 days a week. You can also speak to your care manager about these benefits or contact care management by calling **1-855-364-0974, option 5 (TTY: 711)**, 24 hours a day, 7 days a week.



### Quality Improvement Program

Every year, Aetna Better Health of Ohio reviews member surveys and health care data to create quality improvement initiatives. These initiatives are designed to improve our health plan's services to you. You can find out more about our quality improvement program by going to our website at [aetnabetterhealth.com/ohio](https://aetnabetterhealth.com/ohio).



## A good time to consider breast health

As of yet, there is no sure way to prevent breast cancer.

Even so, there are steps you can take to lower your risk.

One key step? Stay at a healthy body weight. This is even more important in midlife and later. Here's why:

- After a woman's periods stop, most of her estrogen comes from fat cells. Estrogen can spur the growth of many breast tumors. That's why too many pounds later in life could raise breast cancer risk. This seems to be especially true if those pounds end up on your waist.

There are a number of other steps you can take to help prevent breast cancer. These include:

- **Avoid alcohol.** Drinking can raise your risk of getting breast cancer. In fact, your risk goes up the more you drink.
- **Move more.** Exercise may be able to help lower your risk. Try to get 150 minutes of moderate exercise or 75 minutes of vigorous exercise each week.
- **Know the risks of hormone therapy.** There are risks and benefits of taking hormone therapy. Talk to your doctor to learn more.

### Finding breast cancer early

Breast cancer can still develop even with the above safeguards. So be sure to talk to your doctor about when to have mammograms.

Regular mammograms can help find cancer in its early stages. Finding cancer early can help give you a head start on treatment.

Some women may have certain risk factors, such as very dense breasts. So you may need to talk with your doctor about additional screening tests, such as an MRI scan.

*Source: American Cancer Society*



**AETNA BETTER HEALTH OF OHIO**

7400 W. Campus Rd.  
New Albany, OH 43054



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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](mailto: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

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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**).

**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, kaffaalttii 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।

## Self direction

Aetna Better Health of Ohio offers, as part of home- and community-based services, the option of self-directed care. Self-directed care makes it easy to take control of your needs. With self-directed care, you work with individuals or agency caregivers for specific services. These services include personal care, a home care attendant, waiver nursing, and other home- and community-based services.

### How does self-directed care work?

By choosing self-directed care, you manage your own care provided by a caregiver:

**Choose and hire your own caregiver. Your caregiver can be almost anyone** — a friend, neighbor, former aide or, in some cases, a family member. A parent, stepparent, spouse or legal guardian can't be your paid caregiver. It's important that the caregiver you choose is right for you and can do a good job.

**Keep your independence** — You set a schedule and plan your care. A care manager will help you monitor

your progress and your caregiver's service.

**Learn the ropes** — You get training and resources. A care manager will meet with you for training. You also will get training on how to handle payroll and other important documents.

**Make it your responsibility** — You train your caregiver and make sure that the agreed-upon care takes place in the manner you expect. You may also take responsibility for negotiating some rates paid to some of your providers. If you don't like your caregiver, you can find a new one. You also can appoint an authorized representative to act on your behalf and direct your caregiver. The authorized representative cannot be your caregiver.

To learn more about self-directed care, go to YouTube and search for "Aetna Better Health of Ohio Self Direction" to see our self direction



video. You can also visit our website at [aetnabetterhealth.com/ohio](https://aetnabetterhealth.com/ohio), talk to your care manager or call **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week, to learn more.


### Contact us



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7400 W. Campus Road,  
New Albany, OH 43054



**1-855-364-0974 (TTY: 711)**  
[aetnabetterhealth.com/ohio](https://aetnabetterhealth.com/ohio)

 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.