

**AETNA BETTER HEALTH® OF OHIO**  
a MyCare Ohio plan



Winter 2018

**Prior authorization information**

If you or your doctor have questions about our prior authorization process, a request for prior authorization, or questions about your open prior authorization request, you can call our Member Services Department at **1-855-364-0974** (TDD/TTY: **711**). If you do not speak English or need an interpreter, this is available to you at no cost.

**Flu season!**

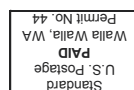
All Aetna Better Health® of Ohio members can receive an annual flu shot at no cost to them. Call the Member Services line at **1-855-364-0974** (TTY: **711**) 24 hours a day, 7 days a week to get help with scheduling an appointment with your doctor to get your flu shot.

Member Services can even help arrange a ride to your appointment if you cannot get there on your own. There are also other convenient locations such as your local

pharmacy and in-store clinics where you can get your flu shot at no cost to you.

The flu can be very serious and lead to hospitalization. Be sure to wash your hands, cover your nose and mouth with a tissue when you sneeze, and clean surfaces that may have come in contact with germs. Protect yourself and your loved ones from the flu and get the flu shot.

Please contact your primary care provider to find out if you fall into a group that cannot get the flu shot.



## Care Management Program

As an Aetna Better Health member, you have a care manager. This person works with you and your care providers to make sure you get the care and services you need.

Your care manager is assigned to you based on where you live, so they are always close by for events like home visits, or if you are hospitalized. Your care manager will give you his or her phone number and email address so you can contact him or her directly. You can also contact your care manager by calling our Care Management line at **1-855-364-0974, option 5**, 24 hours a day, 7 days a week. It is important that you have a good relationship with your care manager. If you want to change your care manager, please call the Care Management line.

Aetna Better Health has five levels of care management. Higher levels of care management include more contacts from your care manager and more help managing your diseases. You, your caregiver or your doctor can ask for you to be in a higher level of care management by calling the Care Management line.



## Your advance directive: A crucial piece of paperwork

Imagine you're so sick or hurt that you can't speak for yourself. Your doctors may be unclear about the type of medical care you want.

That's why you need an advance directive. It's a legal document. And no matter how ill you are, it can spell out what care you want—and don't want. It can state your wishes about getting:

- CPR (if your heart stops beating or your breathing stops)
- Feedings through a tube
- Long-term care on a breathing machine
- Tests, medicine or surgeries
- Blood transfusions

There are two main types of these documents:

**A living will.** This gives legal instructions for your care. It's not the same as a will when a person dies.

**A health care power of attorney.** This lets you name someone else to make health care decisions for you

if you aren't able to do so. It doesn't give anyone the power to make other financial or legal decisions for you.

Advance directives aren't just for older adults. Serious medical problems can happen at any age.

Your doctor can tell you more about advance directives. Once you have one, be sure to give copies to your family, your doctor and the person you name as your health care agent.

You can change your decisions at any time. But if you make changes in an advance directive, be sure to tell your doctor and loved ones.

*Source: National Institutes of Health*

You can also visit [aetnabetterhealth.com/ohio/members/resources](https://www.aetnabetterhealth.com/ohio/members/resources) to download a copy of the advance directive form.

## How tobacco affects your body

If you're a smoker, you may know you should stop. That's a good start toward quitting.

But you need a powerful reason to quit for good. Knowing the truth about how smoking harms your health may be it.

It's a fact that smoking is bad for nearly every part of your body. Here are a few places smoking does damage.

**Airways.** Smoking makes the soft tissues in your lungs inflamed. This can lead to serious disorders. One is chronic obstructive pulmonary disease. Smoking can also bring on cancer in your lungs, throat and mouth.

**Heart.** Smoking harms the cells lining the blood vessels and heart. And it can raise the risk of clots that cause heart attacks.

Smoking can also play a part in causing an abdominal aortic

aneurysm. This is when the larger artery near the stomach grows weak.

**Other blood vessels.** Damage to vessel linings can cause them to narrow. This means not enough blood flows to the kidneys, stomach, arms, legs and feet. This can lead to problems like pain and gangrene.

**Brain.** Blood clots that form in damaged arteries can travel to your brain. This can cause a stroke that may be deadly.

**Bones and tendons.** Smoking raises the risk for osteoporosis in both men and women. This is when bones grow weak.

Smokers are also at higher risk of overuse injuries, like tendinitis, and traumatic injuries, such as sprains.

**Immune system.** Smokers have smaller amounts of some types of cells that destroy germs. That leaves

you more vulnerable to infections.

Also, smoking can cause cancer of the pancreas, kidneys, cervix, stomach and blood (leukemia).

And smoking raises your risk for eye disease and dental problems.

Women who smoke tend to have more problems with pregnancy, including premature births, low-birth-weight babies and stillbirths.

And their babies are more likely to die of SIDS (sudden infant death syndrome) than babies whose mothers don't smoke.

**Turn your risks around**  
There are many benefits to giving up smoking. They are listed at [morehealth.org/quit4good](https://www.morehealth.org/quit4good). There you'll also find a guide to help you quit.

Why wait? If you quit now, your health risks start dropping and they keep going down, no matter how long you've smoked.

A tobacco quitline can also help you quit for good. Call **1-800-QUIT-NOW (1-800-784-8669)**.

*Sources: Centers for Disease Control and Prevention; American Academy of Orthopaedic Surgeons*



## Thinking about e-cigs? Think again

Vaping, or using e-cigarettes, may seem harmless. But it's far from it. A few things you should know before you try it out:

- E-cigs contain nicotine. That's the addictive chemical that hooks people onto smoking.
- The high amount of nicotine in e-cig cartridges poses a poisoning hazard. That's something to think about if you spend time around kids.

- Teens who try e-cigs may be more likely to use tobacco later.
- It's not clear that e-cigs help people stop smoking. Talk to your doctor if you want to quit smoking. He or she can steer you to products that have been proven to help.

E-cigs are still largely untested. Until the research comes in, they remain a risky habit—and not the best way to stop smoking, if that's your goal.

*Sources: American Lung Association; National Institute on Drug Abuse; U.S. Food and Drug Administration*

## New behavioral health services

As of January 1, 2018, all Aetna Better Health® of Ohio members who have behavioral health-related issues are able to receive new services that were not available before. This is all a part of the State of Ohio's Behavioral Health Redesign Initiative.

To find out more about these new services, call **1-855-364-0974** (TTY: **711**) 24 hours a day, 7 days a week and speak to either Member Services (option 1) or your care manager (option 5).

New services include:

- Opioid Treatment Program
- Institutional Mental Disease
- Respite
- Screening, Brief Intervention & Referral
- Assertive Community Treatment
- Intensive Home Based Therapy
- Family Psychotherapy
- Group Day Treatment
- Psychological Testing
- Therapeutic Behavioral Service
- Psychosocial Rehabilitation
- Primary Care Services, labs, vaccines

## 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**. Then go to For Members > Aetna Better Health of Ohio (Medicare-Medicaid) > Member Materials and Benefits.

You can also visit **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.

## Self-directed care

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, step-parent, 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**, talk to your care manager, or call **1-855-364-0974** (TTY: **711**), 24 hours a day, 7 days a week to learn more.

**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

## 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।

## OTC pain medicine: Use it safely

Is your head pounding? Is your back or throat sore? Then you may reach for an over-the-counter (OTC) pain reliever like aspirin. There's probably some in your medicine cabinet right now.

These meds ease minor aches and pains. And they're usually safe for healthy adults who only use them once in a while. But it's key to take OTC meds the right way. Otherwise, they can be harmful—and even dangerous. To stay safe:

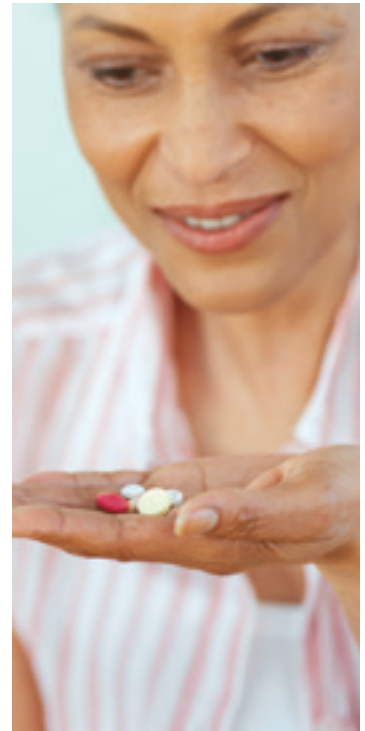
- Always read the directions on the label for taking any OTC pain reliever.
- Don't use more than one OTC pain reliever at a time without your doctor's OK.

- Are you taking a prescription medicine? Then ask your doctor before taking an OTC pain reliever.
- Are you taking acetaminophen? Check to see if another OTC medicine you are taking also contains it. Too much acetaminophen can hurt your liver.

If an OTC medicine doesn't ease your pain, let your doctor know. Your problem might not be so minor after all.

Finally, keep kids safe too. Store all medicine out of reach—and sight—of young children. And never give aspirin to anyone younger than 18.

*Source: American Academy of Family Physicians*



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.

You can get this information at no cost in other languages. Call **1-855-364-0974**

(TTY: **711**), 24 hours a day, 7 days a week. The call is at no cost.

Puede obtener esta información en otros idiomas de manera gratuita. Llame al **1-855-364-0974** y TTY al **711**, 24 horas al día, 7 días de la semana. Esta llamada es gratuita.

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.

Aetna Better Health® of Ohio, a MyCare Ohio plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this information at no cost in other languages. Call **1-855-364-0974** or TTY: **711**, 24 hours a day, 7 days a week. The call is at no cost.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. 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.

### Contact us

7400 W. Campus Road,  
New Albany, OH 43054

**1-855-364-0974**

TTY: **711**

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

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OH-17-11-01