

# AETNA BETTER HEALTH<sup>®</sup> OF OHIO

## a MyCare Ohio plan



Spring 2017

### New! MyActiveHealth portal

Aetna Better Health of Ohio has partnered with Active Health Management to bring to you tools you can use to help keep you healthy. The MyActiveHealth portal is available to you through your Aetna account portal. Just go to **www.aetnabetterhealth.com/ohio**, click on “Portal” on the left side of the screen and sign in to your account. Then click on “Manage My Health” to access the MyActiveHealth portal. Here you can find:

#### Health appraisals

- Questions on five topics to assess your overall risk or wellness
- Assessment of 13 personal health characteristics and behaviors
- Information disclosure

#### Health trackers

- Weight and BMI
- Hours of sleep
- Steps and physical activity
- Caloric intake
- Pain assessment
- Waist circumference

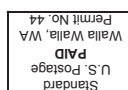
#### Condition trackers

- Blood pressure
- HDL cholesterol
- Hemoglobin

- LDL cholesterol
- Blood glucose
- Hemoglobin A1C
- Triglycerides

#### Other resources

- Wellness center
- Healthy recipes
- Interactive tools
- Videos
- Audio files
- Program info
- Devices and apps



## Always anxious?

### Treatment can help

All of us worry from time to time. But what if worry grows invasive, even when there's no reason to be anxious? What if you can't calm down?

Then you may have what doctors call generalized anxiety disorder (GAD). And you might also:

- Be irritable
- Find it hard to concentrate
- Have trouble sleeping
- Have unexplained headaches, stomach problems or other pains
- Have to go to the bathroom a lot
- Feel light-headed or out of breath
- Feel tired all the time

#### Help is available

Talk therapy—and medicine if necessary—can help people with GAD control their worrying. So be sure to tell your doctor if you think you may have it. He or she will help you find a professional you can talk to.

It's important to feel comfortable with the person you see. So if the two of you aren't a good match, ask your doctor to refer you to someone else.

*Sources: Mental Health America; National Institutes of Health*

## Benefits of quitting when you give up smoking



#### After 20 minutes

Blood pressure and heart rate drop.

#### After 12 hours

The balance of carbon monoxide and oxygen in the bloodstream has returned to normal.

#### After two weeks to three months

The risk of heart attack decreases. Lungs are working better.

#### After one to nine months

Respiratory problems have started to decrease.

#### After one year

Excess risk of heart disease decreases to half that of a current smoker.

#### After two years

Risk of stroke goes down.

#### After five years

Risk of stroke can fall to about the same level as a nonsmoker.

#### After 10 years

The risk of dying from lung cancer declines to about 50 percent of that of a current smoker.

#### After 15 years

The risk of heart disease is similar to that of a nonsmoker.

*Sources: American Cancer Society; American Lung Association; Centers for Disease Control and Prevention*

## Help stop fraud, waste and abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health care dollars are not carefully spent. Abuse is doing something that results in needless costs. A health care provider, member or employee can commit fraud, waste or abuse.

If you think you have seen or heard of fraud, waste or abuse happening, you have a right—and the duty—to report it. Examples of fraud, waste or abuse are:

### Fraud

- A provider billing for services or supplies that you did not get
- Changing a prescription or using a stolen prescription pad

### Waste

- Going to the emergency room when you do not need to go

### Abuse

- A provider ordering tests over and over that are not needed
- Asking a driver to take you to a place that has not been approved
- Acting hostile or abusive in a doctor's office or hospital

If you see or find out about fraud, waste or abuse, make a report. You can do so without leaving your name by:

- Completing the form located at [www.aetnabetterhealth.com/ohio/fraud-abuse](http://www.aetnabetterhealth.com/ohio/fraud-abuse)
- Calling our AlertLine at **1-888-891-8910**
- Writing to us at: Aetna Better Health of Ohio, 7400 W. Campus Road, New Albany, OH 43054, Attn: SIU

Or you can report suspected fraud, waste or abuse by a consumer or provider to the Ohio Department of Medicaid by calling the Consumer Hotline at **1-800-324-8680**.

**See fraud or abuse? Call 1-888-891-8910, or go to [www.aetnabetterhealth.com/ohio/fraud-abuse](http://www.aetnabetterhealth.com/ohio/fraud-abuse).**

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## Watch out for medicines that boost blood pressure

Do you have high blood pressure? Here's some information you need to know:

Some medicines can raise blood pressure. Others can keep blood pressure drugs from working the

way they should. This can be true of both over-the-counter and prescription medicines.

That's good to know because it can help you avoid a boost in your blood pressure.



The following types of medicines can cause problems:

- Steroids. This can include drugs that are used to treat asthma.
- Nasal decongestants—products you might buy to treat cold symptoms.
- Birth control pills.
- Hormone therapy for women.

Long-term use of pain relievers can lead to high blood pressure too.

### Ask first

It's best to be cautious when you take any medicine. If you have

high blood pressure or take medicine for it:

- Talk to your doctor before you use any over-the-counter medicines. This includes vitamins and herbs.
- Check the labels. Some have warnings for people who have high blood pressure.

*Sources: American Heart Association; National Heart, Lung, and Blood Institute*

**High blood pressure can put you at risk for heart disease and stroke.**

## Interpreter services: Just ask!

To get the best possible health care, it's important that you and your provider can speak to each other clearly. But what if your provider doesn't speak the language you know best? We can help.

Member Services can:

- Find a provider who speaks your language
- Plan for an interpreter to be with you at your appointments
- Provide an interpreter for phone calls with your provider

For more information, you can call Member Services at **1-855-364-0974** (TTY: 711).

## To your good health—simple things help make healthy aging possible

Have you noticed that the numbers in the phone book seem to be getting smaller? Do you find it harder to get down on your knees to look under the bed—and to get up again?

There's no question that age brings changes to our lives. And yes, some of them we'd prefer to avoid.

Physically, for example, stiffening joints can make it harder to get around. And many people find that their short-term memory just isn't what it used to be. Often, difficult personal situations, such as the death of a spouse, can add to the negative changes.

But age can bring positive changes too. One survey found that many older people say they have less stress and more time for family, interests and hobbies than they used to. In fact, the vast majority of older people report they are satisfied with their lives.

To a great extent, what older age will be like for you depends on how you live now and how you cope with the changes that come your way. You may not be able to turn



back time, but you can move in a direction that may make getting older easier and more pleasant. Here are a few pointers:

**Decide to have an active mind and body.** Remember the adage “Use it or lose it.”

**Opt to be involved.** Isolation can contribute to depression and other health problems. So keep connected to family and friends. Social connections can help ensure that you have physical and emotional support for what comes your way.

**Choose a healthy lifestyle.** The advice you heard when you were younger still applies: Eat well, maintain a healthy

weight, get enough rest, don't smoke, do what you can to stay safe and see your doctor regularly.

**Relish your leisure time.** Do things you enjoy, and allow yourself some downtime. Too much stress can contribute to a host of health problems.

**Practice healthy ways to cope.** Believe in yourself, and remember: You can handle whatever comes your way.

*Sources: AGS Foundation for Health in Aging; Centers for Disease Control and Prevention; Mental Health America; Pew Research Center*

**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. 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, kaffaaltilii 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।

## Diabetes health checks

### Which ones do you need?

You won't have to sharpen your pencil or study up for these tests. But when you have diabetes, a few exams shouldn't be missed. They can help you stay in control of diabetes and the health problems it can cause.

Here are some routine health checks and exams for people with diabetes. Ask your provider what's right for you:

**A1C blood sugar test every three to six months.** This shows your average glucose control over the past few months. You can see how well your treatment is working overall.

**Cholesterol and blood pressure checks.** High blood pressure or cholesterol problems can raise the risk of heart attack and stroke. Your provider should check your cholesterol every year and your blood pressure at each visit.

**Eye exams.** Have a complete dilated eye exam at least yearly. The reason? Diabetes can harm your eyes even before you notice anything wrong. An eye doctor can spot these problems early.



**Foot exams.** A full foot exam once a year can alert your provider to nerve damage or other changes. Ask your doctor if you should check your own feet more often.

*Source: American Diabetes Association*

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Aetna Better Health<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> of Ohio Member Services at **1-855-364-0974** or read

the Aetna Better Health<sup>®</sup> 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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