



Connection



AetnaBetterHealth.com/California

Aetna Better Health® of California

Do you need help paying for internet?

Medi-Cal beneficiaries can receive up to \$50 a month to help cover their internet costs during COVID-19. This is part of the Emergency Broadband Benefit (EBB) Program. All Medi-Cal beneficiaries qualify, and it will not affect your health coverage.

The monthly discounted internet service will be available until EBB funds are used up or up to six months after the end of the COVID-19 pandemic.

There is a limited amount of funds available, so apply today, through

GetEmergencyBroadband.org or by mail to Emergency Broadband Support Center, P.O. Box 7081, London, KY 40742, before the funds have been completely allocated.

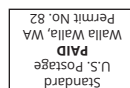
Additionally, there is a stipend available toward qualifying connected devices,

such as laptops, tablets or computers — up to \$100 if purchased through your internet provider. This is expected to discount the internet services and/or the cost of the device you are purchasing. For more

Continued on next page

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Aetna Better Health® of California
10260 Meanley Drive
San Diego, CA 92131

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Continued from front page

information, check the list of internet providers participating in California at **FCC.gov/emergency-broadband-benefit-providers#California**.

Additionally, you are eligible if one person in your home meets any of the following requirements:

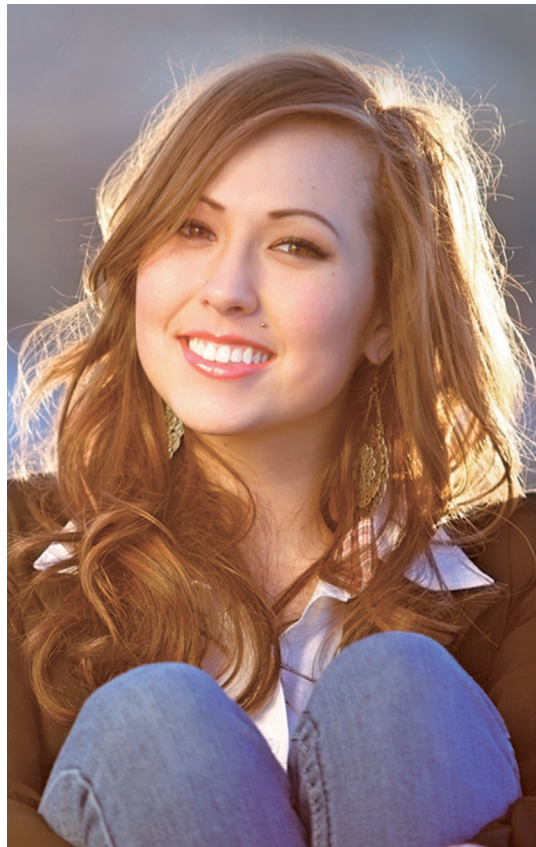
- Loss of income from job loss since February 29, 2020, and income is less than \$99,000 annually
- Receive food assistance through SNAP (food stamps)
- Receive Supplemental Security Income (SSI) payments
- Receive Medicaid
- Receive Veterans Pension and Survivors Benefit

Cervical cancer: Is it time to start screening?

Did you know you could help protect yourself from cervical cancer just by getting tested? There are two tests:

The Pap test looks for cell changes on your cervix that might become cancer if not treated.

The HPV test looks for the virus that causes these cell changes. It's called human papillomavirus.




When should you be tested?

Getting a cervical cancer screening (Pap test) is an important part of a woman's health care and performed at no extra cost. Women should have their first Pap test at age 21 and be tested every three to five years after that. Treating abnormal cells can put a stop to cancer before it starts. Ask your doctor what schedule is right for you.

What about the HPV vaccine?

HPV is very common. Getting the vaccine early in life can protect you from cervical cancer in the future. Preteens need the HPV vaccine before their 13th birthday. (Boys need them too!)

 Mammograms can help save lives. Learn four facts about breast cancer on page 3.

We cover transportation



Did you know you can get no-cost transportation for traveling to and from a medical appointment or services related to your Medi-Cal benefits? To get more information or to request transportation services, call Aetna Better Health of California at **1-855-772-9076 (TTY: 711)** at least three days before your appointment, or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.



Breast cancer: Why get a mammogram?

A mammogram is an x-ray of the breast tissue that allows specialists to look for changes that may become cancer. With regular mammograms, doctors may find and treat these changes early, before they become more serious. Based on clinical guidelines, we recommend that women from age 50 to 74 should have one at least every two years.

Four facts you may not know

Most breast cancer isn't genetic. Only about 5% to 10% of all breast cancers appear to develop directly from gene defects — such as those in the BRCA1 or BRCA2 gene — passed on from a parent.

What's more, even a family history of breast cancer is not

as concerning as many women might fear. While having a close relative with breast cancer does raise your risk, less than 15% of women who get breast cancer have a family history of the disease.

A preventive mastectomy doesn't completely remove the risk of breast cancer.

Some women who are at high risk for breast cancer opt to have both breasts removed to avoid the disease. This can reduce the risk of developing breast cancer by 90% or more. But some risk still remains, since even a mastectomy can't remove all breast tissue.

Dense breasts are a risk.

Dense breasts have more fibrous and glandular tissue and less fatty tissue. Women

with dense breasts have up to twice the risk of breast cancer as a woman with average breast density. Dense breasts may also make mammograms less accurate.

Ask your doctor if your breasts are considered dense. You can't tell by touching them. If the answer is yes, the two of you can discuss whether you need extra imaging tests, such as an ultrasound or MRI.

The effects of diet aren't clear. Many studies show that breast cancer is less common in countries where the typical diet is low in fat. But so far studies haven't found a clear link between high-fat diets, like those eaten in the U.S., and breast cancer.

Getting to know your pharmacy benefits and services

If you need medicine, your doctor will choose one from our list of preferred drugs and write a prescription for you. Ask your provider to make sure that the drug he or she is prescribing is on our list of preferred drugs.

Sometimes your doctor will want to give you a drug that is not on our list. If the medicine is not on our list and you can't take any other drugs except the one prescribed, your doctor can request an approval from us. The provider knows how to do this.

An updated formulary is posted on our website, **AetnaBetterHealth.com/California**, monthly.

All of your prescriptions will need to be taken to one of the pharmacies listed in the provider directory or at **AetnaBetterHealth.com/California** online.

Prescriptions

Your doctor may give you a prescription for medicine. Be sure to let them know about all of the medications you are taking or have gotten from other providers. You also need to tell them about any non-prescription medications or herbal treatments you take. Before you leave the provider's office, ask these questions about your prescription:

- Why am I taking this medicine?
- What is it supposed to do for me?

- How should the medicine be taken?
- When should I start the medication and for how long should I take it?
- What are the side effects or allergic reactions of the medicine?
- What should I do if a side effect happens?
- What will happen if I don't take this medicine?

Carefully read the drug information the pharmacy gives you when you fill your prescription. It will explain what you should do and should not do and possible side effects.

Mail-order prescriptions

If you take medicine for an ongoing health condition, you can have them mailed to your home. Aetna Better Health works with a company called CVS Caremark to give you this service, which is available at no cost to you.

If you choose this option, your medicine comes right to your home. You can set up your refills. You can ask pharmacists questions. Here are some other features of home delivery:

- Pharmacists check each order for safety.
- You can order refills by mail, by phone or online, or you can sign up for automatic refills.
- You can talk with pharmacists by phone.

It's easy to start using mail service

Choose ONE of the following ways to use mail service for a medicine that you take on an ongoing basis:

On the phone. Call the CVS toll-free number at **1-855-271-6603 (TTY: 711)**, 24 hours a day, 7 days a week. They will let you know which of your medicines can be filled through CVS mail service pharmacy. CVS will then contact your doctor for a prescription and mail the medicine to you. When you call, be sure to have:

- Your plan member ID card
- Your doctor's first and last name and phone number
- Your payment information and mailing address

By mail. Go to **AetnaBetterHealth.com/California** and use the link to the member portal to register or log in. Once you enter the member portal, go to "Tasks" and then "Pharmacy Services." Click on the CVS link to go to **Caremark.com**. Click on "Print Plan Forms" to print off the mail order form. You can also request a form by calling Member Services at **1-855-772-9076 (TTY: 711)**.

Fill out and send the mail service order form. If you already have a prescription, you can send it to CVS Caremark with a completed mail service order form.

Your health, your goals, your care, your voice

Are you interested in providing feedback to Aetna Better Health of California for improving health care services? Call us at **1-855-772-9076 (TTY: 711)** to join our Member Advisory Committee (MAC) and Public Policy Committee (PPC).

When you join, you can:

- Share your thoughts about Aetna Better Health of California
- Connect with other Aetna Better Health members who live in your community

- Learn about resources and services available to you and your family
- Receive a \$50 gift card as a thank-you for your participation



Your feedback on our program is important. We will use your opinions to make our program and your experience better. Rides are available; just call us. Learn more about the MAC and PPC by visiting [AetnaBetterHealth.com/california/member-advisory-committee.html](https://www.AetnaBetterHealth.com/california/member-advisory-committee.html).



Did you know your pain medicine can be bad for you?

Medicines given to you by your doctor for pain can be as bad for you as street drugs. These are called opioids. Opioids are found in the opium poppy plant. They are used for short-term, serious pain.

To keep yourself and your family safe from the dangers of opioids:

- Only use as prescribed
- Properly store medicine
- Talk to your doctor about other options

We have an Opioid Management Program that can help you manage or stop the use of opioids. Our Care Management team will provide help getting to other doctors that can help you understand the cause of your pain. They can give other medicine options and more. You can opt in or out of the program at any time. Do not stop taking any medicine without consulting your doctor first.

 If you or someone you know wants more information or help with the use of opioids, call **1-855-772-9076 (TTY: 711)** and ask to talk to a Care Manager.



Get help with your health goals

Aetna Better Health of California offers services to help you coordinate your health care needs at no cost to you. If you have questions or concerns about your health or the health of your child, call **1-855-772-9076 (TTY: 711)**.

You may be referred to our Care Management department by a health care provider or family member. You can also request to work with a Care Manager directly at any time by calling our Member Services department at **1-855-772-9076 (TTY: 711)**.

Once you are referred, a Care Manager will reach out to you directly. A Care Manager can work with you on improving any health issues you may have. They can help you identify your personal health care goals, help you develop a plan to achieve these goals, and provide you support along the way to achieve these goals. The Care Manager is familiar with community resources available in your service area and can guide you in accessing these resources. They may also work with your health care provider to better assist you.

The Care Manager will be able to answer any questions; provide information on providers, benefits and resources; and provide education on your specific health care needs.

Utilization management

We want to make sure you get the services or benefits you need to get or stay healthy. This is called utilization management (UM). Our UM staff use clinical criteria, guidelines and written policies to make UM decisions. They check that requested services are:

- Needed to keep or get you healthy
- Covered by Aetna Better Health of California

You or your provider can get a copy of the guidelines we use to approve or deny services. You can call Member Services at **1-855-772-9076 (TTY: 711)**, 24 hours a day, 7 days a week with questions about our UM program.

We're here to help you with any UM issues

For help if you have vision and/or hearing problems, call the Telecommunications Relay Service (TRS):

1-855-772-9076

(TTY: 711). For help

with language or translation services, call Member Services

at **1-855-772-9076**

(TTY: 711).

Keep your Medi-Cal benefits


Every year, the local county health and human services departments check that all Medi-Cal members still meet requirements to keep their Medi-Cal benefits. This is called the



redetermination process. If the county needs further information, they will send a form requesting additional information. If you receive this request for more information, you must complete and return the form requested to keep your Medi-Cal benefits.

You may respond by mail, fax or over the phone with your local county office:

- Sacramento: **916-874-3100**
- San Diego: **1-866-262-9881**

 If you have any questions or need assistance, you may also call Aetna Better Health of California's Member Services team at **1-855-772-9076 (TTY: 711)**.

Get information from us in several ways

We are now offering members other ways to receive some health and plan information. You can get information by text message, email or voice call. To make your selection:

- Visit **Aet.na/ca-preference**.
- Text **JOIN TO 85886**.
- Scan the QR code with your phone.
- Call Member Services.



Information in other languages and formats

Did you know you can get copies of member materials in other languages or formats such as Braille, large-size print or audio? We provide these materials at no cost. To request one, call our Member Services department at **1-855-772-9076 (TTY: 711)**.

Contact us



Aetna Better Health® of California
10260 Meanley Drive
San Diego, CA 92131

Member Services: **1-855-772-9076 (TTY: 711)** 24 hours, 7 days a week
AetnaBetterHealth.com/California

Here For You is published as a community service for the friends and members of Aetna Better Health® of California. This newsletter contains information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. This content was reviewed for accuracy in July 2021. Models may be used in photos and illustrations.

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Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

How to file a grievance

If you believe that Aetna Better Health of California 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 Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

By phone: Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

In writing: Fill out a complaint form or write a letter and send it to:
Aetna Better Health of California
10260 Meanley Drive
San Diego, CA 92131

In person: Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

Electronically: Visit Aetna Better Health of California website at
AetnaBetterHealth.com/California

Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

In writing: Fill out a complaint form or send a letter to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

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

Electronically: Visit the Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

LANGUAGE ASSISTANCE

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (TTY: 711).

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104 (TTY: 711).

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ 1-800-385-4104 (TTY: 711).

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-385-4104 (TTY: 711).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (TTY: 711) 번으로 전화해 주십시오.

繁體中文 (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 1-800-385-4104 (TTY: 711)。

Հայերէն (Armenian)

ՈւշտՊՐՈՒԹՅ ՈՒՆ Եթէ խոսուիք հայերէն, ապա ձեզ անվճար կարողութիւն տրամադրվել է լրեզվակն աջակցութիւն ծառայութիւններ: Ձանգահարեք 1-800-385-4104 (TTY (հեռատիպ)՝ 711)

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 711).

Send with all notices

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-385-4104 (TTY: 711) تماس بگیرید.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
1-800-385-4104 (TTY: 711) まで、お電話にてご連絡ください。

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-385-4104 (TTY: 711).

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।
1-800-385-4104 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-385-4104 (رقم هاتف الصم والبكم (TTY: 711).

हदी (Hindi)

ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-800-385-4104 (TTY: 711) पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-385-4104 (TTY: 711).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បរិស្ថានជាអ្នកនិយាយ ភាសាខ្មែរ, បសវនករជំនួយខ្លួនភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-385-4104 (TTY: 711) ។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າ ວ່າ ທ່ານ ເວົ້າ ພາສາ ລາວ, ການ ບໍລິ ການ ຊ່ວຍ ເຫຼືອ ດ້ານ ພາສາ, ໂດຍ ບໍ່ ເສັ ບັ ຄ່ າ, ແມ່ນ ມີ ພ້ ອມ ໃຫ້ ທ່ານ. ໂທ 1-800-385-4104 (TTY: 711).