



Aetna Better Health® of Florida

Taking care

Summer 2018

Making changes to your primary care physician

Did you know that you can choose a new primary care physician monthly? Sometimes things such as moving or finding a doctor who speaks our primary language can cause us to want to change our doctor. Please visit our website at aetnabetterhealth.com/florida or call Member Services at **1-800-441-5501** to find a new doctor.

Be safe when it's sunny

Summer means hot days and outdoor adventures. It also means taking extra steps to keep your family safe from too much sun.

The sun can damage skin. Too much sun can lead to wrinkles, age spots and skin cancer.

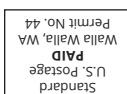
Heat illnesses, such as heatstroke, are another concern. Children and

older adults are most at risk. To protect against heat illnesses:

- Drink plenty of water to stay hydrated.
- Keep inside when it's hot. If it is very hot and you don't have air conditioning at home, go someplace cooler, like the library.
- Stay in the shade when you're outdoors.

- Use sunscreen. Choose a type that has a sun protection factor (SPF) of at least 30 and that protects from both UVA and UVB rays. Apply more every two hours.
- Wear clothes that will protect your skin, such as long-sleeved shirts and wide-brimmed hats.

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Aetna Better Health® of Florida
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What is respect in a relationship?

Most people want to enjoy health and relationships. A relationship can affect health for good or bad. Respect is vital to relationship health. Respect means things such as good boundaries and communication. Respect also means to treat a person as an equal. But what does respect mean in daily life? To show respect in a relationship can mean to:

- Be fair with time and money.
- Honor consent when it comes to affection and intimacy.
- Show the person that you care and that they are important to you.
- Tell someone if they make you happy and show appreciation.
- Stay active in making important decisions.
- Consider options and listen to what someone is saying.
- Do not threaten or shut someone down.

To behave with respect can also mean to:

- Support the other person in meeting their needs.

- Participate in things in which the other person has interest.
- Invite, instead of demand, things or responses.
- Be honest and safe and expect the same from the other person.
- Never hurt someone on purpose.
- Value the other person's privacy by not trying to find out passwords in order to check on phone calls and social media messages.
- Be trustworthy and do not spy on a person to see who they are with or what they are doing.


If it is hard to respect a person or you do not feel that you get respect, it may be time for a healthy breakup. To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233)**. For TTY, call **1-800-787-3224**. A teen may call the National Dating Abuse Helpline to talk to a teen or adult: **1-866-331-9474 (TTY 1-866-331-8453)** or visit the websites:

- loveisrespect.org
- thatsnotcool.com

Help stop fraud, waste and abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health dollars are not carefully spent. Abuse is doing something that results in needless costs.

If you think you have seen or heard of fraud, waste or abuse happening, you have a right—and the duty—to report it. You can do so without leaving your name. Here's how:

 **Tell us.**
 Call the Aetna Better Health compliance hotline at **1-800-333-0119** or use the fraud and abuse form on our website: aetnabetterhealth.com/florida.

Member rights and responsibilities

As an Aetna Better Health member, you have certain rights and duties. You can get a complete copy of your rights and responsibilities at any time. Here's how:

- Call Member Services at **1-800-441-5501**.
- Go to **aetnabetterhealth.com/florida**.
- Look in your Member Handbook.

Member Rights and Responsibilities

We have adopted the Florida Member's Bill of Rights and Responsibilities. You can request a copy of it from your doctor.

Your rights

- You have the right to have your privacy protected.
- You have the right to receive a prompt and reasonable response to questions and requests.
- You have the right to know who is providing services to you.
- You have the right to know the services that are available, including an interpreter if you don't speak English.
- You have the right to know the rules and regulations about your conduct.
- You have the right to be given information about your health.
- You have the right to get service from out-of-



- network providers for emergency services.
- You have the right to get family planning services from any in-network Medicaid provider without referral or prior authorization.
- You have the right to be given information and counseling on the financial resources for your care.
- You have the right to know if the provider or facility accepts the assignment rate.
- You have the right to receive an estimate of charges for your care.
- You have the right to receive a bill and to have the charges explained.
- You have the right to be treated regardless of race, national origin, religion, handicap, or source of payment.
- You have the right to be treated in an emergency.
- You have the right to know if medical treatment is for purposes of experimental research and to give your consent

- or refusal to participate in such research.
- You have the right to file a grievance if you think your rights have been violated.
- You have the right to information about our doctors.
- You have the right to be treated with respect and with due consideration for your dignity and privacy.
- You have the right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- You have the right to participate in decisions regarding your health care, including the right to refuse treatment.
- You have the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- You have the right to request and receive a copy of your medical records and request that they be amended or corrected.
- You have the right to be furnished health care services in accordance with federal and state regulations.
- You are free to exercise your rights, and the exercise of those rights does not adversely affect

- the way the health plan and its providers or the state agency treat you.
- You have the right to make a complaint about the health plan or the care it provides.
- You have the right to file a grievance about any matter other than an adverse benefit determination.
- You have the right to appeal a decision the health plan makes.
- You have the right to make a recommendation regarding the health plan's member rights and responsibilities.

Your responsibilities

- You should provide accurate and complete information about your health.
- You should report unexpected changes in your condition.
- You should report that you understand your care and what is expected of you.
- You should follow the treatment plan recommended.
- You should keep appointments.
- You should follow your doctor's instructions.
- You should make sure your health care bills are paid.
- You should follow health care facility rules and regulations.

Emergency room or urgent care?

Know where to go for care

Do you have an emergency?

Only very serious health problems should bring you to an emergency room. These problems might make you think that someone will die or be severely hurt if they don't get treatment right away. Problems might include:

- Severe bleeding
- Head injuries
- Passing out
- Severe trouble breathing
- Chest pain
- Sudden vision problems

When to use urgent care

Go to an urgent care center if you need help for a minor health problem and your doctor's office is closed. Also, if you need medical help when you are not close to your doctor's office, go to urgent care. You will usually have a shorter wait for care. The doctors can treat problems like these:

- Broken bones
- Sprains
- Ear infections
- Sinus infections
- Sore throats
- Allergic reactions
- Mild asthma
- Fever or rash
- Animal bites
- Minor burns

Disease Management

You can have a disease care manager which we call a care manager. They help you take care of yourself if you have diabetes, asthma or other conditions. This is part of our care management program. The program is voluntary, which means you can decide to participate or not. You will receive information in the mail to help you take care of yourself. Your care manager is here to help you find the care and services you need. Your disease care manager works with you, your doctors and other providers to make sure you receive the right care and services. Our goal is to help you live a healthier life.

If you have a special condition, you are eligible for the program if:

- You're going to the emergency room a lot
- You're having trouble getting things your doctor has ordered

- Your doctor just told you that you have a disease such as heart failure or diabetes and you'd like to know more about the illness or the treatment
- You need services to help you at home
- Your doctor wants you to see a specialist, but you don't know what to do

Do you have questions for a care manager, or are you interested in participating? If so, please call Member Services at **1-800-441-5501**.

If you would no longer like to receive Disease Management mailings and want to opt out of the program, please call Member Services at **1-800-441-5501** and ask for the care management department.



Learn about your pharmacy benefits

You can access the following pharmacy information on our website at [aetnabetterhealth.com/florida](https://www.aetnabetterhealth.com/florida) by

selecting “For Members,” “Pharmacy Benefits,” and then “Formulary Drug List.”

- A list of preferred medications, including any restrictions

and/or preferences

- A list of medications which require prior authorization, and applicable coverage criteria
- A list of drugs which require step-therapy, including drugs which must be tried and failed
- A list and explanation of

drugs which have limits

- Co-payment and coinsurance requirements, and the medications or classes to which they apply
- Procedures for step-therapy, prior authorization, generic substitution, preferred-brand

- interchange and therapeutic interchange
- Information on the use of pharmaceutical management procedures
- Criteria used during the evaluation of new medications for coverage on the formulary
- A process for requesting a drug coverage exception



Top allergens

Here's a list of common allergens and how to avoid them this season.

Indoors:

- **Cat dander.** You can try bathing your cat once a week or using pet wipes. Vacuum your home often.
- **Insect or mice droppings.** Keep food sealed and seal wall cracks. Keep your home clean and uncluttered. Call a pest control expert if necessary.

- **Dust mites.** If you can, replace carpets with hard flooring. Use sheet and pillow case protectors to prevent dust mites. Wash and dry bedding on hot.

Outdoors:

- **Pollen.** Check the news for pollen counts, and stay inside when it's high. Keep windows closed at home and in the car. Shower before going to bed at night to wash off pollen.
- **Mold.** Also check the news for mold counts—stay indoors when it's high.

Out-of-network services

If you need care from a doctor that is not in our network, it must first be approved by us. We may cover services provided by a doctor outside of our network at no cost to you:

- If no doctor is available in network
- In order to make sure that your care is not interrupted (for example, new members who are pregnant at the time of enrollment)

Services received outside the network must be approved by the plan. To find a doctor in our network, look in our provider directory online at [aetnabetterhealth.com/florida](https://www.aetnabetterhealth.com/florida) or call us at **1-800-441-5501 (TTY: 711)** for assistance.

Coping with a behavioral health crisis

A crisis is any situation in which a person's behaviors put them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available. Possible causes of a mental health crisis:

- Increased stress
- Physical illness
- Problems at work or at school
- Changes in family situations
- Trauma/violence in the community
- Substance abuse

While there are triggers and signs, a crisis can occur without warning. It can occur even when a person is following their treatment or crisis prevention plan and using techniques learned from mental health professionals. Warning signs of a mental health crisis can include:

- Changes in a person's behaviors
- Unusual reaction to daily tasks
- Increase in stress level
- Change in daily living skills and activities
- Rapid mood swings
- Increased agitation
- Displaying abusive behavior
- Loss of touch with reality



If you find yourself needing help, please contact Beacon at **1-800-221-5487** and they can assist. Other options include contacting your Aetna care manager or your outpatient counselor and, in an emergency, calling **911** or going to your nearest emergency room.

- Isolation from school, work, family or friends
- Unexplained physical symptoms

Aetna Better Health of Florida has supports in place if you find yourself experiencing a mental health crisis. A 24-hour behavioral

health crisis line is available to you staffed with licensed health care professionals with expertise in crisis intervention. Information can be found on the back of your insurance card.

Your privacy matters

Aetna Better Health of Florida works hard to keep members' personal and health information secure and private. We need information about you to help you receive your benefits. We collect

your information from many places.

Keeping your information safe is one of our most important jobs. We make sure that only people who need to use your information have access to it.

We may use and share your information for:

- Treatment
- Payment
- Health care operations

These uses are covered under state and federal laws. Our policies will

follow these laws to protect your information.

If you would like to receive a detailed copy of our privacy practices, please call Member Services at **1-800-441-5501**.

Learn about your benefits

When you elect Aetna Better Health® of Florida for your Medicaid coverage, certain additional benefits are offered to you as a member at no additional cost.

Plan benefits		Amount you pay
Vision benefits	Eyeglasses are limited to one pair per recipient per year (365 days). One pair includes one pair of frames and two lenses. <ul style="list-style-type: none">• Recipients 20 years of age and younger may be authorized for a second pair if medically necessary.	\$0
Nonemergency transportation	We provide transportation to doctors' offices and other plan-approved locations.	\$0
Preventive dental	One (1) basic exam every six (6) months; one (1) comprehensive exam every six (6) months; one (1) cleaning every six months; two (2) full x-rays within a three (3) year cycle; four (4) partial x-rays within a three (3) year cycle.	\$0
Over-the-counter (OTC)	\$25 monthly per household	\$0



Call **1-800-441-5501 (TTY: 711)** today for more information regarding your benefits.

Sure shots for healthy kids

Childhood immunizations are safe ways to prevent disease. Your children need you to protect them. You do all you can to keep them safe from accidents. You can also help keep them safe from disease by making sure they get all their shots.

These shots help their bodies fight off deadly diseases like hepatitis, polio, measles and others. The shots are safe. They usually have no side effects other than soreness where the shot is given.

Children start their shots when they are about 2 months old. Most are finished by age 5 or 6. After that, older kids and teens need a booster.

You can keep your kids protected by knowing their shot schedule. Ask your doctor to help you stay up-to-date with the shots that can keep your kids healthy.





Dental benefits for pregnant women

Aetna Better Health of Florida offers dental benefits for pregnant women. In addition to the preventive dental benefit, all adult members are eligible to receive one free dental exam and cleaning every 6 months. Pregnant women are also eligible to receive fillings and a full mouth debridement. These expanded dental benefits are available at no cost to the member. For more information, please contact MCNA Dental at **1-800-281-9724 (TTY: 1-800-955-8771)**. You can also search for a dentist online at **mcna.net**.

Women: Know what tests you need

Both men and women need annual doctor visits. Many of the tests are the same for both sexes. Women also need several specific tests.

Women should have a Pap test every one to three years starting at age 21. Some women need this test earlier. A Pap test checks for cervical cancer. Women older than age 65 may not need Pap tests. Talk to your doctor about your needs.

Women should talk to their doctor about mammograms starting at age 40. The test checks for breast cancer. Women with a family history of breast cancer may need to be tested before their 40s.

You will not need a referral or approval to see an OB-GYN, certified nurse midwife, certified nurse practitioner, certified pediatric nurse practitioner or pediatrician. You can get regular OB-GYN care without seeing your primary care provider first. If you have any problems getting a referral to a specialist, call Member Services for help at **1-800-441-5501**.

Key screening tests by age

These recommendations are for most women and men. Talk with your doctor about what's right for you.


For women	
	Chlamydia If sexually active, test yearly through age 24.
	Blood pressure Be screened at least every 2 years.
20	Cholesterol Be screened every 4 to 6 years.
	Cervical cancer Starting at 21, have a Pap test every 3 years.
25	Chlamydia Continue screening depending on risk factors.
30	Cervical cancer Have a Pap test plus an HPV test every 5 years (preferred) or a Pap test every 3 years.
45	Breast cancer Start having mammograms.
	Diabetes* Be screened at least every 3 years.
50	Colorectal cancer Talk with your doctor about screening options.
55	Lung cancer Be screened annually based on your history of smoking.
65	Osteoporosis Start screening (or earlier based on risk factors).

For men	
	Blood pressure Be screened at least every 2 years.
20	Cholesterol Be screened every 4 to 6 years.
45	Diabetes* Be screened at least every 3 years.
50	Colorectal cancer Talk with your doctor about screening options.
	Prostate cancer** Ask your doctor about screening.
55	Lung cancer Be screened annually based on your history of smoking.
65	Abdominal aortic aneurysm Be screened once between ages 65 and 75 if you've ever smoked.
70	Osteoporosis Start screening (or earlier based on risk factors).

* If you have certain risk factors for diabetes, such as medical or family history, talk with your doctor at age 30 to decide if a diabetes screening is right for you.

**African American men should talk with their doctor at age 45.

Sources: American Cancer Society; American Diabetes Association; American Heart Association; National Osteoporosis Foundation; U.S. Preventive Services Task Force

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. • 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. Models may be used in photos and illustrations. • Aetna Better Health® of Florida is a Managed Care Plan with a Florida Medicaid Contract. • Health or wellness or prevention information.



AETNA BETTER HEALTH® OF FLORIDA

Nondiscrimination Notice

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

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna 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 our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our 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, 1-800-537-7697 (TDD).

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

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

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**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **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**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**)。

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**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **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**).

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**).

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**).

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.

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.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)