

Aetna Better Health® of Kansas



Summer 2019

Back to school: A checkup checklist

It's back-to-school time, and that means it's time for you to do a little homework.

Don't panic! It won't take much effort. All you have to do is pick up the phone. By making appointments for health and dental checkups for your child, you'll help start the school year right.

Here's a checklist. Schedule:

A well-child checkup. A yearly exam is important — even when your child isn't sick. It may help spot problems early. It gives your child's doctor a chance to offer advice to your child about how to stay healthy.

It's also the time to:

- Make sure that immunizations are up-to-date
- Get answers to questions you or your child might have
- Schedule the physical that may be needed for your child to take part in school sports

An eye exam. Seeing well can be key to doing well in school. The sooner you find vision problems, the better.

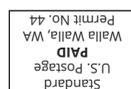
A hearing screening. Good hearing makes it easier to perform well in school. It also helps kids interact with others. Things like infections and high noise levels can affect hearing. It's good for kids to be tested on an ongoing basis.

A dental checkup. Trouble with your child's teeth can

make it hard to speak, eat and concentrate. A checkup may prevent serious problems and protect your child's smile.

If these visits reveal health concerns, you may have one more call to make — to your child's school. Staff there should know about your child's health conditions and what they can do to help.

Sources: American Academy of Otolaryngology-Head and Neck Surgery; American Academy of Pediatrics



Check it out

Some must-do screenings

These days, DIY projects are popular. We love to roll up our sleeves and get it done. But what about health screenings that can alert us to possible problems? Can we do some of those ourselves too?

You need a doctor for most screening tests. But you can do some checks yourself. Examples of both are below. Keep in mind that you may need screenings earlier, more often or not at all. Ask your doctor what's right for you.

At home

Step on a scale. Type the result (plus your height) into a body mass index (BMI) calculator to see if you're overweight or obese. Try this one: morehealth.org/bmi.

Measure your waist. Place a tape just above your hipbones. Breathe out and measure. A waist greater than 40 inches for men or 35 for women boosts type 2 diabetes and heart disease risks.



Check your feet if you have diabetes. Your doctor may have you report any sores or other problems before they become major infections.

Check your skin for cancer. Frequent skin checks may help you find cancer early. Show your doctor if you see changing moles, blemishes or other areas of concern.

Monitor your blood pressure. Your doctor may have you use a monitor at home. That can help if:

- You have borderline high blood pressure
- Your readings might be high only at the doctor's office

At a provider's office

Mammograms. From ages 45 to 54, women should have yearly breast cancer screenings. Switch to every two years after that.

Colonoscopy. Starting at age 45, both men and women should have colonoscopies or other screening tests. They may help prevent colorectal cancer or find it early.

Pap tests. Starting at 21, regular Pap smears help guard against cervical cancer in women.

Blood pressure checks. Have your doctor check your blood pressure at least every two years.

Cholesterol blood tests. Starting at age 20, have your cholesterol checked every four to six years.

Sources: American Cancer Society; American Diabetes Association; American Heart Association

Chronic condition (disease) management

We have a disease management program to help if you have certain conditions.

We have programs for:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Heart failure (HF)
- Diabetes
- Depression
- Coronary artery disease (CAD)

Call us at **1-855-221-5656 (TTY: 711)** for help in managing your disease. We can help you or your child learn to manage these chronic conditions and lead a healthier life.

You can learn about these programs in your Member Handbook and online at aetnabetterhealth.com/kansas.

As a member, you are eligible to participate

If you are diagnosed with any of these chronic conditions or at risk for them, you may be enrolled in our disease management program. You can also ask your provider to request a referral. If you want to know more about our disease management programs, call us at **1-855-221-5656 (TTY: 711)**.

I do not want to participate

You have the right to make decisions about your health care. If we contact you to join in one of our programs, you may refuse. If you are already in one of our programs, you may choose to stop at any time by contacting us at **1-855-221-5656 (TTY: 711)**.



Does your child need help from a mental health expert?

You probably know your child better than anyone else does. That can help you spot possible mental health issues.

It's important to know the signs of a serious problem. Watch for:

- Changes in sleeping habits
- Nightmares
- Changes in eating habits
- More physical problems than usual
- Trouble handling everyday problems
- More anxiety or sadness
- Frequent bursts of anger
- Strange feelings or actions
- Thoughts of death
- A big drop in grades

- Refusal to go to school
- Stopping normal social activities
- Being disobedient or aggressive for more than six months
- Threatening to hurt self or others
- Stealing or damaging other people's things

Some items on this list could be caused by normal issues, like a new baby in the family. But if you think your child is in trouble, talk to your child's doctor. He or she can help you find expert care.

Sources: American Academy of Child and Adolescent Psychiatry; National Institute of Mental Health

Service coordination

Some of our members have special health care needs and complex medical conditions. Our service coordinators will help you get the services and the care that you need. They can help you learn more about your condition and will work with you and your provider to make a care plan that is right for you.

Our service coordination team has nurses, social workers and other health care professionals that can:

- Work one-on-one with you to create a plan based on your goals
- Review your plan to help make sure you do not have gaps in care
- Help you consult with your doctors
- Help you make and keep appointments
- Verify that the right medicines and treatments are in place
- Help make sure you receive preventive care
- Work to ensure that you and your family have the support you need
- Ask questions to make sure your home is safe
- Help you find programs and services available in the community
- Make sure you have support for behavioral health needs
- Help you when your child is moving from pediatric to adult care
- Work with you to get the right care for your child's special needs (including foster care, adoptive care and early intervention)
- Help you transition to other care when your benefits end, if necessary

If you need this kind of help from the service coordination team, please call Member Services at **1-855-221-5656 (TTY: 711)**.

Contact us



Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210
aetnabetterhealth.com/kansas



Member Services: **1-855-221-5656 (TTY: 711)**
24 hours a day, 7 days a week
Nurse Line: **1-855-221-5656 (TTY: 711)**
Transportation: **1-866-252-5634 (TTY: 711)**



This newsletter is published as a community service for the friends and members of Aetna Better Health® of Kansas. 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.

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:
 - 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 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.

Aviso sobre la no discriminación

Aetna cumple con las leyes de derechos civiles federales aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo. Tampoco excluye a las personas ni las trata de forma diferente por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo.

Aetna brinda lo siguiente:

- Asistencia y servicios gratuitos a personas con discapacidad para que puedan comunicarse con nosotros de manera eficaz, como los siguientes:
 - Intérpretes del lenguaje de señas calificados.
 - Información escrita en otros formatos (en letra grande, audio, formatos electrónicos accesibles, etc.).
- Servicios de idiomas gratuitos a personas cuyo idioma primario no es el inglés, como los siguientes:
 - Intérpretes calificados.
 - Información escrita en otros idiomas.

Si necesita un intérprete calificado, información escrita en otros formatos, traducciones u otros servicios, llame al número de teléfono que figura en su tarjeta de identificación o al **1-800-385-4104**.

Si cree que Aetna no le ha brindado estos servicios o lo ha discriminado de alguna otra forma por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo, puede presentar una reclamación a nuestro coordinador de derechos civiles a la siguiente dirección:

Dirección: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard, Phoenix, AZ 85040

Teléfono: 1-888-234-7358 (TTY: 711)

Correo electrónico: MedicaidCRCoordinator@aetna.com

Usted puede presentar una reclamación personalmente, por correo postal o correo electrónico. Si necesita ayuda para presentar una reclamación, nuestro coordinador de derechos civiles está disponible para ayudarlo.

También puede presentar una queja sobre derechos civiles en el portal para quejas de la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos ingresando en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Además, puede hacerlo por correo postal o por teléfono: 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). Los formularios de quejas se encuentran disponibles en <http://www.hhs.gov/ocr/office/file/index.html>.

“Aetna” es el nombre comercial que se utiliza en los productos y servicios proporcionados por una o más de las compañías subsidiarias del grupo Aetna, entre las que se incluyen Aetna Life Insurance Company y sus filiales.

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Lao	ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Burmese	သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Hmong	Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.
Persian Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.
Swahili	Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.