

HEALTHY LIVING

Screen today for a healthier tomorrow

Health screenings aren't just for older adults. Start these five in your younger years to take control of your health.



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. Visit aetna.com/su24ky-1 or scan the QR code to learn more.



Blood pressure

All adults should get their blood pressure checked every three to five years. If you're over 40, get it checked every year.

Cholesterol

Experts recommend checking your cholesterol every four to six years. Ask your doctor if it's time to get yours checked.

Cervical cancer

Women 21 to 65 years old should get screened every three to five years.

Diabetes

The American Diabetes Association recommends that everyone start screening for diabetes at 35 years old. But your doctor may recommend screening earlier if you are at high risk.

Sexually transmitted infections (STIs)

If you are sexually active, talk to your doctor about getting tested for STIs like HIV, gonorrhea and chlamydia.

We have preventive health guidelines to help you stay healthy. Your doctor will recommend screenings based on your health history. You may need to be screened more often or earlier for certain conditions.

Make an appointment with your doctor today! Don't have one? Visit AetnaBetterHealth.com/kentucky/find-provider to search our provider directory. Or call Member Services for help.

Smart strategies for managing multiple health conditions

Juggling different medications, specialists and appointments? These tips and tools can help make it easier to take control of your health and feel your best.

Review your medications

If you're taking more than one medication, it's a good idea to review them with your doctor each year.

They might suggest a medication that combines the work of two of your drugs, for example. Which means you'll have fewer pills to keep track of. Or they could offer alternatives that help you steer clear of unwanted side effects.

Keep track of your test results

Ask for copies of your hospital and lab records and doctors' notes. This way, you can track your

progress and watch for changes. And it gives you time to process your health information.

You can track your health history in your online Member Portal or in the Aetna Better Health® app. Visit [AetnaBetterHealth.com/kentucky/member-portal.html](https://www.aetna.com/betterhealth/kentucky/member-portal.html) to get started.

Keep a symptom journal

It can be hard to keep track of symptoms, especially if they change or are unpredictable. But those details can help you and your provider make decisions about treatment and lifestyle changes.

Find a notebook or notepad to use as a symptom tracker. Write down what symptoms you have, how often you have them and how they make you feel. Share this information with your provider each time you meet.

Educate yourself

We're not talking about going back to high school or college. But you should try to learn as much as you can about the health conditions you have.

Ask your doctor to suggest reliable websites where you can find out more about the latest research and treatments. Once you understand your health situation better, it will be easier to ask the right questions at your doctor appointments.



Your dedicated care manager can help you find providers, manage appointments, learn about your health and more. We also have special programs that can help you manage certain health issues. Call Member Services at **1-855-300-5528 (TTY: 711)** and ask to speak with a care manager to get started.



Get help managing diabetes

Diabetes can be a lot of work to handle alone. And it's important to learn as much as you can about your diabetes.

Our care management program is here for you. Our team will work with you and your provider to come up with a care plan that works for you.

If you have a question or would like to speak to the care management team, call Member Services at **1-855-300-5528 (TTY: 711)**.

Your diabetes checkup checklist

Diabetes affects your whole body. But you can prevent serious problems with regular self-care and checkups. Use these guidelines from the Centers for Disease Control and Prevention to stay on top of your health.

Daily checks	Biannual checks	Yearly checks
<ul style="list-style-type: none"> ✔ Blood sugar. Talk to your care team about how often to check your blood sugar at home. Write down your numbers and bring them with you to your appointments. ✔ Foot check. Call your care team if you notice any cuts, sores, blisters, redness or swelling on your feet. ✔ Medications. Take your medicines as prescribed by your doctor. 	<ul style="list-style-type: none"> ✔ Dental exam. Keep your teeth and gums healthy with twice-a-year cleanings. Tell your dentist you have diabetes. ✔ A1C test. This blood test measures your average blood sugar levels over the past few months. Your care team may want to do this test more often. ✔ Doctor visit. Talk to your care team about how often you should see your doctor. ✔ Blood pressure. Get this checked every time you see your doctor. 	<ul style="list-style-type: none"> ✔ Dilated eye exam. A yearly eye exam can help find diabetes-related problems early, when they're easier to treat. ✔ Kidney tests. Regular kidney checks can help prevent or slow kidney problems. ✔ Cholesterol test. This helps monitor your risk of heart disease. ✔ Complete foot check. Have your doctor do a full foot check at least once a year. They may refer you to a podiatrist (foot specialist) if needed.



Keep your benefits at your fingertips. You can access your plan benefits from anywhere through your online Member Portal or Aetna Better Health® app. Visit [AetnaBetterHealth.com/kentucky/member-portal.html](https://www.aetnabetterhealth.com/kentucky/member-portal.html) to get started!

Signs your “bad mood” could be something more serious

It’s normal to feel angry or sad sometimes. But it can be hard to tell whether you’re just in a funk or have a more serious issue. Here are four signs that it’s time to reach out for help.



Help is here for you

Talk to your PCP if you’re concerned about your mental health. They can refer you to a mental health provider if needed to help diagnose the problem. Once you have a diagnosis, your care team can come up with a treatment plan to help you feel better.

If you’re ever having thoughts about harming yourself or someone else, it is an emergency. Call **911** or go to a local emergency room. You can also call or text the Suicide & Crisis Lifeline at **988**. The Lifeline provides free and confidential support 24 hours a day, 7 days a week.

1 Your anxiety or sadness is hanging around

Anxiety or sadness can be a normal reaction to stressful situations or life events. But if those feelings stick around for more than several weeks and aren’t getting better, it might be time to seek treatment.

2 You need a glass of wine

All addictive behaviors aim at soothing an uncomfortable feeling. That could mean turning to things like alcohol, prescription medicines or gambling to cope. Even endlessly scrolling through your phone can be a problem.

If you notice an increase in addictive or coping behaviors, it could be a sign of a bigger problem.

3 You’re struggling to keep up with responsibilities

Depression and anxiety can make it hard to stay on top of work, household chores and even personal hygiene. Any time your mood starts to interfere with your day-to-day life, that could be a sign that it’s time to seek help.

4 Your health habits have changed

Conditions like anxiety and depression don’t just cause changes in your mood. They’re linked to plenty of other health issues, like gastrointestinal problems, headaches, trouble sleeping and changes in your appetite.

Talk to your primary care provider (PCP) if you notice any new health issues. They can help rule out any physical problems and refer you to a mental health provider if needed.



Get help in a crisis. If you are having emotional distress and need help right away, we are here for you. Call our 24-hour behavioral health crisis line at **1-888-604-6106 (TTY: 711)**.

Your back-to-school checklist

Summer break is a great time to get your or your child's key health checks done. Schedule these appointments before heading back to school.



✔ **Annual well-child visit.**

School-aged kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities, too.

✔ **Immunizations.** At the well-child visit, ask your child's doctor if they're due for any routine vaccines. Check with your child's school, too, to see if they require certain vaccines.

✔ **Dental cleaning and exam.** Experts recommend dentist visits every six months to prevent cavities and other problems.

✔ **Eye exam.** Your child should have their vision checked every one to two years. If your child wears glasses, they may need to go to the eye doctor more often.

These visits and more are covered at no cost to you. Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is a federal benefit for children from birth up to age 21 who are entitled to Medicaid or the Kentucky Children's Health Insurance Program (KCHIP).

The EPSDT team is here to help children get the care and services they need. This includes health screenings, shots, vision, dental, hearing, lead testing and screening, and any other medical services they may need. Our EPSDT team can call you to help you schedule your child's doctor visit. They may even help with transportation to appointments as needed. If you need help, call Member Services at **1-855-300-5528 (TTY: 711)**.



Get rewarded for well-child visits! Members 2 to 21 years old can earn a \$25 gift card for completing a well-child visit once a year. Call Member Services at **1-855-300-5528 (TTY: 711)** for more information.



AETNA BETTER HEALTH® OF KENTUCKY

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
P.O. Box 818001
Cleveland, OH 44181-8001
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>.

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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.

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**).

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**

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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。

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**).

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.

PENN DUTCH: Geb Acht: Wann du Deutsch Pennsilfaanisch Deutsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helfst mit die englisch Schprooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **1-800-385-4104** (TTY: **711**).

NEPALI:

ध्यान दिनुहोस्: ३ दि तर्ई नेपाली भाषा बोलनुहुन्छ भने तपाईंका लागि गनःशुलकरूपमा भाषा सहायता सेवाहरू उपलब्ध छन् तपाईंको आइडी कार्डको पछाडि रहको नमबर व **1-800-385-4104** (TTY: **711**)मि फोनार्नुहोस।

OROMO (CUSHITE): Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalttii bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **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**).

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**).

KIRUNDI (BANTU): ICITONDERWA: Namba uvuga Ikirundi, serivisi zigufasha kugusigurira ururimi, ku buntu, ziraboneka ushobora kuzironswa. Hamagara inomero iri inyuma ku gakarata k'akarangamuntu kawe canke iyi nomero **1-800-385-4104** (Ufise ubumuga bwo kutumva neza ifashishe (TTY): **711**).



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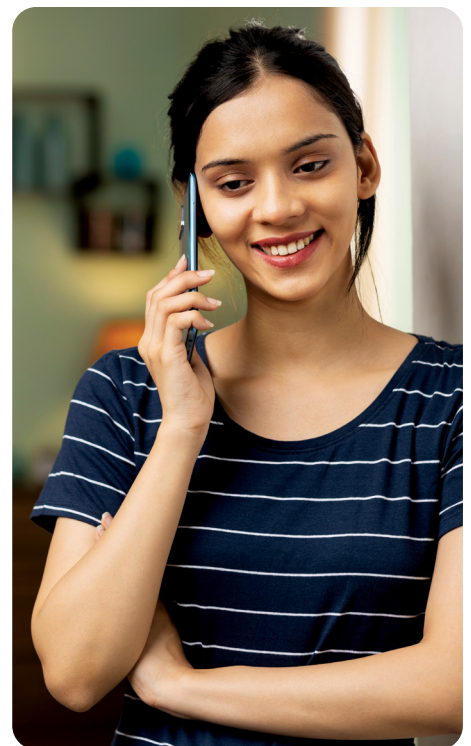
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Get the support you need, when you need it

At **Aetna Better Health® of Kentucky**, we understand that your needs are specific to you. Our goal is to help you stay healthy and to make sure you stay involved with your health care. Our population health management programs strive to address your needs and your family's needs in four key areas:

- Keeping you healthy
- Supporting you if your health is at risk
- Ensuring your safety
- Helping you manage chronic illnesses

If you are interested in any of these services or have questions about these programs, call Member Services and ask to speak to a care manager. Or visit **[AetnaBetterHealth.com/kentucky](https://www.aetna.com/betterhealth/kentucky)** for more information.



Learn more about your plan with your Member Handbook.

Visit **[aet.na/su24ky-2](https://aetna.com/su24ky-2)** or scan the QR code to view it online. Or call Member Services at **1-855-300-5528 (TTY: 711)** to have one mailed to you.