

In step



[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)

Aetna Better Health® of Kentucky

Walking for good health.

Walking is a great way to feel better every day. Walking 30 minutes every day can give you better heart health. It also reduces body fat and builds muscle power. Your bone health can get better. Walking lowers your risk of heart disease, type 2 diabetes, osteoporosis, and some cancers. Walking is free.

Exercise does not have to be done for long periods of time. Around 75 minutes per week can improve your health when compared to those who do not exercise.

Walking is low-impact. It can be done at any time of day and

at your own pace. Walking is also great for people who are overweight or elderly or who have not exercised in a long time.

Some benefits include:

- Increased heart and lung fitness
- Reduced risk of heart disease and stroke
- Improved management of conditions such as high blood pressure, high cholesterol,

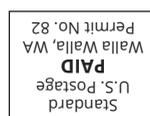
joint and muscular pain or stiffness, and diabetes

- Stronger bones and improved balance
- Increased muscle strength and endurance
- Reduced body fat

Source: betterhealth.vic.gov.au/health/healthyliving/walking-for-good-health

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High blood pressure? Make the most of your meds.

High blood pressure can be tricky. You can have it and feel fine. If so, you might think you no longer need your blood pressure medicines. But it's important to keep taking them until your doctor says it's OK to stop.

If you skip your medicines, your blood pressure could rise too high. That could lead to a heart attack, stroke or kidney failure.

You can do this!

If you have a concern or question about your medicines, speak up. Your doctor can help you understand how to get the most out of them.

Be sure to:

- Mention any side effects. There may be other blood pressure drugs that would work better for you.



- Tell your doctor if you sometimes forget your medicines — or if you have trouble filling the prescription for any reason.
- Tell your doctor about all of the medicines you're taking. Over-the-counter ones count too. They could affect your blood pressure.

- Ask what else you can do to lower your blood pressure too. Exercise, heart-healthy foods and not smoking can be a big help. Your doctor can help you take steps toward these healthier habits.

Source: American Heart Association

Do you need care management or disease management?

If you have a past history of health problems or problems getting health care, we want to work with you and your doctor to meet your health care needs. Our care managers will work with you to develop a plan of care that will focus on helping you with your health problems or any barriers you may have in reaching your ideal goal for your health.

Aetna Better Health of Kentucky has a disease management program for our members with asthma, diabetes, heart failure (CHF), chronic obstructive pulmonary disease (COPD), chronic kidney disease and depression.

These programs help you to care for yourself through education.

If you think you need care or disease management help or have any questions about these services, call Member Services at **1-855-300-5528 (TTY: 711)** and ask to speak to care management. Our office is open Monday through Friday, 7 AM to 7 PM Eastern time. You can also look for us online at **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)**. If you call after hours, you can leave a message and someone will call you the next business day.

Care for your emotional health this year.

We're coming off a bad year. There's no question that 2020 left a lot to be desired. That's why it's important in this new year to make a resolution to care for your emotional health as well as your physical health.

When you're emotionally healthy, you feel good about yourself. You have good relationships. You're aware of your emotions and know how to deal with them. You can cope with stress, anger and sadness. And you're not afraid to get help from a medical professional when you need it.

Here are five tips for improving your emotional health:

1. **Accentuate the positive.** Try to keep negative emotions and thoughts to a minimum. Focus on what's good in your life — and what's good about you. Forgive yourself for your mistakes, and remember the good things you've done.
2. **Lower your stress levels.** Chronic stress is unhealthy for your mental and physical health. To help you manage your stress levels, try to:
 - Get sufficient sleep — seven to nine hours a night for most adults.
 - Get regular exercise. Aim for 30 minutes of moderately intense physical activity most days of the week.
 - Set priorities. Aim to find a healthy balance between work and play — and between activity and rest.
 - Try relaxation methods, like yoga or deep breathing exercises.
3. **Get good sleep.** Getting sufficient amounts of quality sleep is vital for your mental health. When you don't get enough sleep, it affects your mood, energy, concentration and ability to cope with stress.
4. **Be mindful.** This means being aware of what's going on around you and accepting it without judgment. When you're mindful, you live your life in the present. Being mindful takes practice. To get started:

- Inhale through your nose to a count of four, hold your breath for one second, then exhale through your mouth to a count of five. Repeat frequently.
- Go outside for a walk and take notice of all that's around you.
- Read books or listen to podcasts on mindfulness.

5. **Strengthen your social connections.** Our connections with others may help us live longer and healthier lives. Make time to visit with friends and family, even if the pandemic forces visits to be virtual.

Sources: American Academy of Family Physicians; HelpGuide; National Institutes of Health



Extra benefits for Aetna Better Health of Kentucky members.

In addition to the standard Medicaid health benefits, Aetna Better Health of Kentucky offers the following new extra benefits:

 **Hearing aids and screenings:** Yearly exam and one free hearing aid per year. Unlimited visits for hearing aid fittings.

 **Asthma home care:** Members with an asthma diagnosis can get one free set of hypoallergenic bedding and up to \$150 for a yearly carpet cleaning.

 **CVS weight management program:** Free nutrition and weight-loss counseling at CVS Minute Clinic locations. Online personalized goal and plan development, up to 16 visits over the course of 26 weeks.

 **Home-delivered meals:** Free healthy meal delivery for eligible members to help with certain conditions. Includes access to nutrition education to support health goals.

 **Keeping Kids Safe opioid lock box program:** Medication lock box to keep kids safe.

 **Healthy You, Healthy Baby high-risk pregnancy program:** Provides at-home monitoring tools, like a blood pressure cuff.

 **Momentum:** Eligible members with certain chronic conditions can get up to \$1,500 a year to help pay for things like utilities, services not covered by Medicaid and more.

 **GED certification and job skills training:** Online job skills training with the chance to highlight skills to local employers, GED prep course and GED test voucher.



 **Alternatives to opioids:** Eligible adult members can get up to \$600 a year to use toward acupuncture, massage therapy, dry needling and yoga.

 **Enhanced transportation:** Eligible adult members can get up to 10 free round-trip rides per year. Can be used for job interviews or training, grocery stores, getting to community health services, and more.

 **\$25 HRA incentive:** Members who are newly pregnant or newly eligible will receive a \$25 gift card for completing the HRA (health risk assessment).

 **\$25 initial prenatal visit:** Pregnant members can get a \$25 gift card for going to their initial prenatal visit.

 **\$25 postpartum visit:** New mothers can receive \$25 for getting a postpartum visit within 7 to 84 days after the baby is born.

 **Family transportation:** Receive transportation for the entire family that includes a car seat for children. Limited to 10 round trips (up to 60 miles total per round trip) per year.

 Many of the previously offered extra benefits continue to be offered. Visit [AetnaBetterHealth.com/Kentucky](https://www.aetna.com/better-health/kentucky) or call Member Services at **1-855-300-5528** (TTY: 711) for more information.

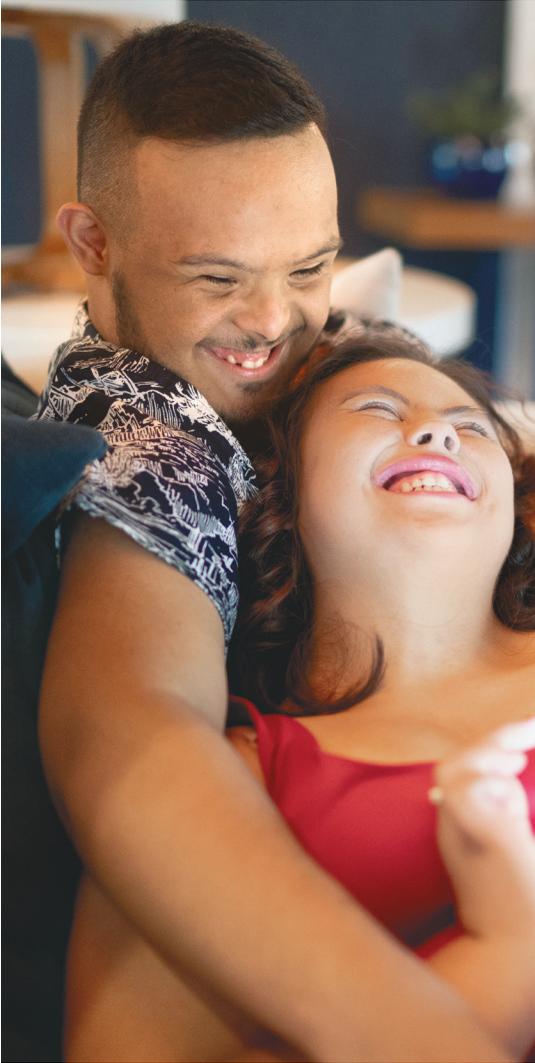
When to start key screenings.

The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your doctor about what's right for you.

Age	Tests for women	Age	Tests for men
	Chlamydia and gonorrhea. Be screened yearly through age 24 if sexually active.		
18	Blood pressure. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.	18	Blood pressure. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
21	Cervical cancer. Have a Pap test every 3 years.		
25	Chlamydia and gonorrhea. Continue screening if at increased risk for infection.	40	Blood pressure. Be screened yearly. Cholesterol. Start screening based on risk factors. Diabetes. Start screening based on risk factors.
30	Cervical cancer. Have Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.	50	Colorectal cancer. Talk with your doctor about screening options.
40	Blood pressure. Be screened yearly. Cholesterol. Start screening based on risk factors. Diabetes. Start screening based on risk factors.	55	Prostate cancer. Ask your doctor about screening. Lung cancer. Be screened yearly based on your history of smoking.
50	Breast cancer. Be screened every 2 years (or start earlier based on risk factors). Colorectal cancer. Talk with your doctor about screening options.	65	Abdominal aortic aneurysm. Be screened once between ages 65 and 75 if you've ever smoked.
55	Lung cancer. Be screened yearly based on your history of smoking.		
65	Osteoporosis. Start screening (or start earlier based on risk factors).		



Need a network doctor?
We can help. Search for a provider online at [AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky) or call Member Services at **1-855-300-5528 (TTY: 711)**.



Get the care you need.

We want you to feel sure you are getting the right care and services in the right time and right place. This is called utilization management (UM). Our UM program and staff can help you and your doctors make decisions about your health care. We use clinical review criteria, practice guidelines and written policies to make UM decisions that are based on these reasons:

- Services requested are medically necessary.
- Services requested are covered.

We do not reward or pay extra money to health care providers, staff or other people to:

- Deny your claim
- Give you less care than you need
- Deny tests or treatments that are medically necessary

If you have questions about a UM process or a UM issue, you can call our UM staff. They are available 8 hours a day during normal business hours for inbound communication about UM issues after normal business hours. Our staff will identify themselves by name, title and organization name when initiating or returning calls about UM issues. Call **1-855-300-5528 (TTY: 711)**. Free interpreter services are available for all languages.

Contact us



For additional details or if you have questions, please call Member Services at **1-855-300-5528 (TTY: 711 or TDD: 1-800-627-4702)**.

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

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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 عل **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 Deitsch Pennsilfaanisch Deitsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schpooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **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।

OROMO (CUSHITE): Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalitii 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**).

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
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>.

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