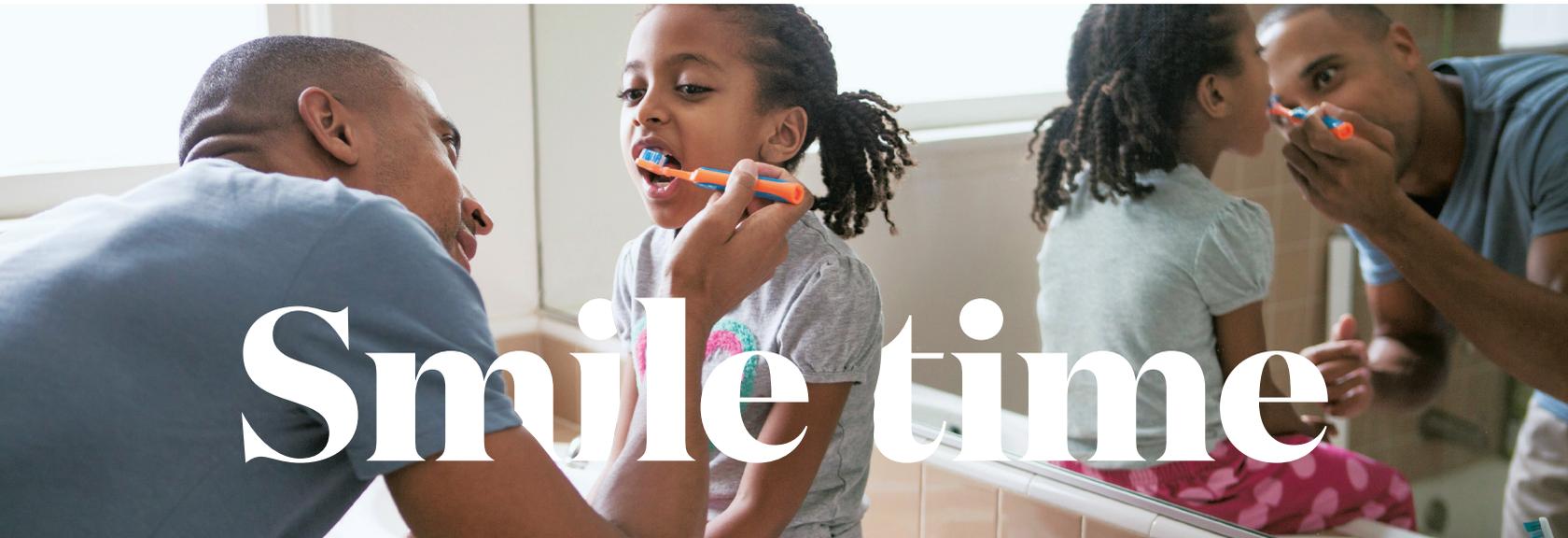




Aetna Better Health® of Louisiana



# Smile time

Summer 2019

Annual dental visit

## Dental health: Don't skip brushing — or checkups

Regular dental visits are important for people of all ages. Plaque forms from food and causes cavities. But brushing and flossing doesn't get rid of all of it. Having your teeth cleaned will remove what's left behind.

Your dentist can also catch problems early when they're easier to treat. For example, cavities are easier to fill when they're small. And gum disease can be reversed if caught early.

### When to see the dentist

Follow your dentist's lead on how often to go. Here's what experts usually recommend:

**Babies.** Take your baby to the dentist after the first tooth sprouts. The American Dental Association says babies should see a dentist before turning 1.

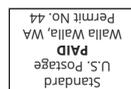
**Children.** Most kids should see the dentist every six months.

**Adults.** Most adults should go every six months. Your dentist may suggest going more often if you're at higher risk for gum disease.

### During your visit

Tell your dentist if you've had a change in your health. Medical conditions may affect your teeth, especially if you have:

- Tooth sensitivity
- Puffy or bleeding gums
- Persistent bad breath
- Pain or swelling in your mouth
- Dry mouth
- Diabetes, heart disease, an eating disorder or HIV
- A family history of tooth decay or gum disease
- A history of smoking or tobacco use



Aetna Better Health® of Louisiana  
2400 Veterans Memorial Blvd., Suite 200  
Kenner, LA 70062

# Quality improvement at Aetna Better Health of Louisiana

## Our Quality Management department wants to make sure you get good care and services.

That includes:

Health management programs that work for you

Easy access to quality medical and behavioral health care

Help with any complex or chronic conditions or illnesses

Support when you need it most

High satisfaction with your doctors and with us

Our quality improvement activities each year include:

Contacting you to remind you to get care (like well-child checkups)

Sending you postcards or newsletters about health topics

Reviewing the number, quality and kinds of services you receive

Reminding your doctors and you about preventive health care

Making sure you're continuing to get the care you need

Checking that your calls are answered quickly and that you get the right information

Ensuring your doctor has all the information needed to care for you or your child

**We have many more quality programs.** You can call Member Services at **1-855-242-0802** to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing.



## After hours care

Except in an emergency, if you get sick after your PCP's office is closed or on a weekend, call the office anyway. An answering service will make sure your PCP gets your message. A PCP will call you back to tell you what to do. Be sure your phone accepts blocked calls. Otherwise, your PCP may not be able to reach you.

You can even call your PCP in the middle of the night. You might have to leave a message with the answering service. It may take a while, but your PCP or a provider on call will call you back to tell you what to do.

If you are having an emergency, you should *always* call **911** or go to the nearest emergency room.

We also have a nurse line available to help answer your medical questions. This number is available 24 hours a day, 7 days a week. It is staffed by medical professionals. Call **1-855-242-0802 (TTY: 711)** and listen for the option for the nurse line.

## How you can stay healthy

It is important to see your PCP for preventive care. Talk to your providers. You can improve your health by eating right, exercising and getting regular checkups. Regular well visits may also help you stay healthy.

## Should I go to the emergency room?

**If you are having an emergency, call 911 or go to any emergency room.** You *do not* need to go to a hospital in our network. You *do not* need to get approval from us. If you are having a behavioral health crisis, call us at **1-855-242-0802** (toll-free) **(TTY: 711)**. Our behavioral health crisis line is staffed by licensed mental health professionals who are available 24 hours a day, 7 days a week.

Sometimes you want care right away but you are not having an emergency. Or you might not be sure if you should go to an urgent care center or wait. You have several choices when this happens.

### Call your PCP

Your PCP will tell you what you should do. The office will let you know if you need to make an appointment. If you call after hours, your doctor or a backup doctor will call you back.

### Go to urgent care

If you need care right away and it is not an emergency, you can call your PCP or go to an urgent care center. Find an urgent care center in the provider directory or online at **[aetnabetterhealth.com/louisiana](http://aetnabetterhealth.com/louisiana)** or call Member Services.



### Nurse advice line

Another way you can take charge of your health care is by using Aetna Better Health of Louisiana's nurse advice line. Nurses are available 24 hours a day, 7 days a week to answer your health care questions.

The nurse line does not take the place of your PCP. But, if it's late at night or you can't reach your PCP, our nurses can help you decide what to do. The nurses can also give you helpful hints on how to help you feel better and stay healthy. Call us at **1-855-242-0802** (toll-free) **(TTY: 711)**.

### Contact us



Aetna Better Health of Louisiana  
2400 Veterans Memorial Blvd., Suite 200  
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24 hours a day, 7 days a week  
**1-855-242-0802 (TTY: 711)**  
**[aetnabetterhealth.com/louisiana](http://aetnabetterhealth.com/louisiana)**

 This newsletter is published as a community service for the friends and members of Aetna Better Health of Louisiana, 2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062. 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 LOUISIANA

### 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](mailto:MedicaidCRCoordinator@aetna.com)  
Hours of operation: 8:00 a.m. – 5:00 p.m.

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: 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**).

**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**).

**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**)。

**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**).

**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**).

**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.

**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**).

**LAOTIAN: ເຊີນຊາບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (TTY: **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。

**URDU:** توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

**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.

**PERSIAN:** اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

**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**).

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