



Connections



AetnaBetterHealth.com/Louisiana

Aetna Better Health® of Louisiana

More options for care with telehealth

Teladoc offers telehealth sessions with a provider for your physical health problems. Teladoc does not replace your primary care provider (PCP). It is just another choice for quality care when you can't easily talk with your PCP. Through a secure video provider visit on your computer, you can meet with a U.S. board-certified doctor, licensed in your state, who can treat many simple conditions like:

- Sinus problems
- Bronchitis
- Allergies
- Cold and flu symptoms

- Respiratory infections
- Ear infections and more

Three easy steps

1. On your computer, go online to **Teladoc.com** and click on "Get started now" so you can set up your own account.
2. Log in and complete the "My Medical History" tab.

3. Request a provider visit, available 24 hours a day, 7 days a week.

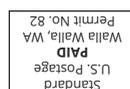
Questions?

If you have any questions, call **1-800-Teladoc (1-800-835-2362)** 24 hours a day, 7 days a week.

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Summer 2020

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

Cell service at no cost to you!

See if you're eligible.

We know how important it is to stay connected to health care, jobs, emergency services and family. That's why Aetna Better Health of Louisiana is partnering with Assurance Wireless Lifeline service.

Each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited texts
- Voice minutes

Plus an Android smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more, visit AetnaBetterHealth.com/Louisiana.

When you apply, you'll be able to receive health extras from Aetna:

- Health tips and reminders by texts
- One-on-one texting with your health care team
- Unlimited calls with our member team



Help kids have a healthy weight for life.

Kids come in every shape and size — and each one is wonderful.

Some kids may struggle more than others to stay at a healthy weight, but all of them can benefit from learning good habits when they're young. As a parent, there are positive ways you can help. For instance:

Focus on long-term habits, not quick fixes. Make sure your kids don't fall for fad diets. It's healthier to focus on smart food and exercise choices they can keep up for life.

Offer healthy foods. Give kids a variety of nutritious choices — like fruits, veggies, whole grains and lean meats — at each meal. Don't worry if your child won't try a food at first. Just offer it again next time. It can take many tries before kids learn to love something new.

Encourage play every day.

Give kids chances to play outdoors, if it's safe. If not, you might sign them up for classes or organized sports — or do fun indoor activities as a family.

Promote a positive self-image. It's OK to praise your child's looks, but be sure to admire their inner beauty too. Talk about how good eating and exercise habits can help your child be stronger and do more, not just look a certain way. You can also set a good example by talking about your own body — whatever its shape — in positive ways.

Still have concerns about your child's weight? At their next well-child visit, ask the doctor how you can help.

Sources: American Academy of Family Physicians; American Academy of Pediatrics

Learn to manage your disease.

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

- Asthma
- Bipolar disorder
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Depression
- Diabetes
- HIV/AIDS
- Obesity
- Schizophrenia/schizoaffective disorder
- Sickle cell anemia
- Hepatitis C

Call us at **1-855-242-0802 (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/Louisiana**.

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. Call us if you want to know more about our disease management programs.

'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 **1-855-242-0802 (TTY: 711)**. You will continue to get all covered benefits if you do not want to participate in our programs.



Telehealth

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Another benefit we offer is a video visit with your own provider. It can be with either a physical health provider or a mental health and substance use provider. And it is at no cost to you.

"Telehealth" uses two-way video. A provider and a patient can talk and see each other. They can be in two different places. They will interact with each other by sight and sound. Your computer will need to have video capabilities. Or your smartphone will also work.



Mobile app

Teladoc (physical health) is available in a mobile app version with free download for both Apple and Android phones.

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

24 hours a day, 7 days a week
1-855-242-0802 (TTY: 711)
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 that 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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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
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.

LA-16-09-02

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**)