

## HEALTHY LIVING

## Your Aetna Better Health plan made easier

We're here to support you — whether you need a routine checkup, help managing a condition or answers about your benefits. Find out what's available to you so you know where to turn for care and support. View this info online at [AetnaBetterHealth.com/education/louisiana-info](https://www.aetnabetterhealth.com/education/louisiana-info)

### ✔ Review your member handbook

It's your go-to source for plan information. It covers everything you need to know, including:

- What your plan covers
- How to get care
- How to file a complaint, grievance or appeal
- How we make decisions about your care
- Special programs and benefits to help you stay healthy

You can view your handbook online at [AetnaBetterHealth.com/louisiana/member-materials-forms.html](https://www.aetnabetterhealth.com/louisiana/member-materials-forms.html)

Prefer a hard copy?  
Call Member Services at **1-855-242-0802 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.

### ✔ Know your rights

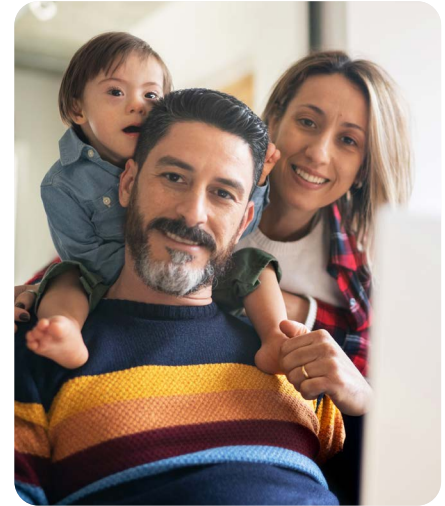
As an Aetna Better Health member, you have certain rights and responsibilities.

Go to [AetnaBetterHealth.com/louisiana/medicaid-rights-responsibilities.html](https://www.aetnabetterhealth.com/louisiana/medicaid-rights-responsibilities.html) for a complete list.

### ✔ Get language help

We offer language services at no cost to you. That includes interpreter services in any language (including sign language). You can also ask for written materials in any language. We also offer materials in other formats, such as large print, audio or accessible electronic formats.

Go to [AetnaBetterHealth.com/louisiana/notice-of-non-discrimination.html](https://www.aetnabetterhealth.com/louisiana/notice-of-non-discrimination.html) or call Member Services for help.



## Learn about your benefits and care options

Whether you're managing a condition or just trying to stay healthy, we have programs and benefits that can help. Visit our website to learn more about:

- Your pharmacy benefits
- Our population health management programs
- How we make decisions about your care
- The guidelines our providers follow
- What we're doing to improve our services



Aetna Better Health®  
of Louisiana

**Questions?** Go to [AetnaBetterHealth.com/louisiana](https://www.aetnabetterhealth.com/louisiana) or call Member Services at **1-855-242-0802 (TTY: 711)**

# Find the right primary care provider

A primary care provider (PCP) is your main doctor for checkups and care. Here's why having the right PCP matters — and how to choose one.

## 1 They are a trusted partner in health

You should feel comfortable asking your PCP anything. No worry is too small, and no question is silly. Your PCP knows your health history and can help you get the care you need.

## 2 They can help you manage a chronic condition

If you or your child has a long-term condition like asthma, diabetes or high blood pressure, your PCP can help. They work with your other providers to help you create and follow your care plan.

## 3 They can help prevent health problems

Your PCP doesn't just treat you when you're sick — they help you stay healthy. Regular checkups and screenings can find problems early, before you feel sick.

## 4 They can help guide you through your health care

Health care can feel confusing. Your PCP helps make it easier to understand. They can help by:



- Referring you to other doctors when needed
- Helping you understand your test results
- Making sure all parts of your care work together

## 5 They provide well-rounded care

Your PCP cares about all parts

of your health. They can help with:

- Mental health
- Healthy food choices
- Exercise
- Wellness goals

They can even help you get support for things like housing, childcare, food access and more.

**Don't have a PCP or want a new one?** Search our provider directory online at [AetnaBetterHealth.com/louisiana/find-provider](https://www.aetna.com/betterhealth/louisiana/find-provider). Or call Member Services for help.

# Get more from your checkup

These visits are a chance to talk openly with your provider, ask questions and stay on top of your health. Here are a few simple ways to get the most out of your appointment.

## Write down your questions

It's easy to forget what you want to ask during the visit. Having your list of questions handy helps you cover everything on your mind.

## Know your family medical history

Make note of any conditions your parents, grandparents or siblings have had. This will help your PCP decide which health screenings you might need and when.

## Seek support

Your PCP is there to help, not judge. Being open and detailed will help them take better care of you.

## Make use of technology

Patient portals can help you track recent doctor visits, get lab results, and request prescription refills. Or, you can ask your doctor for a printed after visit care plan.

## Help calm kids' nerves

Explain why they're going to the doctor and what will happen at the visit. Get them involved by coming up with questions for the doctor together.



## When should I get a checkup?

Adults should get a checkup at least once a year.

Kids need checkups, called well-child visits, more often based on age. Here's what experts recommend for little ones:

- **Babies under a year old** should see their PCP at 3-5 days, 1 month, 2 months, 4 months, 6 months and 9 months.
- **Children 1 to 3 years old** should see their doctor at 12 months (1 year), 15 months, 18 months, 24 months (2 years) and 30 months.
- **Kids three years and older** should see their doctor once a year.



**Make checkups easier with your member passport.**

Track health info like doctors, visits and medicines all in one place.

Download your free member passport at [go.aetna.com/4tSOt7h](https://go.aetna.com/4tSOt7h)

# Health screenings made simple

Regular health screenings are essential for catching health problems early, before you start feeling sick. Take advantage of these covered screenings to keep you and your family healthy.



SCREENING	WHO NEEDS IT	WHEN TO GET IT
✓ <b>Blood pressure</b>	All adults	Every 3 to 5 years for adults under 40 Every year for adults over 40
✓ <b>Cholesterol</b>	All adults	Every 4 to 6 years, or more often if needed
✓ <b>Diabetes</b>	Adults 35 to 70 with overweight or obesity	Ask your doctor
✓ <b>STI/HIV</b>	All sexually active adults and pregnant women	Ask your doctor
✓ <b>Breast cancer</b>	Women 45 to 74 years old (or sooner if you are at high risk)	Every 2 years
✓ <b>Cervical cancer</b>	Women 21 to 65 years old	Every 3 to 5 years
✓ <b>Colorectal cancer</b>	Adults 45 to 75 years old (or sooner if you are at high risk)	Every 1 to 3 years for at-home stool tests Every 10 years for a colonoscopy
✓ <b>Well-child visits</b>	All children	1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, then once a year
✓ <b>Lead screening</b>	Children under 3 years old	All children should be tested at 12 months and 24 months old
✓ <b>Dental exam</b>	Everyone	Every 6 months
✓ <b>Vision exam</b>	Everyone	At least once between 3 and 5 years old, then as recommended after that for children Every 2 years (or more often) for adults over 18



**Earn rewards for screenings.** There is no extra cost for preventive care. Better yet, we reward you for taking steps like checkups and screenings. Go to [AetnaBetterHealth.com/louisiana/rewards-program.html](https://www.aetna.com/betterhealth/louisiana/rewards-program.html) for more info.



## Simple food swaps for a healthier heart

Your heart works hard for you. Show it care with these tips for building a heart-healthy plate.

### Fill half your plate with produce

Leafy greens like spinach and fruits like berries help support heart health and fight inflammation.

### Choose whole grains

Brown rice, oatmeal and whole-grain bread have more fiber. Fiber can help lower cholesterol.

### Pick lean proteins

Fish like salmon have healthy fats that support your heart. Chicken and turkey are lower in saturated fat.

### Go meatless

Eating more plant-based meals can help lower your risk of heart disease. Add one or more vegetarian meals to your weekly menu.

### Opt for low-fat dairy

Choose fat-free or low-fat versions of milk, cheese and yogurt. They are lower in saturated fat, which can raise bad cholesterol.

### Cook with heart-healthy oils

Use oils, like olive or canola oil, instead of butter or shortening. Oils have healthy fats that can help lower bad cholesterol.

### Season wisely

Use herbs and spices instead of salt. Too much salt can raise your blood pressure.



**We're in your community.** Join us for free events like career fairs, health fairs, family festivals and more. Check out our calendar of events at [AetnaBetterHealth.com/louisiana/news-events.html](https://www.aetna.com/betterhealth/louisiana/news-events.html).

# Family planning for every body

Family planning does more than prevent or prepare for pregnancy. It includes routine care that helps protect your body and supports your health now and in the future. Here's what to know.

Family planning means care for your reproductive health. Even if you don't want kids now, or ever, this care is still important.

Family planning helps you:

- Learn about your body
- Prevent pregnancy
- Prepare for pregnancy
- Practice safe sex
- Prevent or treat sexually transmitted infections (STIs)

A family planning visit may include:

- Talking about your health and your plans for the future
- A well-woman exam and other health screenings
- Learning about birth control and picking the method that works best for you
- Help with infertility or getting pregnant
- Testing for and prevention of STIs
- Referrals to other care if you need it.

You do not need a referral to see a family planning provider. You can go to any provider you trust and feel comfortable with. That includes providers who are in- or out-of-network.

Family planning services are here to help you make the best choices for yourself.



**Are you pregnant or trying to get pregnant?**

Go to [AetnaBetterHealth.com/louisiana/pregnancy-care.html](https://www.aetna.com/better-health/louisiana/pregnancy-care.html) for more info on extra benefits and care for pregnancy.



## Take charge of your sexual health

STIs are common and can affect anyone. Testing and prevention help you take care of your health and your future.

STIs can pass from one person to another during sexual contact. Some STIs can also spread from sharing needles.

The good news: Many STIs are treatable. Especially when they're found early.

### Know the signs

STIs can have different symptoms. Here are some common ones to watch for:

- Pain or burning when peeing
- Sores, bumps or rashes around the genitals
- Changes in fluid from the penis or vagina (you might notice a

strong smell or different color or amount of discharge)

- Genital itching or pain
- Pain during sex
- Lower belly pain

Not everyone with an STI has symptoms. Testing is the only way to know for sure.

### Get tested

Testing for STIs is covered by your health plan. Ask your provider about getting tested. Especially if you have a new partner or more than one partner. Or if you have any symptoms.

Testing is also important for pregnant people. STIs can cause problems during pregnancy. And they can be passed to the baby during childbirth. If you test positive for an STI, your provider can treat it to keep you and your baby safe.

STIs are common. But help is here. Getting tested and treated are steps you can take for yourself, your partner and your family. Your provider is there to answer questions and help you get the care you need.

## **Nondiscrimination Notice**

Aetna Better Health of Louisiana 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, sex, health status or need for health care services.

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](tel: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  
PO Box 818001  
Cleveland, OH 44181-8001

Telephone: [1-888-234-7358](tel:1-888-234-7358) (TTY 711)

Email: [MedicaidCRCoordinator@aetna.com](mailto: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](tel:1-800-368-1019), [1-800-537-7697](tel:1-800-537-7697) (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at the Aetna Better Health website: [AetnaBetterHealth.com/Louisiana](http://AetnaBetterHealth.com/Louisiana).

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

TTY: 711

**ENGLISH:** To access language services at no cost to you, call **1-800-385-4104**.

**SPANISH:** Para acceder a los servicios de idiomas sin costo, llame al **1-800-385-4104**.

**FRENCH:** Afin d'accéder aux services langagiers sans frais, composez le **1-800-385-4104**.

**VIETNAMESE:** Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số **1-800-385-4104**.

**CHINESE:** 如欲使用免費語言服務，請致電 **1-800-385-4104**.

**ARABIC:** للحصول على خدمات اللغة مجاناً، اتصل على **1-800-385-4104**.

**TAGALOG:** Upang ma-access ang mga serbisyo sa wika nang wala kang babayaran, tumawag sa **1-800-385-4104**.

**KOREAN:** 무료로 언어 서비스를 이용하려면 **1-800-385-4104** 번으로 전화하세요

**PORTUGUESE:** Ligue para **1-800-385-4104** para receber assistência linguística gratuita.

**LAOTIAN:** ເພື່ອເຂົ້າເຖິງການບໍລິການພາສາໂດຍບເສຍຄ່າໃຊ້ຈ່າຍໃດໆແກ່ທ່ານ, ໃຫ້ໂທຫາ **1-800-385-4104**.

**JAPANESE:** 無料の言語サービスをご利用いただくには、**1-800-385-4104** にお電話ください。

**URDU:** بلاقیمت زبان سے متعلقہ خدمات حاصل کرنے کے لیے، **1-800-385-4101** پر بات کریں۔

**GERMAN:** Um kostenlos auf Sprachdienste zuzugreifen, rufen Sie **1-800-385-4104** an.

**PERSIAN:** برای دسترسی به خدمات زبان به طور رایگان، با شماره **1-800-385-4104** تماس بگیرید.

**RUSSIAN:** Чтобы получить бесплатные языковые услуги, позвоните по номеру **1-800-385-4104**.

**THAI:** หากท่านต้องการเข้าถึงการบริการทางด้านภาษาโดยไม่มีค่าใช้จ่าย โปรดโทร **1-800-385-4104**.