



Joyful



AetnaBetterHealth.com/Louisiana

Aetna Better Health® of Louisiana

Holiday stress management and mental health

The holiday season can be a stressful time of year for many adults and even children. The hustle and bustle of the holiday season usually includes shopping, decorating, cooking, baking, cleaning and entertaining. The extra list of to-dos can easily make you feel stressed or overwhelmed.

Also, for many, the holiday season can bring on feelings of sadness or depression, as we often miss those who are no longer here to celebrate with us.

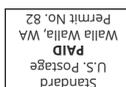
All these feelings are normal and can be better managed with a few mental health coping tips.

Stay in therapy. If you are currently attending regular therapy sessions, do not cancel them during the holiday season. The holiday season can bring up a variety of emotions, and having regular check-ins with your therapist can help

you navigate those emotions as they come up.

Take a breath. Make sure to schedule in some downtime. Find a quiet place with no distractions and take a few deep breaths, or go for a 30-minute walk to clear your head and get some much-needed vitamin D.

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Breast cancer awareness

In 2021, breast cancer is the most common cancer in the world. It affects 13% of women in the United States during their lifetime.

What is breast cancer?

There are many kinds of breast cancer, but it happens when cells in the breast grow uncontrollably. Some common signs of breast cancer are:

- Lumps on the breast or in the armpit
- Swelling of part of the breast
- Dimples in the breast skin
- Peeling or flaking of the breast skin

What is a mammogram?

Most often, breast cancer can be found through a test called a mammogram. During a mammogram, your doctor uses a machine to take an x-ray picture of your breast. This only takes a few minutes, and your doctor gets results in a couple of weeks. All women over 40 years old should have a mammogram once a year to help find breast cancer early.

This is important even if you do not have any signs of breast cancer. You can get a

mammogram at your well-woman checkup with your Aetna doctor. To set up your well-woman checkup, you can call your doctor or OB-GYN.

What are the risk factors?

Some factors may put someone at a higher risk of breast cancer. These are:

- If you are over 50 years old
- If your mother, sister or daughter has had breast cancer
- If you have already had breast cancer
- If you are overweight and not physically active
- If you drink alcohol
- If you have dense breasts (a mammogram can also test for dense breasts by measuring certain kinds of tissue in your breast)

What can I do?

Being aware of your own breast health is a powerful tool to help you prevent breast cancer. Get started using the tips below.

- Set up a mammogram with your doctor.
- Try a breast self-exam.
- Stay physically active.
- Know your family's history of breast cancer.

Holiday stress management and mental health

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Stick to a budget. Before making any holiday purchases, take some time to create a budget. Once you have established a realistic budget, it is important to stick to it.

If you are struggling to manage your mental health during the holiday season (Thanksgiving to New Year's), we hope that you will take advantage of your covered behavioral health offerings through Aetna Better Health of Louisiana.



Fraud, waste and abuse

It's important to report dishonest acts. These dishonest acts are called fraud, waste and abuse. The following acts are the most common types of fraud, waste and abuse:

- Members selling or lending their ID card to someone else
- Members trying to get drugs or services they do not need
- Members forging or altering prescriptions they receive from their providers
- Providers billing for services they didn't give
- Providers giving services members do not need
- Verbal, physical, mental or sexual abuse by providers

Call our fraud and abuse hotline at **1-855-725-0288**, 24 hours a day, 7 days a week, to report these types of acts. You can do this without us knowing your name. You can also call the Louisiana Medicaid Fraud and Abuse Hotline Monday through Friday, 8 AM to 5 PM, at **1-800-488-2917**. Or you can fill out the fraud, waste and abuse form online at **[AetnaBetterHealth.com/Louisiana](https://www.AetnaBetterHealth.com/Louisiana)**.



Grievances and appeals

At Aetna Better Health of Louisiana, we try our best to deal with your concerns or issues quickly and to your satisfaction. You may use our grievance process or our appeal process. It depends on what kind of problem you have. There will be no change to your service if you file a grievance or an appeal. Aetna Better Health of Louisiana staff or a health care provider will not treat you differently. We will maintain your privacy.

We can help you file a grievance or appeal. This includes providing you with interpreter services or help if you have vision and/or hearing problems. You may also choose someone like a relative, friend or provider to represent you. To file a grievance or to appeal a plan action:

- Call **1-855-242-0802 (TTY: 711)**
- Fax **1-860-607-7657**
- Write to: Aetna Better Health of Louisiana
Grievance and Appeals Dept.
P.O. Box 81139
5801 Postal Road 0, Cleveland, OH 44181

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](https://www.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>.

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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**).

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**)