

# wellness & you

Your Aetna Better Health® member newsletter

## FAMILY HEALTH



## Protect yourself with these key vaccines

The flu shot isn't the only vaccine that can help keep you and your family healthy this winter. Here are four covered vaccines to know about.

### Flu

The Centers for Disease Control and Prevention (CDC) says that everyone 6 months and older should get a flu shot every year in the fall.

### Pneumonia

Pneumonia is a lung infection that can cause serious illness in young children and older adults. The CDC recommends all children under 5 and adults over 65 get the shot. People with certain medical conditions

may need the vaccine, too. Ask your provider if you or your children should get vaccinated.

### COVID-19

New boosters protect against the latest COVID strains. Ask your provider if a new booster is available, and if you should get it.

### Respiratory Syncytial Virus (RSV)

RSV is a common virus that can cause cold-like symptoms. Older adults are more likely

to be hospitalized from RSV. Experts recommend adults 60 and older get vaccinated. Ask your provider if the RSV shot is right for you.



Your plan covers these vaccines and others

at no extra cost to you. You or your child may even be able to earn rewards for getting certain vaccines. Talk to your care manager or call Member Services for more information.

## SCHEDULE YOUR FLU SHOT!

You can get your flu shot at your provider's office or a local pharmacy.

To schedule a flu shot, go to [aetna.com/fa24la-3](https://aetna.com/fa24la-3) or scan the QR code below.



Aetna Better Health®  
of Louisiana

**Questions about your health plan?** Call Member Services at **1-855-242-0802 (TTY: 711)**, 24 hours a day, 7 days a week. Or visit [AetnaBetterHealth.com/louisiana](https://AetnaBetterHealth.com/louisiana) for more information.



## Caring for kids with ADHD: It's a team effort

It may take a village to raise a child, but it takes a care team to help kids with Attention Deficit Hyperactivity Disorder (ADHD) thrive.

Team-based care, where school staff and health care providers work together, can make managing ADHD easier. Here are some key members to have on your child's ADHD care team.

**1 You.** You know your child better than anyone else. You can tell when they're doing well or struggling. And you're their number one ally.

**2 Your child.** Even young kids can be part of their own care team. Make sure your child knows they can tell you

if they're struggling or if some part of their care plan isn't working for them.

**3 Your child's provider.** That could be either your family physician or your pediatrician. They're responsible for managing your child's medicines, care plan and overall health.

**4 School staff.** From classroom teachers to coaches, school staff spend a big chunk of the day with your child. They may have insights to offer. Plus, they can help adapt classroom strategies to your child's needs. And don't forget the school nurse. They can help manage medicine during the school day. And they can check in on daily progress.

**5 Your child's therapist.** Not all kids with ADHD have mental health issues. But a therapist can still help with social skills and managing emotions. With a trained therapist, your child can sort through their experiences and find healthy ways to cope.

**Earn rewards for preventive care.** Members 6 to 12 years old can earn \$10 every 6 months for going to medical appointments and filling their ADHD prescription. Go to [AetnaBetterHealth.com/louisiana/rewards-program.html](https://www.aetna.com/betterhealth/louisiana/rewards-program.html) for a full list of rewards.

# Primary care, urgent care or ER?

When you're sick or injured, there are many places you can go for care. But going to the right place can get you the right care at the right time (and for the right cost). Learn about your options.

- **Primary care:** Your primary care provider is your go-to source for your health care. You'll visit them for regular checkups and health issues. You can also see them for non-urgent health concerns.
- **Urgent care:** These clinics can provide care for emergencies that are not life-threatening. You can go here for things like a sprained ankle, minor cuts and burns or minor illnesses like the flu.
- **Emergency room (ER):** ERs handle life-threatening emergencies. That includes things like serious injuries, major burns, poisoning, or heart attack and stroke symptoms.

Check out the chart below for examples of where to go in different situations. Remember to take your Aetna Better Health® member ID card with you wherever you go for care.

## You can talk to a nurse anytime



Still not sure where to go for care? Call the 24-Hour Nurse Line at **1-855-242-0802 (TTY: 711)**. We'll connect you with a registered nurse who can answer your questions. They can help you decide where to go for care, or help you treat the problem at home. Best of all? You can get this service at no extra cost.

PROBLEM	WHERE TO GET CARE
<b>You've cut your hand and may need stitches.</b>	<b>Urgent care.</b> They can check to make sure there's no nerve or tendon damage and stitch you up, if you need it.
<b>You've spotted a strange freckle or mole.</b>	<b>Primary care.</b> They can see if the mark is a problem and refer you to a dermatologist (if you need one).
<b>You slipped and fell on your arm, and you're worried it's broken.</b>	<b>Urgent care.</b> Many centers can give you an X-ray and cast (if it's broken). Plus, you can get a prescription for pain medicine if you need it.
<b>You banged your head and lost consciousness (blacked out).</b>	<b>Emergency room.</b> You may need a PET or CT scan to check for serious injury. The providers there can prescribe medicine if you need it.
<b>You're having sudden confusion and weakness in your face, arm or leg.</b>	These could be signs of a stroke. Call <b>911</b> right away.

**Keep your benefits at your fingertips.** You can access your plan benefits from anywhere through your online Member Portal or the Aetna Better Health® app. Visit [AetnaBetterHealth.com/louisiana/member-portal.html](https://www.aetna.com/betterhealth/louisiana/member-portal.html) to get started!





## Take advantage of your Member Handbook

Your Aetna Better Health® of Louisiana Member Handbook has everything you need to know about your health plan, including:

- Benefits and services included in your health plan, as well as those not covered
- Pharmaceutical management procedures
- Copays and other charges you may be responsible for
- Benefit restrictions outside Aetna's service area
- How to get language help
- How to submit a claim
- How to get information about doctors in the Aetna network, including:
  - How to get doctors services
  - How to get specialty care, behavioral health, and hospital care
- How to get care after hours
- How to get emergency care or use 911 services
- How to get care and coverage when you are outside of your plan's service area
- How to file a complaint, grievance, or appeal
- How to appeal a decision that affects your coverage, benefits, or relationship with your plan
- How we evaluate new technology as a covered benefit
- How we make decisions about your care (called Utilization Management)
- Your member rights and responsibilities

- Notice of privacy practices
- And much more

The Member Handbook is updated every year. If there are major changes, we'll send you a letter about it at least 30 days before the changes are effective.

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Scan the QR code or visit [aetna.com/fa24la-2](https://aetna.com/fa24la-2) to view your Member Handbook online. 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.



# A season of good health

Take advantage of your plan benefits during these upcoming health awareness months.

## OCTOBER

### Bullying Prevention Month

Bullying can have a big impact on teens' mental health. We have a 24-hour behavioral health crisis line to help with mental health emergencies. Call us at **1-833-491-1094 (TTY: 711)** anytime you or a loved one need help in an emotional crisis.

### National Dental Hygiene Month

We cover essential preventive dental health services. That includes fluoride varnishes, which can help prevent cavities. Call Member Services for help scheduling an oral health checkup or finding a provider.

### Breast Cancer Awareness Month

Many cancer screenings, like mammograms, are covered at no cost to you. Women should get a mammogram every 1 to 2 years, starting at age 40. Talk to your provider about breast cancer screening.

## NOVEMBER

### National Diabetes Month

Annual screenings, such as A1c and cholesterol checks, a dilated eye exam and a urine test can help prevent diabetes complications. Talk to Member Services about making an appointment today with your provider to complete the screenings you need.

### Lung Cancer Awareness Month / Pancreatic Cancer Awareness Month / Stomach Cancer Awareness Month

Talk to your provider about your risk for certain cancers, and whether or not you should get screened.

## DECEMBER

### HIV/AIDS Awareness Month

Testing for sexually transmitted infections (STIs) like HIV can help protect you and loved ones from serious illness. Testing is quick, confidential and covered at no cost to you. Ask your provider about STI testing or call Member Services for more resources.



## Pyx Health is here for you

Sometimes you need a little extra support. The Pyx Health program can help you:

- Find resources to support your physical and mental health
- Make the most of what your health plan offers
- Feel better each day with companionship and humor

Go to **HiPyx.com** today to get started!

**Find help in your community.** Search for food and housing services, mental health support and more with our Community Resource Directory (CRD). You can access the CRD from your Member Portal or at **AetnaBetterHealth.com/louisiana/resources-services.html**.

## **Nondiscrimination Notice**

Aetna complies with applicable federal civil rights laws and does not discriminate based on 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:
  - 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**.

If you believe that Aetna has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator  
P.O. Box 818001  
Cleveland, OH 44181-8001  
Telephone: 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, 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**).





Aetna Better Health® of Louisiana  
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Kenner, LA 70062

<Recipient's Name>

<Mailing Address>

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## Your breathe-easy action plan

If you have asthma, chronic obstructive pulmonary disease (COPD) or even seasonal allergies, an action plan can help you prepare for a flare-up. Your primary care provider (PCP) can help you make a personal plan. Then, follow these steps to breathe easier every day.

✔ **Track your triggers.** Pay attention to things that make it harder to breathe. Common triggers include air pollution, tobacco smoke and pollen.

✔ **Plan ahead.** Avoid your triggers whenever possible. Have your medicine on hand to help manage symptoms whenever triggers are near.

✔ **Take your medications.** For daily care, take medicine as your provider tells you. And know how and when to use your emergency medicines. If allergies are making your symptoms worse, try over-the-counter (OTC) remedies like anti-histamines. Ask your provider what OTC medicines they recommend for you.



### Time to renew your coverage?

You must renew your plan coverage every year. Look for your renewal notice in the mail. Visit [aet.na/fa24la-1](https://aetna.com/fa24la-1) or scan the QR code to learn more.