



Aetna Better Health® of Maryland

# Summer fun

Summer 2018

## Keep summer allergies at bay

It's part of keeping your asthma under control: Avoiding the things that can make the symptoms worse. That includes things you're allergic to.

Many people with asthma are allergic to dust mites. But plant pollens or mold can trigger asthma attacks too. If you sneeze and wheeze with the seasons, ask your doctor if it could be allergies.

### Breathe better this summer

You should have a plan for avoiding your asthma triggers, including any allergies. Ask your health team what you can do to feel better. These five ideas may help you too:

1. Try to limit outdoor activities when pollen or mold counts are high. (These counts are usually easy to find online.) There is often more pollen on dry, hot and windy mornings.

2. Take a shower after you've been outdoors.
3. Run the air conditioner and keep your home and car windows shut.
4. Ask for help with mowing your lawn or raking leaves.
5. Ask your doctor about allergy shots or other meds.

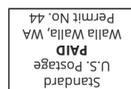
Sources: American Academy of Asthma, Allergy & Immunology; National Institutes of Health



## Manage your health on your phone

Members with smartphones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your primary care provider
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your benefits



Aetna Better Health® of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090-2256

## Lead poisoning

### Five ways to protect children

It takes work to keep kids safe. But if you're a parent, you know it's worth it.

One thing you might not know, however, is that keeping kids safe includes protecting them from lead.

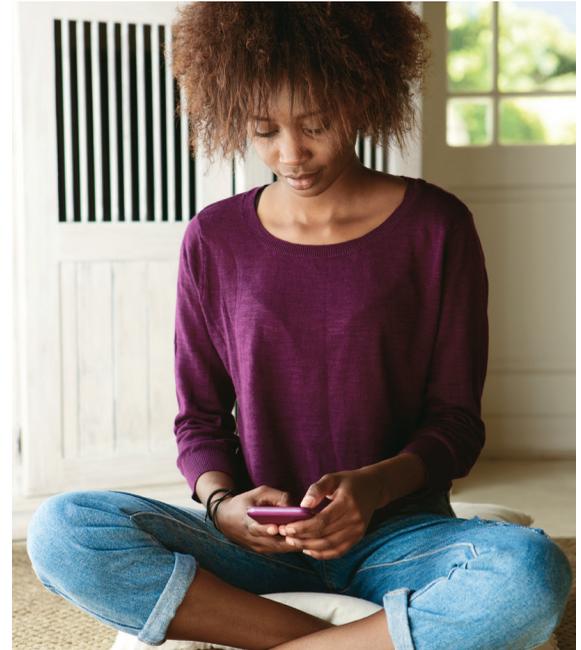
Lead is a poisonous metal that's harmful to kids' health. Years ago—before people knew it was dangerous—it was put in paint. That means that in older housing, kids might come in contact with it.

They may chew on paint chips, for example. Or as paint breaks down, it may contaminate dust. That dust can get on toys or other things kids put in their mouths.

#### To protect your family:

1. If your home was built before 1978, ask your health department how to get it tested for lead.
2. Keep kids away from peeling paint or surfaces they might chew on.
3. If your home is being updated, keep kids out until work is complete.
4. Wash children's hands and toys often.
5. Regularly use a wet mop on bare floors. Wipe windowsills and window wells with a wet cloth.

*Sources: Centers for Disease Control and Prevention; National Institute of Environmental Health Sciences*



### Pharmacy statement

Visit [aetnabetterhealth.com/maryland](https://www.aetnabetterhealth.com/maryland) for the updated pharmacy formulary and latest member handbook. For a printed copy of anything on our website, call Member Services at **1-866-827-2710 (TTY: 711)**.

## The care management program

Care management can make your life easier, and our care management department has case manager RNs who can help you:

- Get services and care, including information on how to get a referral to special care facilities for highly specialized care.
- Work with health care providers, agencies and organizations.

- Learn more about your condition.
- Make a care plan that is right for you.
- Access services after hours for crisis situations.
- Arrange services for children with special health care needs such as well-child care, health promotion, disease prevention and specialty care services. You may have special

needs and have an existing relationship with an out-of-network provider. Sometimes you can continue to see that provider if it's in your best interest. The provider must first get approval from us.

The care management department provides services to the following populations, but are not limited to:

- Pregnant and postpartum outreach; high-risk pregnancy outreach
- Children with special health care needs
- Children in state-supervised care
- Individuals with a physical or developmental disability
- Behavioral health/substance abuse
- Disease management of conditions such as asthma, diabetes, heart failure, COPD, sickle cell anemia, hepatitis C and HIV/AIDS



If you have questions or concerns or if you would like to participate in the care management program, please give us a call at

**1-866-827-2710** and ask for the care management department or email the care management department at [aetnabetterhealthMDCM@aetna.com](mailto:aetnabetterhealthMDCM@aetna.com).

[aetnabetterhealth.com/maryland](https://www.aetnabetterhealth.com/maryland)

## Community development

Keeping our communities happy and healthy is our top priority! Our community development team offers outreach support to organizations statewide. Our outreach goal is for Aetna Better Health to be a familiar face in the communities we serve. We work to keep people informed about our health plan and support the great work already being done across the state.

### Our team can:

- Attend community meetings and events
- Bring our Ted E. Bear, M.D.<sup>SM</sup> mascot to kids' events
- Distribute educational materials to the public
- Provide grants or sponsor community programs, projects and events

- Coordinate volunteer opportunities for Aetna staff
- Host community forums and advocacy meetings to discuss ideas to make our plan and communities stronger

Some upcoming events we will be attending include:

### Baltimore Farmers Market and Bazaar

**When:** Sunday, Aug. 5

**Time:** 7 a.m. to noon

**Where:** E. Saratoga St. & Holliday St., Baltimore, MD 21202

### Park Heights Community Health Alliance "Urban Oasis"

**When:** Saturday, Aug. 18

**Time:** 8 a.m. to noon

**Where:** 4151 Park Heights Ave., Baltimore, MD 21215

 To learn more about our community development team, and how our partnership can help you, reach out to us today at [outreachMD@aetna.com](mailto:outreachMD@aetna.com) or **1-866-827-2710**.



## Helpful information

### Member Services:

**1-866-827-2710**, (toll-free) 24 hours a day, 7 days a week

### Services for Hearing and Speech-Impaired (TTY): Call 711

### 24-Hour Nurse Line:

**1-866-827-2710** (toll-free) 24 hours a day, 7 days a week

### Vision:

**1-800-879-6901** (toll-free)

### Behavioral Health:

**1-800-888-1965** (toll-free)

### Dental:

Avesis, **1-833-241-4249**

### Mailing address:

Aetna Better Health of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090

### Interpreter service:

You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).

### Maryland Medicaid Enrollee Help Line:

**1-800-284-4510**

### Emergency (24 hours):

If you have a medical condition which could cause serious health problems or even death if not treated immediately, call **911**.

### Website:

[aetnabetterhealth.com/maryland](http://aetnabetterhealth.com/maryland)

 This newsletter is published as a community service for the friends and members of Aetna Better Health<sup>®</sup> of Maryland. 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.

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## Rights and Responsibilities

### As a HealthChoice member, you have the right to:

- Receive health care and services that are culturally competent and free from discrimination.
- Be treated with respect to your dignity and privacy.
- Receive information, including information on treatment options and alternatives, regardless of cost or benefit coverage, in a manner you can understand.
- Participate in decisions regarding your health care, including the right to refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Request and receive a copy of your medical records and request that they be amended or corrected as allowed.
- Request copies of all documents, records, and other information free of charge, that were used in an adverse benefit determination.
- Exercise your rights, and that the exercise of those rights does not adversely affect the way the Managed Care Organizations (MCO), their providers, or the Maryland Department of Health treat you.
- File appeals and grievances with a Managed Care Organization.
- File appeals, grievances and State fair hearings with the State.
- Request that ongoing benefits be continued during an appeal or state fair hearing however, you may have to pay for the continued benefits if the decision is upheld in the appeal or hearing. Receive a second opinion from another doctor within the same MCO, or by an out of network provider if the provider is not available within the MCO, if you do not agree with your doctor's opinion about the services that you need. Contact your MCO for help with this.
- Receive other information about how your Managed Care Organization is managed including the structure and operation of the MCO as well as physician incentive plans. You may request this information by calling your Managed Care Organization.
- Receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
- Make recommendations regarding the organization's member rights and responsibilities policy.



### As a HealthChoice member, you have the responsibility to:

- **Inform your provider and MCO if you have any other health insurance coverage.**
- Treat HealthChoice staff, MCO staff, and health care providers and staff, with respect and dignity.
- Be on time for appointments and notify providers as soon as possible if you need to cancel an appointment.
- Show your membership card when you check in for every appointment. Never allow anyone else to use your Medicaid or MCO card. Report lost or stolen member ID cards to the MCO.
- Call your MCO if you have a problem or a complaint.
- Work with your Primary Care Provider (PCP) to create and follow a plan of care that you and your PCP agree on.
- Ask questions about your care and let your provider know if there is something you do not understand.
- Update the State if there has been a change in your status.
- Provide the MCO and their providers with accurate health information in order to provide proper care.
- Use the emergency department for emergencies only.
- Tell your PCP as soon as possible after you receive emergency care.
- Inform your caregivers about any changes to your Advance Directive.

## Nondiscrimination Statement

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY 711)**; Email **MedicaidCRCoordinator@aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Aetna Better Health of Maryland relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD)**.

Complaint forms are available at:

**<http://www.hhs.gov/ocr/office/file/index.html>**.

Such complaints must be filed within 180 days of the date of the alleged discrimination.

Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

# Language accessibility statement

*Interpreter services are available for free.*

## Español/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

## አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆኑ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስማት ለተሳናቸው: **711**).

## العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

## Bàsòò Wùdù/Bassa

Dè de nìà ke dyèdè gbo: Ɔ jũ ké òm dyi Bàsòò-wùdù-po-nyò jũ ní, nìi à wuđù kà kò dò po-poò bɛ òm gbo kpáa. Đà **1-800-385-4104** (TTY: **711**).

## 中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

## فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارائه می‌گردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

## Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

## ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે.

ફોન કરો **1-800-385-4104** (TTY: **711**).

## Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

## Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

### **한국어/Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

### **Português/Portuguese**

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

### **Русский/Russian**

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

### **Tagalog**

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

### **اردو/Urdu**

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ **1-800-385-4104** (TTY: **711**) پر کال کریں۔

### **Tiếng Việt/Vietnamese**

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104** (TTY: **711**).

### **Yorùbá/Yoruba**

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófẹ̀ẹ̀, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).