

## 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 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 says that all children under 5 and adults over 65 should get the shot. People with certain medical

conditions may need it, too. Ask your provider if you or your children should get vaccinated.

### COVID-19

New vaccines protect against the latest COVID strains. Ask your provider if there's a new vaccine, 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

get seriously sick from RSV. Experts say that adults 60 and older should get the RSV vaccine. Ask your provider if it's 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 info.

## 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/fa24md-3](https://aetna.com/fa24md-3) or scan the QR code.





## Find events near you

We hold local health and wellness events throughout the year. Find upcoming events near you at [AetnaBetterHealth.com/maryland/news-events.html](https://www.aetna.com/maryland/news-events.html). You'll also find health news, newsletters and other resources. We hope to see you at the next event in your area!

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

It may take a village to raise a child, but it takes a team to help a kid 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 doctor.** That could be either your family physician or your pediatrician. They're in charge of 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 their medicines during the school day. And they can check 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 find healthy ways to cope with what they're going through.

**You deserve to be healthy in both body and mind.** Your Medicaid plan covers a variety of mental health services. You can go to any behavioral health provider in the Optum Health Network. Call Optum Health at **1-800-888-1965 (TTY: 711)** to find a provider.

# 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 price). Learn about your options.

- **Primary care:** Your primary care provider is your go-to source for your health care. You'll go to them for regular checkups and health issues. You can also go to 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 this chart for examples of where to go in different situations. Remember to take your member ID card with you wherever you go for care.

## Talk to a nurse anytime



Still not sure where to go for care? Call the 24-Hour Nurse Line at **1-866-827-2710 (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 sliced 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.  |

**Need help understanding your health?** We provide free health education. Call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator. Or email [WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com).

# Stock a healthy pantry

Eating healthy isn't always easy. But it's key to helping you stay well and feel your best. Luckily, there is a simple trick to help make sure your meals are full of nutrients: Stock your pantry with go-to staples that have a long shelf life. Here are six budget-friendly foods that dietitians recommend keeping in the kitchen.



| SUPER FOOD   | WHY IT'S GOOD FOR YOU   | WHAT TO MAKE  |
|--|---|---|
|  <b>Canned beans</b>      | All beans have nutrients like protein, iron, zinc, fiber and potassium. Plus, they can last for up to five years in your pantry.                      | Make a quick lunch by mashing the canned beans and spreading them on toast with your favorite seasoning.              |
|  <b>Peanut butter</b>     | Peanut butter is loaded with protein and amino acids, which give you energy and help strengthen your muscles.   | A classic peanut butter and jelly sandwich. Use whole-wheat bread for extra nutrients.                                |
|  <b>Brown rice</b>        | Brown rice is a whole grain that's full of fiber. It breaks down slowly in your body and doesn't raise your blood sugar levels as much as white rice. | Pair your rice with chicken and your favorite veggies for a simple dinner.  |
|  <b>Whole-wheat pasta</b> | Whole-wheat foods are whole grains. Research shows that eating more whole grains helps lower your risk of death from stroke and heart attack.         | Try some spaghetti with marinara sauce for a quick dinner. Tomato-based sauces are low in calories and saturated fat. |
|  <b>Canned fish</b>       | Fish is a good source of omega-3s, which help keep your heart and arteries healthy.   | Mix canned fish with light mayo or Greek yogurt for a simple salad.   |
|  <b>Nuts and seeds</b>    | Nuts and seeds are small but mighty. They contain protein and minerals, which you need to keep your bones and muscles healthy.                        | Keep them in your pantry for an easy, quick and nutritious snack.   |



**Explore our new health and wellness library.** Each month, we'll post new articles packed with tips and resources to help you reach your health goals and feel your best. Visit [aet.na/fa24md-0](https://aet.na/fa24md-0) or scan the QR code.



## Our care managers are here for you

Care managers are nurses and social workers who understand your health conditions and help connect you to the right care. A care manager can help you learn more about your health. And they can connect you with other care and services, like rides to health care visits, and more.

Have questions or want to speak to a care manager? Call us at **1-866-827-2710 (TTY: 711)**. Or email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may opt out of the program at any time.



## Maternity Matters

If you're expecting a child, we're here for you. Our Maternity Matters Program can help you and your child stay healthy during pregnancy. We're also here to take care of you after your child is born. You can even earn gift cards for going to appointments.

To learn more, visit **AetnaBetterHealth.com/maryland** or call Member Services.



## Need to renew your plan?

Do you or a family member currently have health insurance through Medicaid or the Maryland Children's Health Program (MCHP)?

Changes are coming to Maryland Medicaid. Check in to make sure your contact information, like your mailing address is up to date. This way you can receive important messages on any changes to your health plan.

To get started, go to **aet.na/fa24md-1** or scan the QR code.



**Learn about our diaper program.** Did you know members with babies (newborn to 24 months old) may receive free diapers each month? Visit **DiaperProgram.com** for program info and to check if you're eligible.



## How to file a complaint, grievance or appeal

If you're unhappy with the services or care you received from a provider or health plan, it's called a complaint. If your complaint is about a service your provider feels you need but we won't cover, you can ask us to review your request. This is called an appeal. You'll need to file an appeal within 60 days of the date on your denial letter. You can file an appeal by phone **(1-866-827-2710)**, in writing or in person. Your doctor can also file an appeal for you, with your permission.

A complaint that isn't related to a denied service is called a grievance. For example, you may file a grievance for not being treated fairly or having trouble getting an appointment. You can file a grievance by calling Member Services. Check your member handbook to learn more about grievances and appeals.

## Understand your pharmacy benefits

Wondering if your medications are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at **[AetnaBetterHealth.com/maryland/pharmacy-prescription-drug-benefits.html](https://www.aetna.com/better-health/maryland/pharmacy-prescription-drug-benefits.html)**. Or call Member Services at **1-866-827-2710 (TTY: 711)** to ask for a printed copy. You can find more info about all your pharmacy benefits in the member handbook.

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## Utilization management: What you need to know

Utilization management (UM) is the process we use to make sure you get covered quality services that are medically necessary. We make UM decisions based only on the most appropriate care, services and benefit coverage. We don't reward any providers or staff for

denying coverage or services. We don't give money to providers or staff to make decisions that keep you from getting the right care. And we don't hire, promote or end contracts with providers based on the likelihood they'll deny your benefits.

**Know your rights and responsibilities.** You can see a full list of your rights and responsibilities at **[AetnaBetterHealth.com/maryland/medicaid-rights-responsibilities.html](https://www.aetna.com/better-health/maryland/medicaid-rights-responsibilities.html)**. You can also check your member handbook.

# Fraud, waste and abuse

We ask members and providers to report Medicaid fraud, waste or abuse.

**Fraud:** When someone lies to get money or services.

**Waste:** When someone overuses resources they don't need.

**Abuse:** When someone takes money for services when they haven't earned payment.

If you see fraud, waste or abuse, report it right away.

You have three options:

- Call Member Services: **1-866-827-2710 (TTY: 711)** or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **DHMH.Maryland.gov/OIG/Pages/Report\_Fraud.aspx**
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

Reporting fraud, waste or abuse will not affect the quality of any treatment or services you receive. Everyone can help prevent fraud, waste or abuse. Failure to report such events could result in fines and other criminal penalties.

## Find us online

Visit **AetnaBetterHealth.com/maryland** to find:

- Info about your rights and responsibilities
- Member handbook
- Provider directory
- Pharmacy/prescription info
- Info about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical practice guidelines

Don't have internet access? Call us at **1-866-827-2710 (TTY: 711)** and we can send you written info.

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

**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)**.

### Español/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)**.

### 中文/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)**。



**Learn more about your plan with your member handbook.**

Visit **aet.na/fa24md-2** or scan the QR code to view it online. Or call Member Services at **1-866-827-2710 (TTY: 711)** to have one mailed to you.



Aetna Better Health® of Maryland  
10490 Little Patuxent Parkway, Suite 600  
Columbia, MD 21044

<Recipient's Name>

<Mailing Address>

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## Get screened

Ask your doctor if you're due for any of these key health screenings at your next checkup.

- ✔ **Breast cancer.** Women should get a mammogram (a breast X-ray) every 1 to 2 years starting at age 40. If you're at high risk, you may want to start sooner.
- ✔ **Cervical cancer.** Women should get a Pap test or HPV test every 3 to 5 years.
- ✔ **Diabetes.** Get your blood sugar checked at age 35, or sooner if you are at high risk.
- ✔ **Heart health.** Every adult should get their blood pressure and cholesterol checked.
- ✔ **Sexually transmitted infections (STIs).** If you are sexually active, ask your doctor about STI testing.



**Are you at risk for diabetes?** Take this quick test at [cdc.gov/prediabetes/risktest](https://www.cdc.gov/prediabetes/risktest) to find out. For help managing diabetes, call us at **1-866-827-2710 (TTY: 711)** and ask to speak with a care manager.