

wellness & you

HEALTHY LIVING



IT'S TIME TO RENEW!

Find out how to renew your coverage by going to aetna.com/na/md23q4-1 or scan the QR code below



Eat healthy during the holidays

With seasonal sweets and treats everywhere, it can be tough to stick to a healthy diet. Use these tips to make smart choices — without sacrificing flavor.

Choose lighter festive foods

Who says holiday foods have to be heavy? Simply enjoy lighter desserts, such as pumpkin pie or angel food cake with fruit, rather than higher-calorie options like fudge cake or pecan pie.

Follow the plate method

Use this trick to fill your plate with a balanced meal: Fill half your plate with good-for-you vegetables, a quarter with protein (like turkey or ham) and the last quarter with starch (like mashed potatoes or a dinner roll). Eat slowly and enjoy.

Keep healthy snacks handy

Carry snacks like carrot sticks, nuts or fruit with you for between-meal munchies. When you aren't hungry, you're less likely to indulge in extra treats.

Get moving

Don't settle in for a nap after a big meal. Do something active as a family instead. Moving after a meal can help digestion and lower blood sugar. Bundle up for a quick after-dinner walk. It's also a chance to enjoy the festive lights and decorations while you stroll!

3 ways to ease seasonal depression

Did your mood drop right along with the temperature this winter? If so, you don't have to grin and bear it until spring. Here's how to feel better.

Do you notice that the blues sink in as summer fades away? You may have a condition called major depressive disorder (MDD) with a seasonal pattern. (This was formerly known as seasonal affective disorder, or SAD.)

This form of depression is triggered by the seasons. Experts don't know exactly what causes it. But it may have to do with changes to the sunlight in winter.

All of the things that normally work to lift mood can help ease symptoms of seasonal depression. That includes exercise, socializing and eating well. But there are a few treatments that are specifically helpful for MDD with a seasonal pattern.

1. Light therapy

With light therapy, you sit a few feet away from a special light box within the first hour

of waking up. Exposure to bright light early in the day affects brain hormones linked to mood.

Can't get a light box? Seek out more sunlight during your day. Open your blinds and sit near a sunny window, especially first thing in the morning.

2. Talk therapy

Talk with a mental health care professional. They can help you:

- Identify and change negative thoughts and behaviors that may make you feel worse
- Learn healthy ways to cope
- Learn how to manage stress

3. Medications

Antidepressants can help if your symptoms are severe. Your doctor may recommend starting one before your symptoms begin each year. That's because they can take several weeks to kick in.

Know the risk of opioids



Opioids are powerful painkillers. They're often used for relief from short-term pain caused by things like an injury or surgery recovery. But opioids are also highly addictive.

Take these steps to lower your risk of addiction or overdose:

- Use the lowest dose for the shortest amount of time.
- Never take more than prescribed.
- Don't take opioids with alcohol.
- Store opioids in a safe and secure place.
- Throw away any unused pills. Ask your pharmacist how to safely dispose of opioids.

Are you interested in learning about other pain management options like physical therapy? Call us at **1-866-827-2710 (TTY: 711)** and ask to speak to a Care Manager to learn more.





Help ease your child's fear of the doctor

Doctor visits can be nerve-racking for anyone. But kids may struggle more because they don't know what to expect. These tips can help ease their anxiety.

- 1 **Talk with your child beforehand.** Let them know about the appointment well in advance. And explain why they have to go to the doctor.
- 2 **Be honest.** Describe what will happen at the appointment. You can use a doll to show what the doctor will look at. Knowing what might happen can help your child cope and build trust with their doctor.
- 3 **Stay positive.** Talk about the visit in a positive way. If they're going because of a health problem, explain that the doctor is there to help them get better.
- 4 **Remain calm.** Your emotional cues play a big part in how your child handles doctor's

visits. So, try to model the behavior you want to see in them. When you have a relaxed and upbeat attitude, it can help reassure your child that there's nothing to worry about.

- 5 **Get them involved.** They can help you write down symptoms or any other details about how they've been feeling lately. Ask if they have any questions they want to ask the doctor and add them to the list.
- 6 **Praise them for being brave.** You can even offer a small reward for making it through this important milestone, such as a sticker, crayons or a trip to the park.

Schedule your annual checkup



Get a head start on the new year! Schedule annual checkups for you and your family with your primary care provider (PCP) now.

While you're there, be sure to:

- Get key numbers checked. That includes your blood pressure, cholesterol and blood sugar levels.
- Find out if you're due for any preventive screenings.
- Ask if you need any vaccinations, such as the COVID-19 vaccine series or boosters.

Need help scheduling your appointment or finding a PCP? Call Member Services at **1-866-827-2710 (TTY:711)**.

Learn about our diaper program. Did you know Aetna Better Health of Maryland members (newborn to 24 months old) may receive free diapers each month? Visit [DiaperProgram.com](https://www.diaperprogram.com) for program information and to check if you're eligible.



Schedule your flu shot now!

You can get your flu shot at your family doctor's office or a local CVS pharmacy.

To schedule a flu shot for you and your family, go to aet.na/md23q4-2 or scan the QR code below.



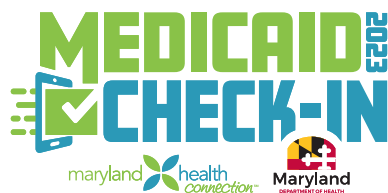
Flu myths and facts

A flu shot can help keep you and your family healthy this winter. Let's separate flu facts from fiction.

| MYTH | FACT |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I'm not at risk of the flu. | Everyone is at risk of the flu. But some factors do increase your risk, including: <ul style="list-style-type: none"> • Asthma • Diabetes • Heart disease <ul style="list-style-type: none"> • Cancer • History of stroke |
| The flu is no big deal. | The flu virus is different than a cold and often more severe. The flu can also come with serious complications, like pneumonia, inflammation of the heart or brain, organ failure and, in rare cases, even death. Flu symptoms often come on suddenly and can include: <ul style="list-style-type: none"> • Cough • Fever • Sore throat • Runny or stuffy nose • Headache • Body aches |
| The flu shot will make me sick. | Researchers have compared people given flu shots with people given saline (saltwater) shots. The only difference: a little more soreness at the injection site for people who got the flu shot. Any slight reaction is simply your body's immune response kicking in. |
| It's too late to get a flu shot in January. | It's best to get a flu shot sooner rather than later. But you may still benefit from getting one in late January or early February. While flu season peaks in January and February, you can still get the flu as late as March or April. |

Need a ride to your appointment? We can help get you there. Your Care Team can also help you find a provider and schedule an appointment. Call us at **1-866-827-2710 (TTY: 711)** at least 3 days before your appointment to schedule a ride.

It's time to renew!



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 — including your mailing address — is up to date, so that you can receive important notices on any changes to your health insurance.

There are 3 ways to get started:

- 1 Go to aetna.com/md23q4-4 to log in to your account
- 2 Call **1-855-642-8572**.
- 3 Scan this QR code with your phone.



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 and take care of you after your child is born.

You can even earn gift cards for going to appointments!

Visit [AetnaBetterHealth.com/maryland](https://www.aetna.com/maryland) or call Member Services at **1-866-827-2710 (TTY: 711)** to learn more.



Helpful information

Member Services

1-866-827-2710 (TTY: 711)

24 hours a day, 7 days a week
Services for Hearing and Speech-Impaired

Maryland Medicaid Help Line

1-800-284-4510

Dental Services

Maryland Healthy Smiles
Dental Program

1-855-934-9812

Mon-Fri, 7:30 AM to 6:00 PM

Vision Services

Superior Vision

1-800-879-6901

Mon-Fri, 8 AM to 9 PM

Behavioral Health Services

Optum Maryland

1-800-888-1965

Mon-Fri, 8 AM to 6 PM

Optum Crisis Line available
24 hours a day, 7 days a week

24-Hour Nurse Line

1-866-827-2710, say "Nurse,"

24 hours a day, 7 days a week

Interpreter Services

You have the right to have someone help you with any communication issue you might have.

There is no cost to you.

Call Member Services at

1-866-827-2710 (TTY: 711).

Emergency

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

To speak with other health plan staff, call Member Services at **1-866-827-2710 (TTY: 711)**.

You can speak with staff in Care Management, Utilization Management, Community Outreach and Health Education.

Need a Member Handbook or a provider directory?

You can request that a Member Handbook and provider directory be mailed to you. Just call Member Services to request a copy.



How to file a complaint, grievance or appeal

If you are dissatisfied with a provider or Aetna Better Health of Maryland, it is called a complaint. If your complaint is about a service your provider feels you need but we will not cover, you can ask us to review your request. This is called an appeal. You must 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 is not related to a denial of service is called a grievance. Examples include not being treated fairly or having trouble getting an appointment. You can file a grievance at any time by calling customer service at **1-866-827-2710**. Find more information about appeals and grievances in your Member Handbook.



Pharmacy benefits

You can find the Aetna Better Health of Maryland Medicaid Preferred Drug List (PDL) online:

- Go to **AetnaBetterHealth.com/Maryland**
- Look under the “For Members” tab
- Click on “Pharmacy,” then “Formulary Drug List”

This list can change at any time. This is due to the ever-changing world of medicine. If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

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 teach you more about your health, get you services and care that you need like helping you find rides to your appointments, and more.

If you have questions or if you would like to speak to a care manager, call us at **1-866-827-2710 (TTY: 711)**. You can also email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may disenroll from the program at any time.

Health education is available for free. To learn more, 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**.

Fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

Fraud: Intentionally deceiving the system to receive an unauthorized benefit

Waste: Overusing Medicaid resources

Abuse: Causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health 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 how you will be treated by Aetna Better Health of Maryland, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

Find us online

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

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription information
- Information about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical Practice Guidelines

If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you written information.

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 member rights and responsibilities. Find a full description of your rights and responsibilities at **AetnaBetterHealth.com/maryland** or in the Member Handbook.



Aetna Better Health® of Maryland
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<Recipient's Name>
<Mailing Address>

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HEALTHY LIVING

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? Visit aetna.com/maryland/diabetes-risk (or scan the QR code) to learn your risk level. For help managing diabetes, call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with a care manager.