



## Aetna Better Health® of Michigan



Member Newsletter

Fall 2018

### Flu season is coming

Protect yourself, protect your family

Every adult and child six months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year.

#### It's easy to get your flu shot

Just call your primary care provider (PCP). You may be able to get one with a nurse visit at the PCP office. Or you can visit [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan) for a list of retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go.

#### You may need a pneumonia shot too

You may be at risk for complications from the flu if:

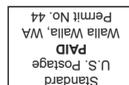
- You're over 65
- You have a chronic condition like asthma, diabetes or lung disease

Ask your doctor about a one-time pneumonia shot. It will give you extra protection during flu season.

Questions? Call Member Services at **1-866-316-3784 (TTY: 711)** or visit [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan).

### How to contact the Utilization Management department

- Fax request forms to **1-866-603-5535** (forms are available on the health plan website).
- Please use a cover sheet with the practice's correct phone and fax numbers to safeguard the protected health information and facilitate processing.
- Call directly at **1-866-874-2567**.



Aetna Better Health® of Michigan  
1333 Gratiot Ave.  
Suite 400  
Detroit, MI 48207

## Important reasons to vaccinate your child

Immunizations can save your child's life. Your child can be protected against more diseases than ever before. Some diseases that once injured or killed thousands of children have been eliminated completely and others are close to extinction — primarily due to safe and effective vaccines.

Vaccination is very safe and effective. Vaccines are only given to children after a long and careful review by scientists, doctors and health care professionals. Serious side effects following vaccination are rare.

Immunizations protect others you care about. Children in the U.S. still get vaccine-preventable diseases. In fact, we have seen measles and whooping cough (pertussis) return over the past few years. To keep everyone safe, it is important that you, and your children who are able to get vaccinated, are fully immunized. This not only protects your family, but also helps prevent the spread of these diseases to your friends and loved ones.

### Age-recommended immunizations, tests and well-child visits

<b>Birth</b>	<ul style="list-style-type: none"> <li>• Newborn blood screening</li> <li>• HepB</li> </ul>
<b>3 to 5 days</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> </ul>
<b>7 to 14 days</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• Newborn blood screening</li> </ul>
<b>2 months</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• DTaP</li> <li>• IPV</li> <li>• PCV</li> <li>• Hib</li> <li>• HepB</li> <li>• Rotavirus (given by mouth)</li> </ul>
<b>4 months</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• DTaP</li> <li>• IPV</li> <li>• Rotavirus (given by mouth)</li> <li>• Hib</li> <li>• PCV</li> </ul>
<b>6 months</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• DTaP</li> <li>• IPV</li> <li>• PCV</li> <li>• Hib</li> <li>• HepB</li> <li>• Rotavirus (given by mouth)</li> </ul>
<b>9 months</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> </ul>
<b>12 months</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• MMR</li> <li>• Varicella</li> <li>• Hib</li> <li>• HepA</li> <li>• PCV</li> </ul>
<b>15 to 18 months</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• DTaP</li> </ul>
<b>2 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• HepA</li> </ul>
<b>3 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> </ul>
<b>4 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• MMR</li> <li>• IPV</li> <li>• DTaP</li> <li>• Varicella</li> </ul>
<b>5, 6, 8 and 10 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> </ul>
<b>11 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• Tdap booster</li> <li>• MCV</li> <li>• HPV</li> </ul>
<b>12, 13, 14 and 15 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> </ul>
<b>16 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> <li>• MCV booster</li> </ul>
<b>17 years</b>	<ul style="list-style-type: none"> <li>• Well-child visit</li> </ul>

These vaccines protect against the following diseases:

- **HepB:** Hepatitis B, a serious liver disease.
- **DTaP:** Diphtheria, a severe infection of the throat that can cause breathing difficulty; tetanus (lockjaw), painful muscle tightening; pertussis (whooping cough), a respiratory illness.
- **IPV:** Polio, a disease that causes paralysis.
- **Influenza:** Flu, a serious lung infection.
- **Hib:** *Haemophilus influenzae* type b, a serious brain, throat and blood infection.
- **PCV:** Pneumococcal infections, meningitis and blood infections.
- **Rotavirus:** Serious diarrhea.
- **MMR:** Measles, mumps and rubella.
- **Varicella:** Chicken pox.
- **HepA:** Hepatitis A, a liver disease.
- **MCV:** Meningococcal disease.
- **HPV:** Human papillomavirus.



## Eat smart for better blood pressure

Some foods may cause blood pressure to go up. But some help keep blood pressure down — or even lower it.

### Eat more

Focus on foods that help control your weight. Good choices give your body nutrients it needs without empty calories. These include:

- Whole grains
- Beans
- Fruits and vegetables
- Low-fat milk

Many of these foods provide fiber that helps fill you up. They can also be good sources of potassium, magnesium, calcium and protein. All of these help with blood pressure control.

### Eat less

Foods to avoid include those high in sugar and salt. Much of the salt we get comes from prepackaged and processed foods. These include:

- Breads and rolls
- Cold cuts and cured meats
- Pizza
- Restaurant foods

If you prefer a structured guide for controlling blood pressure, consider the DASH eating plan. Learn more at [morehealth.org/DASH](http://morehealth.org/DASH).

*Sources: American Heart Association; National Institutes of Health*

## Low birth weight

It is well-known that Michigan has a high rate of low birth weight infants at 10.4 percent. African American women are more likely to have a baby with low birth weight. Other risk factors include: maternal chronic disease, diabetes that develops during pregnancy, maternal stress and depression, substance misuse, and maternal smoking.

Doing something about these risk factors will help increase the rate of normal birth weight infants. These all have covered services by Aetna.

- Early visit to an OB/GYN in the pregnancy.
  - Check the provider directory for a participating provider or call Member Services at **1-866-316-3784**.
  - Your doctor may have you come in for six or more visits during your pregnancy. Try to ensure that you make all of your visits. Our outreach staff can help you make prenatal and postpartum appointments. If you are high-risk, you may want to talk to our High Risk OB Care Manager nurse. If you would like to learn more, call our Outreach Department at **1-855-737-0770**.
- Stop smoking or reduce amount of smoking:
  - Use the Aetna Smoking Cessation program. Call Member Outreach at **1-855-737-0770**.
- Stop substance misuse:
  - Talk to your doctor.
  - Call Member Services at **1-866-316-3784** to find out how to get substance abuse services.
- Attempt to reduce life stresses:
  - Complete depression screening tools offered by your physician.
  - You can call Behavioral Health Services at **1-866-827-8704**. You do not need to call your primary care doctor to get behavioral health services.
- Follow the guidance of your OB/GYN.
- Participate with the Maternal Infant Health Program (MIHP) services — home visits to educate the mom.
  - Call our Outreach Department at **1-855-737-0770**. They can help you find a MIHP provider close to your home.

**A healthy, normal weight infant starts with you!**

## Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service, plus an Android™ smartphone

We know how important it is to stay connected to health care, jobs, emergency services and family. That's why Aetna Better Health of Michigan is partnering with Assurance Wireless Lifeline service.

Each month, eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited texts
- Voice minutes
- Plus an Android smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more, visit [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan).

When you apply, you'll be able to receive health extras from Aetna:

- Health tips and reminders by text
- One-on-one texting with your health care team
- Unlimited calls with our Member Services team

Already have Lifeline? It's easy to switch to Assurance Wireless and receive Aetna health extras at no cost.

 To learn more, go to [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan).

## Happy teeth are healthy teeth

Dental care is important to your overall health

Aetna Better Health of Michigan wants to help you get the dental care you need.

### Keep your teeth healthy

It's never too late to start good dental health habits. Follow these simple dental care tips:

- Brush two times each day
- Use fluoride toothpaste
- Floss once each day
- Eat a healthy diet
- See a dentist two times each year

### Schedule an appointment today

Do you want to know how you receive dental coverage? See the chart below for details.

#### Dental coverage summary

Children	Adults		
	Pregnant women	Healthy Michigan Plan	All other adults
Healthy Kids dental coverage under the age of 21.	Aetna Better Health of Michigan dental coverage while pregnant and continuing through 90 days postpartum.	Aetna Better Health of Michigan dental coverage throughout HMP eligibility.	Michigan Medicaid FFS dental coverage.
Call <b>1-800-482-8915</b> to find a Healthy Kids dental provider in your area.	Call Dentaquest at <b>1-844-870-3976</b> to find an Aetna Better Health dental provider in your area.	Call Dentaquest at <b>1-844-870-3976</b> to find an Aetna Better Health dental provider in your area.	Go to <a href="http://insurekidsnow.gov">insurekidsnow.gov</a> to find a dentist that accepts Michigan Medicaid in your area.

Aetna Better Health of Michigan's Member Services representatives can also help you schedule a dentist appointment. Call us at **1-866-316-3784 (TTY: 711)**. Call Member Services if you need a ride to the dentist. They can help.

Sometimes problems come up between dental visits. If that happens, call your dentist immediately. Your dentist can help with most urgent dental needs.

## Health Risk Assessments for Healthy MI members

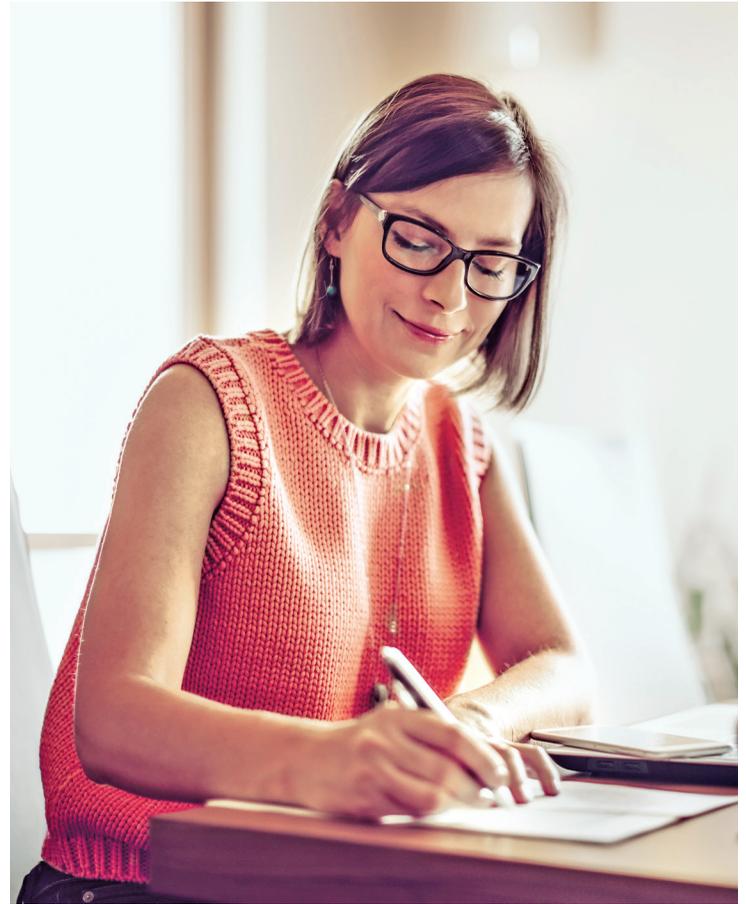
Are you enrolled in Healthy MI? If so, Aetna Better Health wants to reward you for getting healthy. Be sure to take your Health Risk Assessment.

As part of your benefits, Aetna Better Health will cover an annual checkup with your doctor. After enrolling with Aetna Better Health, complete the Health Risk Assessment form. The form asks questions about your current health. Bring this form with you when you visit your doctor for your checkup. Your doctor and Aetna Better Health will use this information to help meet your health needs. The information you provide

in the form is personal health information and it is kept confidential. It cannot be used to deny health care coverage.

If you need help with completing this form or need another copy, just call Member Services at **1-866-316-3784 (TTY: 711)**.

Aetna Better Health will reduce your copays or give you a gift card if you schedule your Health Risk Assessment within 60 days after you are enrolled in our health plan, unless you are in continuous failure to pay status. A Health Risk Assessment should be completed annually.



## Help stop fraud, waste or abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health care dollars are not carefully spent. Abuse is doing something that results in needless costs. A health care provider, member or employee can do fraud, waste or abuse.

If you think you have seen or heard of fraud, waste or abuse happening, you have a right — and the duty — to report it:

- An example of provider fraud is billing for services or supplies that you did not get.
- A provider may order tests over and over that are not needed. That is abuse.
- Member waste could be going to the emergency room when you don't need to go.
- Changing a prescription or using a stolen prescription pad is fraud.
- If you ask a driver to take you to a place that has not been approved, that is abuse.

- Acting hostile or abusive in a doctor's office or hospital is also abuse.

If you see or find out about fraud, waste or abuse, make a report. You can do so without leaving your name on our Fraud and Abuse hotline. Just call **1-855-421-2082**. You can also write to us at: Aetna Better Health of Michigan  
1333 Gratiot, Suite 400  
Detroit, MI 48207

You can also report fraud, waste or abuse to the Michigan Department of Health and Human Services, Office of the Inspector General, by calling **1-855-643-7283 (1-855-MI-FRAUD)**. Or write to: Michigan Department of Health and Human Services  
Office of the Inspector General  
P.O. Box 30062  
Lansing, MI 48909

Or report online at **[michigan.gov/fraud](https://michigan.gov/fraud)**. You don't have to leave your name.



## AETNA BETTER HEALTH® OF MICHIGAN

### 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](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.

MI-16-09-03

## 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**).

**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**).

**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**)。

**SYRIAC:** حىنوة: 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**).

**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**)

**ALBANIAN: VINI RE:** Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **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.

**BENGALI:** লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি: খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

**POLISH: UWAGA:** Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

**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.

**ITALIAN: ATTENZIONE:** Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti 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。

**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**).

**SERBO-CROATIAN: OBAVEŠTENJE:** Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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**).

MI-16-09-03

## Member grievance and appeal process

Members have the right to file a complaint (grievance) or dispute an adverse determination (appeal). The health plan asks that all providers cooperate and comply with all Aetna, Medicaid and/or CMS requirements regarding the processing of member complaints and appeals, including the obligation to provide information within the time frame reasonably requested for such purpose.

For further guidance on the member grievance and appeal process, please contact Member Services at **1-866-316-3784**.



## Disease Management

As a member of Aetna Better Health of Michigan, you can have a disease care manager, which we call a care manager. They help you take care of yourself if you have diabetes, asthma or other conditions.

This is part of our care management program. The program is voluntary, which means you can decide to participate or not. You will receive information in the mail to help you take care of yourself.

Your care manager is here to help you find the care and services you need. Your care manager works with you, your doctors and other providers to make sure you receive the right care and services. Our goal is to help you live a healthier life.

If you have a special condition, you are eligible for the program if:

- You're going to the emergency room a lot.
- You're having trouble getting things your doctor has ordered.
- Your doctor just told you that you have a disease such as heart failure or diabetes and you'd like to know more about the illness or the treatment.
- You need services to help you at home.
- Your doctor wants you to see a specialist, but you don't know what to do.

Do you have questions for a care manager, or are you interested in participating? If so, please call Member Services at **1-866-316-3784**.

If you would no longer like to receive Disease Management mailings and want to opt out of the program, please call Member Services at **1-866-316-3784** and ask for the Care Management department.

## Access to our clinical staff

If you need access to a nurse during normal

business hours, 8 a.m. to 5 p.m., call Member Services at **1-866-316-3784** and ask to be connected to a nurse.

If you need a nurse after business hours, call **1-866-711-6664**. You will be connected to our 24-hour nurse line. Members with hearing

impairment, please use our TTY line at **711**.

Language translation is also provided for free by calling **1-866-316-3784**.

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Michigan. 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.