

# Friends



[AetnaBetterHealth.com/Michigan](https://AetnaBetterHealth.com/Michigan)

Aetna Better Health® Premier Plan (Medicare-Medicaid Plan)

## We treat hepatitis C

Hepatitis C is a liver infection caused by the hepatitis C virus. It is spread through contact with blood from an infected person. People with hepatitis C often don't feel sick. In fact, many people do not know how they were exposed to hepatitis C, and when symptoms do appear, they are often a sign of advanced liver disease. Chronic hepatitis C can result in serious, even life-threatening, health problems like cirrhosis and liver cancer.

The Centers for Disease Control and Prevention recommends:

- All adults be tested for hepatitis C at least once in their lifetime

- Persons who are pregnant be tested for hepatitis C during each pregnancy

The test involves a simple blood draw that can be ordered by your doctor. Getting tested can help detect and cure infection before it causes serious health issues. Medications are available that can cure people of hepatitis C with pills

taken once a day for eight to 12 weeks. Curing hepatitis C infection also means that the person cannot transmit the virus to anyone else.

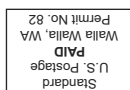
To learn more about hepatitis C testing, call your care coordinator toll-free at **1-855-676-5772 (TTY: 711)**, Monday through Friday, from 8 AM to 5 PM.



You can also visit the Michigan Department of Health and Human Services website for additional information.

**Aetna Better Health Premier Plan Newsletter Spring 2022**

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## 6 ways to cope with spring allergies

Spring brings welcome sunshine and warmer temperatures. But for people with seasonal allergies, it can bring months of misery too. Triggers like pollen and mold can cause itchy eyes, coughing, sneezing and wheezing.

Here's how to keep symptoms away so you can enjoy spring:

**Start meds sooner.** Allergy symptoms can start well before April or May. Trees start releasing their pollen on warm winter days. Once you're exposed to it, your body reacts. Take your medicines as soon as the weather calls for a streak of spring-like days.

**Spring clean.** Sweep away any dust or cobwebs that gathered over winter. Vacuum dog and cat hair from where pets sit and sleep. Furry friends can track in pollen from outdoors.

**Take care of mold.** Mold grows wherever there's moisture. Look for it in bathrooms, basements and other damp places. You can use a mix of



bleach and water to clean up small areas of mold. Be sure to fix any leaks that caused it.

**Keep windows shut.** You may want to welcome spring with open windows, but pollen can drift indoors along with the fresh air. Inside, it can settle on carpets, furniture and bedding. Cool off with a fan or air conditioner instead.

**Visit the doctor.** An allergist can test you and suggest the best treatments for your

allergies. That may include allergy shots or medicine.

**Watch the clock.** Depending on the season and what type of pollen you're allergic to, pollen levels may be better or worse at certain times of the day. Look up when pollen counts will be lowest, and plan outdoor activities around those times.

*Sources: American College of Allergy, Asthma & Immunology; American Lung Association*

### Has your personal information changed?



Any changes in phone number, email or address should be reported to the Michigan Department of Health and Human Services. You can do this by going to the MIBridges website at [Michigan.gov/MIBridges](https://www.michigan.gov/MIBridges). If you do not have an account, you will need to create an account by selecting "Register." Once in your account, when reporting changes, please make sure you do so in both the profile section and the Report Changes area. The Report Changes area is what the local office will use to update the address for your case.

## Quality Management program

It is important to us that you receive quality health care and customer service. At Aetna Better Health Premier Plan, our Quality Management program ensures that our services meet high standards of quality and safety.

### **Our Quality Management program includes:**


- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any chronic conditions or illnesses
- High satisfaction with your doctors and with us

### **Each year, our quality improvement activities include:**

- Contacting you to remind you to get care.
- Sending you postcards or newsletters about health topics.
- Reviewing the number, quality and kinds of services you receive.
- Reminding your doctors and you about preventive health care.
- Making sure you are continuing to get the care you need.
- Meeting the cultural, ethnic and language needs of our members.
- Checking that your calls are answered quickly and that you get the right information.
- Taking actions when we identify issues with the quality of care being provided.
- Evaluating our programs and data trends of how our members receive health care and preventive care services. We compare our findings to national practice guidelines.

Throughout the year, we evaluate our quality programs and data trends related to how our members receive health care and preventive care services. We will share this information with you.



 To learn more about our Quality Management program, visit our website at [AetnaBetterHealth.com/Michigan](https://www.AetnaBetterHealth.com/Michigan). You can call Member Services at **1-855-676-5772 (TTY: 711)** to request a copy of our Quality Management program and to learn more about what we are doing to improve your care.

## Population Health programs to help keep you healthy

We have valued programs to help members be as healthy as possible. Every member is on their own personal health care journey. We can guide you in managing and improving your health. For most programs, we will automatically put you into the program if you are eligible. You can choose to join or leave the program at any time. Call us if you do not want to be part of a program. To learn more about how we can help you with your health care, call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

As a member of Aetna Better Health Premier Plan, you will have your own care coordinator who can help you find the right care and services. Your care coordinator will contact you soon after you are enrolled with Aetna Better Health Premier Plan.

A care coordinator will work with you, your doctors and other providers to make sure you receive the right care and services, with your needs in mind. The goal is to build a care plan just for you to help you live a healthier life. Your care coordinator will meet with you by phone or where you live as often as needed.

Below are some of the programs we offer to keep you healthy. You can learn more about these programs on our website at **[AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan)**.


### Keeping members healthy

Along with your doctor, we will partner with you to get the best care and stay healthy. We want you to visit your doctor each year and get tests or vaccines like:

- Breast cancer screening
- Colorectal cancer screening
- Flu shot
- Eye exam





 We want to help you stay healthy and make sure that you are getting the care and service you deserve. To learn more about how we can help you, call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

### **Managing members with emerging risk**

If you have diabetes or high blood pressure, we will teach you how to take care of yourself. You will learn:

- How to take care of your diabetes or high blood pressure conditions
- How to watch your blood sugar or blood pressure
- Healthy habits that will make you feel better

### **Patient safety and outcomes across settings**

We want you to be informed about the different medicines you may need to take. We can help you with questions you should ask your doctor, like:

- Why am I taking this medicine?
- How should the medicine be taken?
- Are there any side effects or possible allergic reactions to this medicine?

### **Managing multiple chronic conditions**

A care coordinator will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. Your care coordinator will help you if:

- You are going to the Emergency Room a lot.
- You are having trouble getting things your doctor has ordered.
- You need information about a disease or treatment.
- You need help with activities of daily living.
- You have been recently hospitalized and need help getting all your discharge needs met.

At times, you may not need much assistance from a care coordinator, but conditions can change and can be overwhelming. To offer you support, your doctor, hospital discharge planner or other provider may refer you to Case Management. Or a nurse on our health information line may refer you. If you need help, do not wait for a referral. You can self-refer by calling us at **1-855-676-5772 (TTY: 711)** and asking for Case Management.

## The ICT is here to help you



You are not alone in managing your health care needs. An Interdisciplinary Care Team (also known as Integrated Care Team, or ICT) is a team of you, your Aetna Better Health Premier Plan care coordinator, your primary care physician and any other people you choose (family, specialists, friends, therapists, etc.). The ICT members meet together and work for your care. Every member of the ICT is there to help you.

The first goal of the ICT is to identify a list of health goals based on your wants and needs. After listing your goals, the ICT comes up with a plan on how to reach these goals. Throughout the year, the ICT will keep working together to carry out the plan to reach your goals.

When talking with your Aetna Better Health Premier Plan care coordinator, make sure to tell them who you want to be part of your ICT. You can reach your care coordinator by calling **1-855-676-5772 (TTY: 711)** between 8 AM and 5 PM, Monday through Friday.



## Get help transitioning back to your community

Nursing care facility residents who wish to transition back into the community may benefit from supportive services available within Aetna Better Health Premier Plan.

Aetna Better Health Premier Plan care coordinators can help with the community transition process to facilitate returning to a community setting. Call your care coordinator today, toll-free, at **1-855-676-5772 (TTY: 711)**, Monday through Friday, from 8 AM to 5 PM.

Using a person-centered planning process, your care coordinator will develop a transition plan that includes all member goals and is based on individual needs. Below are some ways your care coordinator may be able to help you move from your nursing facility residency to supportive community living.

- Housing or security deposits: a one-time expense to secure housing or obtain a lease
- Utility hook-ups and deposits: a one-time expense to initiate and secure utilities (television and internet are excluded)
- Furniture, appliances and moving expenses: one-time expenses necessary to occupy and safely reside in a community residence (diversion or recreational devices are excluded)
- Cleaning: a one-time cleaning expense to ensure a clean environment, including pest eradication, allergen control and overall cleaning
- Other services deemed necessary and documented within the enrollee's plan of service to accomplish the transition into a community setting

*\*Excludes ongoing monthly rental or mortgage expense, regular utility charges, or items that are intended for purely diversional or recreational purposes.*

## Spot the subtle signs of hearing loss

If you had trouble hearing, you'd know it, right? Not always. In fact, the people around you might notice your hearing problem first.

Hearing loss in older adults tends to happen gradually. So you might not realize you don't



hear as well as you used to. Instead, you might notice that you:

- Have trouble understanding people over the phone
- Find it hard to follow conversations when two or more people are talking
- Have a problem hearing in restaurants or other places with background noise
- Often ask people to repeat what they're saying
- Turn up the TV or radio so loud that others complain
- Think that others seem to mumble
- Have trouble understanding when women and children talk to you

### Have your hearing checked

If you recognize any of these signs, ask your doctor for a hearing test. You don't have to live with hearing loss. Treatment may help you hear better — and join the conversation again.

*Sources: National Institute on Aging; National Institute on Deafness and Other Communication Disorders*

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This newsletter is published as a community service for the friends and members of Aetna Better Health Premier Plan. 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. For information on Aetna Better Health Premier Plan and other options for your health care, call Michigan ENROLLS at **1-800-975-7630 (TTY: 1-888-263-5897)**. Office hours are Monday through Friday, 8 AM to 7 PM. Aetna Better Health Premier Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Aetna Better Health Premier Plan Member Handbook.

**ATTENTION:** If you speak Spanish or Arabic, language assistance services, free of charge, are available to you. Call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

**ATENCIÓN:** Si habla español o árabe, tiene a su disposición servicios de idiomas gratuitos. Llame al **1-855-676-5772 (TTY: 711)**, las 24 horas del día, los 7 días de la semana. Esta llamada es gratuita.

تنبيه هام: إذا كنت تتحدث باللغة الإسبانية أو العربية، فإن خدمات المساعدة اللغوية متاحة لك، مجاناً. اتصل برقم الهاتف **1-855-676-5772 (هاتف الصم TTY: 711)** الخدمة الهاتفية متوفرة على مدار 24 ساعة في اليوم، و 7 أيام في الأسبوع. المكالمات الهاتفية مجانية.

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We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website at or call the phone number listed in this material.

In addition, your health plan provides auxiliary aids and services, free of charge, when necessary to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Your health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, call Customer Service at the phone number on your benefit ID card.

If you believe that we have 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 Grievance Department (write to the address listed in your Evidence of Coverage). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card (TTY: 711). If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at [https://ocrportal.hhs.gov/ocr/cp/complaint\\_frontpage.jsf](https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf).

**ESPAÑOL (SPANISH):** Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

**繁體中文 (CHINESE):** 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。