

## HEALTHY LIVING

### Budget-friendly healthy snacks you'll crave

Picking the right snack can do double duty: It can fuel good energy and health now, and boost immunity to help fight off illness as we enter cold and flu season. But common go-tos like packaged chips, cookies and candy can be pricey and harm your health over time. Instead, try these easy snacks that are good for your health and kind to your wallet.



#### Greek yogurt

It's thick and creamy and loaded with calcium and protein. Throw in some banana slices for potassium, or berries (fresh or frozen) for vitamin C and antioxidants.



#### Apple slices and peanut butter

Together, they serve up healthy fats, protein, and important vitamins and minerals like vitamin E and potassium.



#### Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger and drink up immunity-boosting minerals like calcium, and vitamins A and D.

**Need more ideas?** Nuts like almonds and walnuts, air-popped popcorn with a shake of salt, sliced veggies with hummus, frozen grapes, oatmeal and fruit are all great options.

### IT'S TIME TO RENEW!

Find out how to renew your Medicaid coverage by going to [aetnabetterhealth.com/ny/members/renew](https://aetnabetterhealth.com/ny/members/renew) or call Member Services at 1 855 456 9126 to speak to our Medicaid Recertification Team

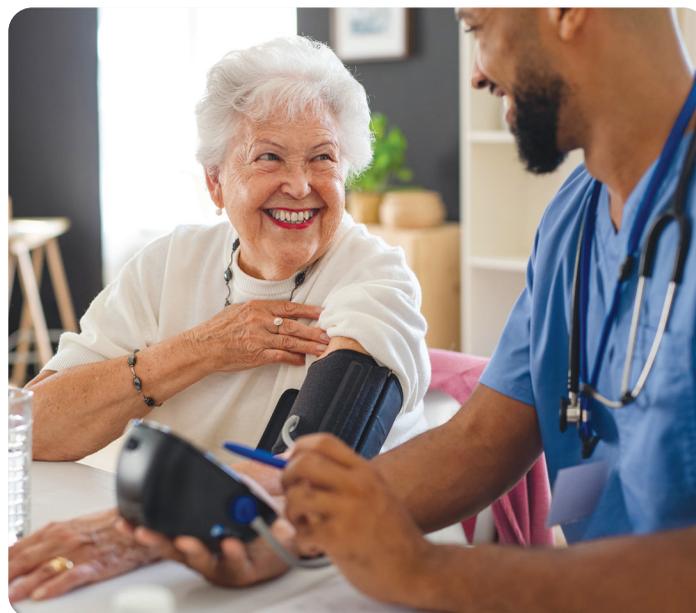
### Meet your care management team

Aetna Better Health provides every member with Care Management Services. Our plan provides you with a care manager who is a health care professional—usually a nurse or a social worker. Your care management team also includes a care management associate.

Your team will work with you and your doctor to decide the services you need and develop your person-centered service plan. Your care plan is based on your health status and health care needs.

# Heart disease 101

Heart disease isn't just one condition. It has many types, including coronary artery disease, congestive heart disease, arrhythmia, heart attack and stroke. But they share a lot of symptoms, and the screenings are often the same too. If you're worried about your heart health, talk to your primary care provider (PCP) about having one of these tests.



## CT scan

This looks for calcium in the arteries, which is a sign of plaque buildup. If the test shows plaque buildup, your doctor may recommend medicine to lower your cholesterol.

## Stress test

This test usually involves walking on a treadmill and monitoring your heart to see how it's working. If you're having chest discomfort, a stress test can help your PCP decide if it's a coronary problem.

## Electrocardiogram (EKG)

This simple, painless test involves placing electrodes on your chest to record your heart's electrical activity.

## Angiogram

If the above tests are abnormal, or if you're having symptoms, you might get an angiogram. This scan shows blood flow through your arteries and veins to check for blockages.

If you think you may be having a heart attack or stroke, call **911** right away. Getting help fast can save your life and make for a better recovery.

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### Symptoms of a heart attack can include:

- Pain or pressure in the chest
- Discomfort in the jaw or neck
- Shortness of breath
- Sweating, nausea or dizziness

## Leave the driving to us!

Here's how to use your transportation benefit

- Aetna offers transportation for medically necessary services, which may include a car service, ambulance or ambulette.
- To schedule transportation, please call us at least three days in advance of your scheduled appointment at **1-855-456-9126 (TTY: 711)**, Monday through Friday, between 8 AM and 5 PM.
- Your care management associate or Member Service representative will be happy to assist you with your transportation arrangements.

**Have questions about your benefits?** Member services are available to you 24 hours a day, seven days a week. Your Member Services team is here to help you get services and answer your questions at any time. Call them at **1-855-456-9126 (TTY: 711)**.

# 5 simple ways to ease anxiety

Ignoring anxiety doesn't make it go away. Use these simple strategies to calm your inner worrywart.

Everyone worries. "We can't help worrying as a first response to unknowns, mistakes or perceived threats," says Tamar E. Chansky, Ph.D., the author of *Freeing Yourself from Anxiety*. But what we do next is key. Chansky suggests these 5 steps.

## 1 Hit reset with mindfulness

Mindfulness is a practice that teaches you how to stay in the moment. Focus on your breathing. Feel the sensations that come with each breath in and out. Simply keep your awareness there for about 5 minutes, bringing it back any time your mind wanders.

## 2 Rename your worry

"Learn to recognize the 'sound' of worry and realize that it's unreliable," Chansky says. Listen for that little voice in your

head that makes worries sound bigger than they are. Then give it a name, like "Miss Perfect," "The Nag" or "The Criticizer." Discounting anxiety with a silly name can help you reduce the weight you give it.

## 3 Fact-check your anxiety

It can help to write down your worries. Next to each, describe what you believe will really happen. Then, do a comparison. When you see the two columns side by side, it might become clear how overblown the worry is.

## 4 Schedule worry time

Just as you would with an overbearing friend, you can set boundaries and make Miss Perfect wait. Choose 5 minutes when you're going to focus on your worries.

## 5 Ask for advice

If you're stuck worrying, call in your own panel of experts in your mind. "Write down four trusted voices of reason: Oprah, the Dalai Lama, your mother, a best friend," Chansky says.

Imagine that you've asked them about the situation. "Even though it's you thinking of the options, you're stretching your perspective and slipping out of the vice grip of your anxiety," she says.



## 4 tips for healthy lungs

Whether you're dealing with a chronic lung condition like asthma or COPD, follow our tips to help you breathe easier.

1. Stick to your treatment. Take your medicine as directed by your doctor, and make sure you are using your inhaler correctly.
2. Get a flu shot. Ideally, by the end of October.
3. See an allergist if needed. Allergies can trigger an asthma attack.
4. If you smoke, quit now. It's the best way to stop more lung damage.

**Visit the dentist.** Your dental services are provided by **LIBERTY Dental Plan.**

Call them at **1-866-674-0982 (TTY: 1-877-855-8039)**, Monday through Friday, 8 AM – 8 PM.

Or call Member Services at **1-855-456-9126, 24 hours a day, seven days a week.**

# Your healthy-all-year secret

**Spoiler alert:** It's vaccinations. They can help you and your family stay well this winter — and for many seasons to come. Here are six vaccinations to keep on your radar. Go to [Vaccines.gov](https://www.vaccines.gov) for a full list.



## Flu (influenza)

**When it's given:** Everyone should get this shot every year to protect against the seasonal flu virus. It takes a few weeks to become effective, so it's best to get it as soon as it's available — usually in September or October.

## COVID-19

**When it's given:** Everyone over age 6 should get at least one COVID-19 shot. Adults over 65 may get an additional dose four months or more after their first dose.

## Pneumococcal

**When it's given:** All adults ages 65 and older, and some younger people (with certain health conditions), should get a pneumonia vaccine.

## Chickenpox and shingles (varicella)

**When it's given:** If you've never had chicken or been vaccinated, you'll need the vaccine now. Adults over 50 can get a shot to protect against shingles, which is caused by the same virus.

## Tetanus, diphtheria and pertussis (Tdap)

**When it's given:** If you've never gotten this shot, get one as soon as possible. Adults need to get a booster every 10 years.

## Meningitis

**When it's given:** Preteens, teens, and college-age adults are the most susceptible, but folks over 50 may need this shot too. Ask your provider what's best for you.

## Beyond physicals

Get screened now

### ✓ Body mass index (BMI)

BMI can show if you're at a higher risk for serious health conditions like diabetes.

### ✓ Hepatitis C

Adults and pregnant women should have this blood test.

### ✓ Lead screenings

Lead poisoning can be serious. Doctors will screen children with a blood test.

### ✓ STIs

All sexually active people should be screened for STIs like HPV, chlamydia and gonorrhea.

**We see your point.** Taking care of your eyes is an important part of your health care. That's why your vision services are covered through eyeQuest. To book an appointment, call eyeQuest at **1-855-873-1282**. Or call your Aetna Member Services team at **1-855-456-9126 (TTY: 711)**.

# Primary care, urgent care or ER?

When you're sick or injured, there's 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 disease management. 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 are equipped to handle life-threatening emergencies. That includes things like serious injuries, major burns, poisoning, or heart attack or stroke symptoms.

Check out the table below for examples of where to go in different situations. Remember to take your Aetna card with you wherever you go for care.

Still not sure where to go? Call the 24-hour nurse line at **1-855-456-9126**. They can help you decide what level of care you need. Your Care Manager can also help you find care near you.

## What is a Health Care Proxy?

A Health Care Proxy (HCP) allows you to choose someone you trust as your representative to make health care decisions for you. If you cannot make medical decisions for yourself, a Health Care Proxy lets your health care providers know who you want making care decisions for you.

If you have not yet filled out a Health Care Proxy form or if you have changes you want made, speak to your Care Manager to find out how to obtain a HCP form or go online to **[www.health.ny.gov/publications/1430.pdf](http://www.health.ny.gov/publications/1430.pdf)**. Just download a blank copy.

Problem	Where to get care:
You've sliced your hand and may need stitches.	<b>Urgent care.</b> They can check to make sure there's no nerve or tendon damage and stitch you up, if needed.
You've spotted a strange freckle.	<b>Primary care.</b> They can determine whether the mark is a problem and refer you to a dermatologist (if needed).
You slipped and fell on your arm, and you're worried it's broken.	<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.
You banged your head and lost consciousness.	<b>Emergency room.</b> You may need a PET or CT scan to check for serious injury. The providers there can prescribe you medication if needed, too.
You're having sudden confusion and weakness in your face, arm or leg.	These could be signs of a stroke. Call <b>911</b> immediately.

## 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>.

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## HEALTHY EATING

# Turkey tacos

Leftovers from your Thanksgiving feast taste twice as delicious mixed with warm cranberry salsa.

- 2 Tbsp olive oil
  - ½ red onion, diced
  - 1 cup corn
  - 1 cup cranberries
  - 1 clove garlic, minced
  - ¼ cup orange juice
  - 1 tsp honey
  - 1 cup shredded cooked turkey
  - 4 corn tortillas
1. Heat oil a medium-size pan over medium heat. Add onion and sauté for about 3 minutes.
  2. Add corn, cranberries, garlic and orange juice, and cook for 3 to 5 minutes, stirring often, until the juice is reduced (almost gone).
  3. Add the turkey to the salsa and heat through.
  4. Divide the turkey-salsa mixture evenly between the 4 tortillas.
  5. Top with garnishes, such as cilantro, green onions or pomegranate seeds, if you'd like.



**Questions or concerns about your health and wellness?** Reach out to your care management team at **1-855-456-9126 (TTY: 711)**, 24 hours a day, seven days a week. Visit **[AetnaBetterHealth.com/NY](https://www.aetna.com/ny)** for more information.