

HEALTHY LIVING

Summer safety secrets

Summertime means more fun in the sun. But too much time outdoors can lead to some warm-weather health hazards. Use these tips to stay safe while you enjoy the season.



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. Visit aetna.com/su24ny-1 or scan the QR code to learn more.



Watch the time

The sun's rays are most intense between 10 AM and 4 PM. Sun exposure and hot temps during this time can lead to heatstroke. And your risk of sunburn is higher too.

If you are outside during peak sunburn hours, stay in the shade as much as you can.

Stay hydrated

Not drinking enough fluids can lead to dehydration. And dehydration can happen faster

in hot weather. Keep a water bottle with you when you're outside. And snack on juicy fruits and veggies — they're filled with water that can help keep you hydrated.

Pick the right SPF

Look for a sunscreen that's SPF 30 or higher and says "broad-spectrum" on the label. This means it protects against both kinds of ultraviolet rays that can cause skin cancer.

Be sure to apply sunscreen at

least 30 minutes before you head outside. And reapply every two hours.

Mind your medications

Some medications can make your skin more sensitive to sunlight, causing it to burn easily. Even popular over-the-counter (OTC) remedies like ibuprofen, naproxen and many antihistamines can increase your risk of sunburn. Ask your primary care provider for more information about your medications.

Smart strategies for managing multiple health conditions

Juggling different medications, specialists and appointments? These tips and tools can help make it easier to take control of your health and feel your best.

Keep track of your test results

Ask for copies of your hospital and lab records and doctors' notes. This way, you can track your progress and watch for changes. And it gives you time to process your health information.

Review your medications

If you're taking more than one medication, it's a good idea to review them with your doctor each year.

They might suggest a medication that combines the work of two of your drugs, for example.

Which means you'll have fewer pills to keep track of. Or they could offer alternatives that help you steer clear of unwanted side effects.

Keep a symptom journal

It can be hard to keep track of symptoms, especially if they change over time or are unpredictable. But those details can help you and your provider make decisions about treatment and lifestyle changes.

Find a notebook or notepad to use as a symptom tracker. Or use a notes app on your phone. Write down what symptoms you

have, how often you have them and how they make you feel. Share this information with your provider each time you meet.

Educate yourself

We're not talking about going back to high school or college. But you should try to learn as much as you can about the health conditions you have.

Ask your doctor to suggest reliable websites where you can find out more about the latest research and treatments. When you understand your health situation better, it will be easier to ask the right questions at your doctor appointments.



Opt in to Healthix. Consenting to Healthix means your care team members can easily share information with each other, improving the quality and safety of your care. Visit [AetnaBetterHealth.com/ny/members/resources/healthix](https://www.aetna.com/better-health/ny/members/resources/healthix) to learn more.



Your diabetes checkup checklist

Diabetes affects your whole body. But you can prevent serious problems with regular self-care and checkups. Use these guidelines from the Centers for Disease Control and Prevention to stay on top of your health.

Need help communicating by phone?

New York Relay helps people who are deaf, hard of hearing, deafblind or have a speech disability make phone calls. Relay calls can be made anytime to anyone, anywhere in the world, by dialing **711**.

All Aetna Better Health® of New York staff are trained to assist members who are deaf or hard of hearing (TTY/TDD) as well in the use of NY Relay (**711**) for phone calls.

Visit nyrelay.com for more information.

Daily checks

- ✔ **Blood sugar.** Talk to your care team about how often to check your blood sugar at home. Write down your numbers and bring them with you to your appointments.
- ✔ **Foot check.** Call your care team if you notice any cuts, sores, blisters, redness or swelling on your feet.
- ✔ **Medications.** Take your medicines as prescribed by your doctor.

Biannual checks

- ✔ **Dental exam.** Keep your teeth and gums healthy with twice-a-year cleanings. Tell your dentist you have diabetes.
- ✔ **A1C test.** This blood test measures your average blood sugar levels over the past few months. Your care team may want to test this more often.
- ✔ **Doctor visit.** Talk to your care team about how often you should see your provider.
- ✔ **Blood pressure.** Get this checked every time you see your doctor.

Yearly checks

- ✔ **Dilated eye exam.** A yearly eye exam can help find diabetes-related problems early, when they're easier to treat.
- ✔ **Kidney tests.** Regular kidney checks can help prevent or slow kidney problems.
- ✔ **Cholesterol test.** This helps monitor your risk of heart disease.
- ✔ **Complete foot check.** Have your doctor do a full foot check at least once a year. They may refer you to a podiatrist (foot specialist) if needed.



Keep your benefits at your fingertips. Access your plan benefits from anywhere through your online Member Portal or in the Aetna Better Health app. Visit AetnaBetterHealth.com/newyork/member-portal.html to get started!



Signs your “bad mood” could be something more serious

It’s normal to feel angry or sad sometimes. But it can be hard to tell whether you’re just in a funk or have a more serious issue. Here are four signs that it’s time to reach out for help.

✔ Your anxiety or sadness is hanging around

Anxiety or sadness can be a normal reaction to stressful situations or life events. But if those feelings stick around for more than several weeks and aren’t getting better, it might be time to seek treatment.

✔ You need a glass of wine

All addictive behaviors aim at soothing an uncomfortable feeling. That could mean turning to alcohol, prescription medicines or gambling to cope. Even endlessly scrolling through your phone can be a problem.

If you notice an increase in addictive or coping behaviors, it could be a sign of a bigger problem.

✔ You’re struggling to keep up with your responsibilities

Depression and anxiety can make it hard to stay on top of work, household chores and even personal hygiene. Any time your mood starts to interfere with your day-to-day life, it could be a sign that it’s time to seek help.

✔ Your health habits have changed

Conditions like anxiety and depression don’t just cause changes in your mood. They’re linked to plenty of other health issues, like gastrointestinal problems, headaches, trouble sleeping and changes in your appetite.

Talk to your primary care provider (PCP) if you notice any new health issues. They can help rule out any physical problems and refer you to a mental health provider if needed.

Help is here for you

Talk to your PCP if you’re concerned about your mental health. They can refer you to a mental health provider if needed to help diagnose the problem. Once you have a diagnosis, your care team can come up with a treatment plan to help you feel better.

If you’re ever having thoughts about harming yourself or someone else, it is an emergency. Call **911** or go to a local emergency room. You can also call or text the Suicide & Crisis Lifeline at **988**. The Lifeline provides free and confidential support 24 hours a day, 7 days a week.

Have you appointed a health care proxy? This is someone who can make health care decisions for you in case you can’t make them yourself. Talk to your case manager to learn more about health care proxies and how to appoint one.



5 strategies to keep your heart healthy

These small lifestyle changes can make a big difference. Can't make them all? Start with one and work your way up. Each change brings you one step closer to reaching your health goals.

1 Limit salt

Too much sodium from salty foods can raise blood pressure. Packaged foods are a top source of sodium. Check nutrition labels and opt for low- or reduced-sodium foods when possible.

2 Sneak in fruits and veggies

It's tough — and even impossible — to make every meal perfectly healthy. But adding

in some fruits or vegetables is a great way to get a nutrient boost out of every meal. Even a few tomato slices on your sandwich or a handful of berries in your yogurt count.

3 Choose high-fiber foods

Fiber has loads of health benefits. It can help lower your bad cholesterol. And it can help you maintain a healthy weight. Get fiber from plant foods such

as leafy greens, whole grains, avocados and nuts.

4 Stick to a schedule

Your metabolism, gut and blood sugar will regulate when you eat at around the same time every day. Don't worry about whether you're eating breakfast at 7 AM or noon. Just pick a time that works for you to eat your meals or have a snack. Then try to stay consistent.

5 Keep moving

Adults should get at least 150 minutes of moderate-intensity activity each week. That includes activities such as brisk walking or dancing. You don't need long sweat sessions at the gym to meet this goal. A 10-minute walk a couple times a day can get you there too.

NOTICE OF NON-DISCRIMINATION

Aetna Better Health of NY complies with Federal civil rights laws. **Aetna Better Health of NY** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of NY provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Aetna Better Health of NY** at 1-855-456-9126. For TTY/TDD services, call NY Relay 711.

If you believe that **Aetna Better Health of NY** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator at:

Mail: Attn: Civil Rights Coordinator
P.O. Box 818001
Cleveland, OH 44181-8001

Phone: 1-888-234-7359 (for TTY/TDD services, call NY Relay 711)

Email: MedicaidCRCoordinator@aetna.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH
Building Washington, DC 20201
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

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**).

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.

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**).

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**)。

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**).

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**).

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

AMHARIC: ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ደጋፍ አገልግሎቶችን ማግኘት ይቻላል። በአርሲዎ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

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**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

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.

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।

KRU: TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-à win kwa cetiyo + ne-là, i belé-ó bi má-ó mù bò kó putu bò. Dà nobâ né ê nea-ó ñ-à jié jipolê kateh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRUBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí ó bá sọ èdè Yorùbá, àwọn olùrànlówó ìpèsè èdè tí wá ní lẹ fún ọ lófèé, pe nọhà tí ó wà lẹyìn káàdì ìdánimò rẹ tàbí **1-800-385-4104** (TTY **711**).



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New York, NY 10178

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Book these key exams

Want to stop health problems in their tracks — or catch them early? These four exams are the key to doing just that.

- ✔ **Annual checkup.** Your primary care provider (PCP) will review your medications and make sure you're up to date on screenings. They can also help you schedule any vaccines you may need.
- ✔ **Eye exam.** Yearly eye exams help make sure your vision is in good shape. Your eye doctor can update any prescription for glasses or contacts. They'll also be on the lookout for eye issues like glaucoma or cataracts.
- ✔ **Dental checkup.** Your chances of cavities, gum disease and tooth loss go up as you age. Visiting your dentist can help stop these issues from happening.
- ✔ **Hearing exam.** Loss of hearing can lead to falls, trouble focusing and feelings of isolation. Getting your ears checked every year is important for avoiding these problems.



Learn more about your plan with your Member Handbook.

Visit aetna.com/su24ny-2 or scan the QR code to view it online. Or call Member Services at **1-855-456-9126 (TTY: 711)** to have one mailed to you.