

HEALTHY LIVING

3385422-17-01 (07/24)

Screen today for a healthier tomorrow

Health screenings aren't just for older adults. Start these five in your younger years to take control of your health.



NEED TO RENEW?

You must renew your coverage every year.

Look for your renewal notice in the mail. Visit aetna.com/su24tx-1 or scan the QR code to learn more.



Blood pressure

All adults should get their blood pressure checked every three to five years. If you're over 40, get it checked every year.

Cholesterol

Experts recommend checking your cholesterol every four to six years. Ask your doctor if it's time to get yours checked.

Cervical cancer

Women 21 to 65 years old should get screened every three to five years.

Diabetes

The American Diabetes Association recommends that everyone start screening for diabetes at 35 years old. But your doctor may recommend screening earlier if you are at high risk.

Sexually transmitted infections (STIs)

If you are sexually active, talk to your doctor about getting tested for STIs like HIV, gonorrhea and chlamydia.

We have preventive health guidelines to help you stay healthy. Your doctor will recommend screenings based on your health history. You may need to be screened more often or earlier for certain conditions.

Make an appointment with your doctor today! Don't have one? Visit [AetnaBetterHealth.com/texas/find-provider](https://aetna.com/health.com/texas/find-provider) to search our provider directory. Or call Member Services for help.

Summer safety secrets

From picnics in the park to pool parties and baseball games, summertime means more fun in the sun. But too much time in warm weather can lead to health risks such as sunburn, heat stroke, bug bites and dehydration. Use these helpful tips to avoid any health troubles while being outdoors.

Limit time in the sun

Avoid sunburn by planning your outdoor activities when the sun's rays are less intense. This is usually before 10 AM and after 4 PM. If you are outside during peak sun hours, stay in the shade as much as you can.

Stay hydrated

Drink plenty of water throughout the day, especially if you're being active. Fruits and veggies are filled with water too. Choose them if you're looking for a snack.

Dress for the weather

Choose light, loose-fitting cotton fabrics. Add sunglasses and a hat to protect your eyes and face from the sun.

Keep the bugs away

Remember to apply insect repellent if you're going to be outside, especially at night. For extra protection, cover up around grassy areas or standing water, where bugs like mosquitoes are most likely to be.

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 ultraviolet A and B rays, which both cause skin cancer. If you will be in the water or sweating, look for sunscreen that is water resistant. Remember, you can get sunscreen at no extra cost as part of your OTC benefit!

Apply sunscreen often

Put sunscreen on at least 30 minutes before going outside. Reapply every two hours, or more often if you're swimming or sweating. Be sure to wear sunscreen on cloudy days too.

Keep babies shaded

For babies under 6 months, it's best to keep them in the shade and covered with protective clothing. Babies' skin can burn easily. And they may be more sensitive to side effects from sunscreen.

Check medicines

Some prescription and over-the-counter medicines can make skin more sensitive to sunlight. Ask your doctor if any medicines you're taking might increase sun sensitivity.



Talk to a registered nurse anytime. Sometimes your health questions can't wait until your next doctor visit. For help when you need it, call our 24-hour Nurse Line, at no extra cost to you, at **1-800-556-1555 (TTY: 711).**



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.

Get help managing diabetes

Diabetes can be a lot of work to handle alone. And it's important to learn as much as you can about your diabetes.

Our care management program is here for you. Our team will work with you and your providers on a care plan that meets your needs.

If you have a question or would like to speak to the care management team, call Member Services:
Bexar: **1-800-248-7767**
Tarrant: **1-800-306-8612**

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 doctor.
- ✔ **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. You can access your plan benefits from anywhere through your online Member Portal or Aetna Better Health® app. Visit [AetnaBetterHealth.com/texas/member-portal.html](https://www.aetnabetterhealth.com/texas/member-portal.html) to get started!

Signs your child might need therapy

Every child goes through rough patches. But when those strong emotions persist and nothing you do seems to help, you may wonder: *Should my child see a therapist?*

It's a hard question to answer. Young kids often don't know how to explain what's wrong. So it's important to watch for changes in their mood or behavior that last for two weeks or longer. Notable signs may include:

- Dropping grades or trouble focusing in school
- An increase in temper tantrums or angry outbursts
- Regressions in behavior, like becoming more clingy or talking like a baby (more common in younger kids)
- Sleeping or eating more or less than normal
- Self-injury or self-destructive behavior
- Suddenly becoming less social or more withdrawn from friends and family
- More unexplained physical complaints, like stomach aches or headaches

If you notice any of these signs, try to talk to your

child about what's going on. It might not be easy to get them to open up to you. That's when bringing in a third party, like a therapist, can help.

You'll want to find the right therapist for your child's age and the issues they're dealing with. Try asking your child's pediatrician or a school counselor for suggestions.

Encourage your child to try seeing a therapist at least once to see how it goes. And remind them that therapy is very common. Lots of people find it helpful to talk through their feelings with someone new.

Help when you need it

Don't go through life's challenges alone. Our friendly robot Pyxir and the compassionate humans at Pyx Health are here to help you:

- Find resources to support your physical and mental health
- Make the most of what your health plan offers
- Feel better each day with companionship and humor

Sign up today! Go to [HiPyx.com](https://www.hipyx.com) or download the Pyx Health app on your smartphone to get started.

Questions? Call Pyx Health at **1-855-499-4777** for a helping hand.



Learn more about your plan with your Member Handbook.

Visit aet.na/su24tx-2 or scan the QR code to view it online.

Or call the number on the back of your ID card to have one mailed to you.

Family planning is important

Family planning means having a plan about when, or if, you want to start a family. The time to start thinking about this is months before you become pregnant.

If you don't plan to become pregnant anytime soon, ask your doctor about birth control options. Some of these need a prescription (like birth control pills). Others are available over the counter (like condoms).

Ready to start a family? Take these steps before you're pregnant to improve your odds of a healthy pregnancy and a healthy baby:

✔ Get better control of your diabetes, asthma, depression, etc. Ask your doctor if you'll need to change your medicines before getting pregnant.

✔ Work toward a healthy weight by eating well and staying active every day.

✔ Begin taking prenatal vitamins.

✔ Ask your doctor if your vaccinations are up to date.

✔ Talk with your doctor about diseases that run in your family.

✔ Stop vaping and smoking, drinking alcohol or using drugs. Get help if you can't stop on your own.

If you find out you're pregnant, make an appointment as soon



as possible with your health care provider, ideally within the first three months.

Aetna Better Health® of Texas offers the following services:

- Family planning services with any family planning provider or clinic that accepts Medicaid
- Yearly well-woman exam and Pap test to screen for cervical cancer
- Testing for sexually transmitted infections (STIs); education and prevention of STIs
- Birth control medications

- Pregnancy testing and counseling. You may see an ob-gyn doctor or specialist, if needed. Your primary care provider can refer you, or you can self-refer.
- Value-added benefits such as our Promise Program, which rewards you with gift cards, baby items or diapers for enrolling with your Care Manager and completing prenatal and postpartum visits.

For more information, go to [AetnaBetterHealth.com/health-wellness/womens-health.html](https://www.aetna.com/health-wellness/womens-health.html).



Your opinion matters

Every year, we host meetings with the Member Advisory Group (MAG) to talk about what is working for us and what needs improvement.

All plan members and staff are welcome to join the MAG. Together, we come up with ways to improve our services and help members get the care they need.

To join the MAG:

1 Go to [Aetna BetterHealth.com/texas/contact-us-form.html](https://www.aetna.com/betterhealth.com/texas/contact-us-form.html).

2 Fill out the form. Answer “Yes” to the question “Are you an Aetna Better Health® of Texas member?”

3 In the comments, note that you want to join the STAR MAG.

Or call the number on the back of your member ID card to tell us you'd like to join.

Your back-to-school checklist

Summer break is a great time to get your or your child's key health checks done. Schedule these appointments before heading back to school:

- ✓ **Annual well-child visit.** School-age kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities too.
- ✓ **Immunizations.** At the well-child visit, ask your child's doctor if they're due for any routine vaccines. Check with your child's school too, to see if they require certain vaccines.
- ✓ **Dental cleaning and exam.** Experts recommend dentist visits every six months to prevent cavities and other problems.
- ✓ **Eye exam.** Your child should have their vision checked every one to two years. If your child wears glasses, they may need to go to the eye doctor more often.

These health checks and more are covered by your child's plan at no cost to you. Better yet, you can earn rewards for completing some preventive care visits.



Get rewarded for taking care of your child's health.

You can earn gift cards for completing well-child checkups and more. Visit [AetnaBetterHealth.com/texas/rewards-program.html](https://www.aetna.com/betterhealth.com/texas/rewards-program.html) for more information.

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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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
P.O. Box 818001
Cleveland, OH 44181-8001
Telephone: **1-888-234-7358 (TTY: 711)**
Email: 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.

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**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **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**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**)。

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**).

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**).

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**).

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**).

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**).

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.

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.

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**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**).