

FAMILY HEALTH



NEED TO RENEW?

You must renew your coverage every year. Look for your renewal notice in the mail. Visit aetna.com/su25va-1 or scan the QR code to learn more.



Don't skip this key vaccine

This often-overlooked vaccine can help stop certain cancers. Learn when to get it, along with other life-saving shots.

Kids need vaccines throughout their childhood. The shots help prevent diseases that can cause serious illness, long-term

health problems or even death.

But there's one important vaccine you may be overlooking: the HPV vaccine.

HPV stands for human papillomavirus. It's a common virus that spreads through sexual contact. Nearly everyone will be infected with HPV at some point. It usually has no symptoms. But it shouldn't be ignored.

Some strains of HPV can lead to cancer later in life. In fact, HPV is the most common cause of cervical cancer. That's why the

HPV vaccine is so important. It helps protect your child against the HPV strains that are most likely to cause cancer.

The Centers for Disease Control and Prevention recommends two doses of HPV vaccine for all kids at 11 to 12 years old. But they can get it as early as 9 years old. Talk to your child's doctor or go to cdc.gov/hpv to learn more.

[Continue reading for a complete guide to childhood vaccines on page 2.](#)

Your guide to childhood vaccines













The Centers for Disease Control and Prevention recommends a schedule for vaccines from birth to teen years (see table). Your child’s doctor can give them shots during well-child visits. Ask for a copy of your child’s vaccine records.



Protect your child before birth

Getting certain vaccines while you are pregnant can protect you *and* your child. If you’re pregnant, ask your doctor about getting these vaccines:

- Whooping cough
- Flu
- COVID-19
- RSV (respiratory syncytial virus)

VACCINE	PROTECTS AGAINST	WHEN TO GET IT
 DTap/Tdap	Diphtheria, tetanus and pertussis (whooping cough)	2 months, 4 months, 6 months, 15–18 months, 4–6 years, 11–12 years
 HepB	Hepatitis B, a type of liver infection	Birth, 1–2 months, 6–18 months
 HepA	Hepatitis A, a type of liver infection	12–13 months
 Hib	<i>Haemophilus Influenza</i> type B, which can cause meningitis or pneumonia	2 months, 4 months, 6 months, 12–15 months
 HPV	Human papillomavirus, which can cause cervical and other cancers	11–12 years
 Flu	Yearly flu viruses	Once a year after 6 months
 IPV	Polio, which can cause paralysis	2 months, 4 months, 6–18 months, 4–6 years
 MenACWY	Meningococcal disease, which can cause meningitis or blood infections	11–12 years, 15–16 years
 MMR	Measles, mumps and rubella viruses	12–15 months, 4–6 years
 PCV13	Pneumococcus, which can cause pneumonia	1 months, 4 months, 6 months, 12–15 months
 RV	Rotavirus, which can cause fever, vomiting and diarrhea	2 months, 4 months, 6 months
 Varicella	Chickenpox	12–15 months, 4–6 years



Earn rewards for vaccines. Your plan covers routine vaccines at no extra cost. Better yet, you or your child can earn rewards for getting vaccines on time. Go to AetnaBetterHealth.com/virginia/rewards-program.html for more info.

How to keep your heart strong

Your heart is one of the most important parts of your body. It pumps blood to all your organs and keeps you alive and active. Here's a guide to some common heart problems. Plus, how to take care of your heart and what to do if something feels off.

Common heart issues

High blood pressure: This happens when the force of blood pushing through blood vessels is too strong. Over time, it can lead to problems like heart disease, kidney disease, stroke and more.

High cholesterol: Cholesterol is a fat that can build up in your arteries and block blood flow. Think of it like a clogged pipe. If it gets blocked, blood can't pass through easily.

Heart disease: This includes problems like:

- Blocked arteries (when cholesterol builds up and blocks blood flow)
- Irregular heartbeat
- Heart attack

Heart health screenings

Just like you go to the dentist to check on your teeth, you need to go to your primary care provider (PCP) to check on your heart.

Your PCP can make sure your heart is healthy by running tests, such as a:

- **Blood pressure check:** Measures how hard your blood is pushing in your arteries



- **Cholesterol test:** Checks how much cholesterol is in your blood
- **Electrocardiogram (EKG or ECG):** A diagnostic test that monitors your heart's electrical activity

Signs of an emergency

Sometimes, your heart might give you signs that something isn't right.

If you have any of the following symptoms, call **911** or go to the emergency room:

- Chest pain
- Trouble breathing
- Fainting or sudden dizziness

Heart health tips

- Eat nutritious foods like fruits, vegetables, whole grains and lean meats. And watch out for salty foods, which can raise blood pressure.
- Stay active with any kind of movement you enjoy.
- Don't smoke and avoid secondhand smoke.
- Find ways to manage stress. Try breathing exercises or meditation.
- See your primary care provider for regular checkups and screenings.



Get more tips for healthy living.

Scan the QR code or go to aet.na/su25va-0 to browse our health and wellness library. You'll find articles packed with info to help you feel your best.

Make meals easy with the diabetes plate method

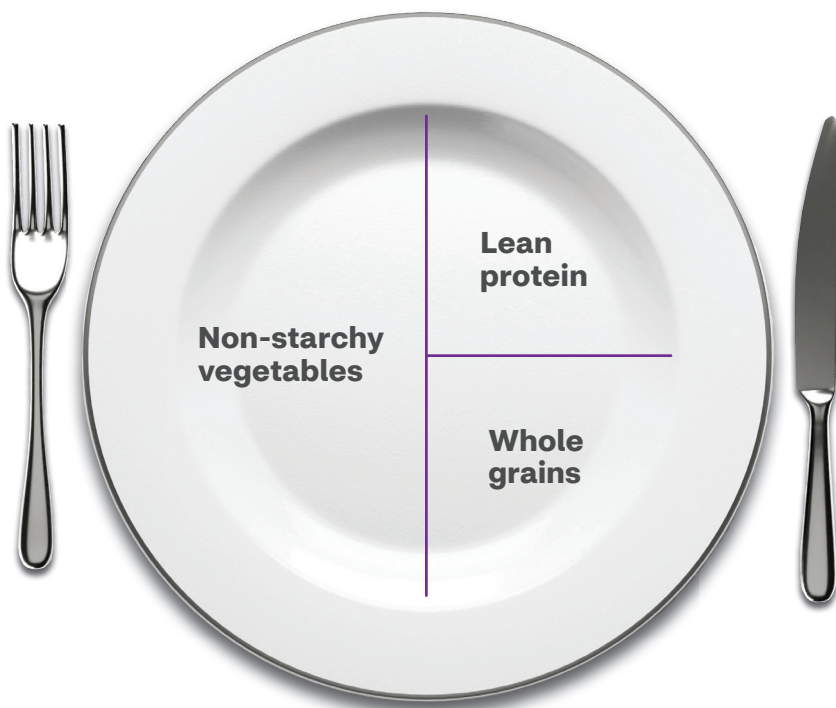
Living with diabetes doesn't have to stop you from enjoying tasty meals. This simple approach to filling your plate can help keep your blood sugar steady:

✓ Fill half your plate with non-starchy vegetables like leafy greens, peppers, broccoli, summer squash, carrots, cabbage and more.

✓ Fill a quarter of your plate with lean protein like chicken, fish, tofu or eggs.

✓ Fill the last quarter of your plate with carb-rich foods, like:

- Whole grains
- Starchy vegetables (like potatoes, corn or peas)
- Fruit
- Beans



The plate method is an easy way to keep carbs in check while getting plenty of protein, fiber, vitamins and minerals. Try it out with these simple recipes.

VEGETABLE STIR-FRY

(serves 2)

1 tablespoon oil

3 cups fresh or frozen mixed vegetables (such as carrots, bell peppers, broccoli)

2 eggs

2 tablespoons teriyaki sauce (look for low-sodium options)

1 cup cooked brown rice

Optional: Chicken, tofu or other lean protein

Heat the oil in a large skillet over high heat. Add the mixed vegetables and cook for 5-7 minutes. Move the vegetables to one side of the pan and crack the eggs into the other side. Stir quickly to scramble, mixing into the vegetables. Stir in the teriyaki sauce and protein, if desired. Serve over cooked brown rice.

GRILLED CHICKEN AND VEGETABLE SKEWERS

(serves 2)

2 boneless, skinless chicken breasts, cut into cubes

1 bell pepper, cut into chunks

1 zucchini, cut into rounds

1 red onion, cut into chunks

2 tablespoons olive oil

1 teaspoon of your favorite spice or herb blend

Optional: whole grain pita and yogurt for serving

Heat your grill or pan over medium-high heat. Thread the chicken and vegetables onto skewers. In a small bowl, mix the olive oil and spice or herb blend. Brush the skewers with the oil mixture. Grill the skewers for 10-12 minutes, turning occasionally. Serve with whole grain pita and a dollop of yogurt.



Help us improve your care experience

We want to give you the best care possible. Your feedback helps us know what we are doing well and what we need to improve.

Here's how we're working to make your experience better:

Listening to you

We use surveys like the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) to hear your thoughts on how easy it is to get care and how well your doctors talk to you. CAHPS is a program of the Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services.

Acting on feedback

We use your answers to make

services better, like care coordination, follow-up after hospital visits and access to specialists.

Making it easier

We're improving how we talk to you — whether by phone, text or online — to make sure you get the right information at the right time.

We encourage you to complete any satisfaction surveys you receive. Your input helps us improve care for you and your community.

Questions?

If you have questions or need help, call Member Services. Their number is **1-800-279-1878 (TTY: 711)**. They are available 24 hours a day, 7 days a week.

We care about your privacy

We protect your personal health information (PHI). That includes your race, ethnicity, language, sexual orientation and social needs info. We only share your info when needed and as allowed by law.

You have rights over your health data. That includes how it's used and who can access it. Go to **Aetna BetterHealth.com/health-optimization-disclaimer.html** to learn more about your privacy rights and how we safeguard your data.



Learn more about your plan with your member handbook.

Visit aetna.com/su24va-2 or scan the QR code to view it online.

Or call Member Services to have one mailed to you.



Why therapy is good for everyone



In both good times and bad, seeing a therapist can lead to a happier, healthier life. Here's how.

✓ It can improve your relationships

We have all sorts of relationships — with our partner, children, parents and coworkers. Misunderstandings and rough patches are a normal part of all of them. A therapist can help you find ways to understand other's emotions and communicate better.

✓ It can help you manage health issues

Depression and anxiety are common in people with chronic conditions. And, poor mental health can make it harder to manage your illness. Talking to a therapist can help you:

- Stay on track with treatment
- Ask for help
- Focus on self-care
- Stay away from unhealthy coping habits like smoking, alcohol or emotional eating

✓ It can help you reach your goals

We all have dreams and goals. If you're feeling stuck, a therapist can help you break old patterns and habits that are holding you back. They can help you create a plan for going after your goals. And they can share tips for staying motivated. That's something we all need at different times in life.

Your plan may cover therapy or other behavioral health services. Go to at [AetnaBetterHealth.com/virginia/behavioral-mental-health.html](https://www.aetna.com/betterhealth/virginia/behavioral-mental-health.html) or call us for more info.

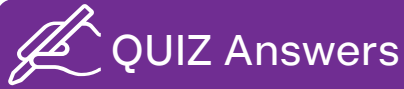
Know the signs of substance use disorder

Addiction can happen to anyone — teens, young adults, even seniors. And because symptoms can be mistaken for other problems, they're not always easy to spot. Here are some common signs to watch for.

- Changes in hygiene habits or not caring about how they look
- Sleeping more or less than normal
- Withdrawing from friends and family or hanging out with a different group of friends
- Changes in mood or behavior
- Missing classes, getting lower grades or losing interest in activities
- Unexplained money issues, or you notice money or items missing from your home
- Changes in physical health, like sudden weight loss or gain

If you notice some of these signs in a loved one, try talking to them about the problem. Remember to talk to them with compassion and curiosity, not judgment.

Talk to a therapist at home. MDLIVE lets you talk by video with a therapist or psychiatrist wherever you are, whenever you need it. They can even write prescriptions and send them to your pharmacy. Go to app.mdlive.com/landing/aetnava to get started.



How high is your health literacy?

Health literacy means being able to find, understand and use basic health info. Good health literacy can help you get the care you need, when you need it. Take our short quiz on page 8, then find out how you did with the answer key below.

1 What is the best way to prevent the flu?

Answer: © Getting a flu shot

Flu vaccines help your body build immunity to flu viruses. And, yes, you need to get a shot every year. The flu shot is custom-made to fight the most common strain of the virus each year. It's best to get your flu shot in the early fall, before flu season starts.

2 How often should adults get a checkup with their primary care provider (PCP)?

Answer: Ⓐ At least once a year

Regular checkups can help you catch health issues early and stay up to date with needed tests and shots. And don't forget to let your PCP know if you go to an urgent care, the emergency room or other providers. That way they have a complete picture of your health.

3 Which of these can an urgent care center treat?

Answer: Ⓓ All of the above

Urgent care centers are a great place to go for problems that are too urgent to wait for a PCP visit, but not life-threatening. They can treat minor injuries, mild illnesses and more. If you're not sure where to go for care, call your plan's 24-hour nurse line. They can help you make the best choice.

4 What should you do if you miss a dose of medicine?

Answer: Ⓓ Ask your provider

Every medicine is different. It's best to check with your PCP if you ever miss a dose. You can also check the medicine's package for instructions. Can't get a hold of your PCP? Call your pharmacist or our 24-hour nurse line for help.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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)**.

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)**.

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)**

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



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4500250-04-01 (08/25)



Test your health literacy

Think you know how to take care of your health? Take this quick quiz to test your health smarts. Find the answers inside on page 7.

← Find the
answers inside!

1

What is the best way to prevent the flu?

- (A) Taking antibiotics
- (B) Eating more fruits and vegetables
- (C) Getting a flu shot
- (D) Staying inside all the time

2

How often should adults get a checkup with their primary care provider (PCP)?

- (A) At least once a year
- (B) Only if they have a specific health concern
- (C) Only when they feel sick
- (D) Only if they are over 65

3

Which of these can an urgent care center treat?

- (A) Urinary tract infection
- (B) A cut that may need stitches
- (C) Nausea, vomiting and/or diarrhea
- (D) All of the above

4

What should you do if you miss a dose of medicine?

- (A) Don't worry — it's not a big deal if you miss a dose
- (B) Take the dose as soon as you remember
- (C) Take 2 doses the next time you're scheduled to take it
- (D) Ask your provider