



# Caring



[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)

Aetna Better Health® of Virginia

## New community resources now available on our website.

At Aetna Better Health of Virginia, we are here to help you with your health care needs. Your health care needs can be affected by a lot of things in your life. This can include your access to healthy foods, housing, child care, and more. Because of that, we have updated our community resources section on our website. You can now find resources close to you for things like:

- Food
- Housing

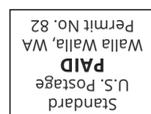
- Heating, cooling, and other utilities
- Education and job training
- Child care

There are many more resources too. Visit our website to see what community resources are near you. Go to

**[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**. Select “Health & Wellness” at the top of the screen. Then, select “Community Resources” on the drop-down menu at the left-hand side of the page.

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Aetna Better Health® of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458

## Get rewarded for getting your well-woman exam.

Have you had your well-woman exam this year? It's important to get your well-woman exam and screenings. Call your primary care provider or OB-GYN. Ask if you are due for a Pap smear or a mammogram. Members who have these services can get rewarded.

Visit our website at **AetnaBetterHealth.com/Virginia**. Then, select "For Members." Scroll down and select "Forms" on the sidebar. Select "Medallion 4.0 Well-Woman Flyer." Bring it with you to your appointment so your provider can complete the form on the second page.

Members who get these services done and have their provider send this form back to us will receive the following incentives in a Walmart gift card:

- Mammogram: \$15
- Pap smear: \$15

These services must be completed this year to qualify. You also must be an Aetna Better Health of Virginia member at the time of your visit.

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



## Breathe better. An easy plan to keep your asthma in check.

Inhale. Exhale. For someone with asthma, breathing can be frustrating and sometimes scary.

Here's how you can get your asthma under control, so you can breathe better and do the things you love.

### It's easy to create an asthma action plan

All people with asthma should have an asthma action plan. It's a written plan that you develop with your doctor to help control your asthma. An asthma action plan is an important tool to share with caregivers of children with asthma, including day care providers, schools, and after-school programs.

Your asthma action plan should include:

- Triggers (things that make your asthma worse)
- Medicines to take and when to take them
- How to handle worsening symptoms or attacks
- When to go to the doctor, ER or urgent care

You can download and print an asthma action plan. Visit your school district's website. You may also find it on your local health department's website.

Remember to work with your doctor to create a plan that's right for you or your child.

As an added benefit, Aetna Better Health of Virginia invites members with asthma to participate in the Better Breathing program. To learn more about this program, call Member Services. Their number is **1-800-279-1878 (TTY: 711)**.

## Get your free cellphone today.

Did you know? You may be able to get a free cellphone as a member of Aetna Better Health of Virginia. Members who are at least 18 years old can receive both a free cellphone and cell service. Cell service includes:

- 350 minutes per month
- Data each month
- Free unlimited texting
- Free calls to Member Services

Additional Aetna Better Health of Virginia benefits include:

- Health tips and reminders by text
- Calls to Member Services that won't count against your monthly minutes

- One-on-one texting with your health care team

For more information on how to get your free cellphone, visit our website. Go to [AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia). At the top, select "For Members." Then, select "Free Cell Phone" on the left side of the page.

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## Colorectal cancer: Your questions answered.

Colorectal cancer is one of the most common cancers in the U.S. for both men and women.

But as common as it is, how much do you know about it?

Here are answers to four frequent questions about colorectal cancer. What you learn might save your life.

**Q:** *How does colorectal cancer develop?*

**A:** It usually begins as noncancerous growths called polyps. It can take years before polyps turn into cancer.

**Q:** *Who's most at risk?*

**A:** About 90% of all cases occur in people 50 and older. Risk rises with age. Your chance of developing colorectal cancer also increases if you have:

- An inflammatory bowel disease, such as Crohn's disease or ulcerative colitis

- A personal or family history of colorectal polyps or colorectal cancer
- A rare inherited condition, such as Lynch syndrome

Being overweight, not getting enough exercise and eating a diet that's high in red meat may also raise your risk.

**Q:** *What symptoms should I look for?*

**A:** Warning signs of colorectal cancer include:

- A change in bowel habits, such as diarrhea or constipation
- Bright red or very dark blood in your stool
- Stools that look narrower or thinner than normal
- Stomach discomfort, such as frequent gas pain, bloating, and cramps
- Unexplained weight loss

Symptoms often appear only after colorectal cancer has spread and is more difficult to treat. That's why getting

screened for the disease is so important.

**Q:** *What should I know about screening?*

**A:** Screening can find colorectal cancer early, when treatment often works best. Regular screening can also often prevent cancer. That's because doctors can find and remove polyps before they turn into cancer.

There are several different screening tests. But no matter which you choose, the most important thing is to get tested. The American Cancer Society advises starting screening at age 45 for most people.

Talk with your doctor about which test is right for you and when to get screened.

*Sources: American Cancer Society; American Society of Clinical Oncologists; Centers for Disease Control and Prevention*



## Spotlight on fraud, waste, and abuse.

You may have a conversation with your doctor where something about it just does not sit well with you. Did your provider just charge you cash for a service that you know Aetna Better Health of Virginia would pay for? Did the pharmacist just tell you that you should pay cash and they will give you a few more testing strips? Did you see that Aetna Better Health was charged for a visit when you weren't in town to have seen that doctor?

Whatever the issue, something about what was said did not sound or "feel" right. You know you need to tell someone about your concerns. But who? And how? Aetna Better Health has devoted fraud, waste, and abuse investigators. As an Aetna Better Health member, you have access to these investigators.

**What is fraud?** Fraud is an intentional act, deception, or false statement causing

a payment to be made that would not have been made in an honest or correct situation. An example of this is a doctor billing for a service that was never given.

**What is abuse?** Abuse is an act or practice resulting in unnecessary costs. Abuse includes services that are not medically necessary. They are also not priced fairly.

**What is waste?** Waste is when a doctor provides unnecessary services. It also includes the overuse of services.

You can contact us about fraud, waste, and abuse. Call Member Services. They can be reached at **1-800-279-1878 (TTY: 711)**. You can also email us. Our email is **reportfraudabuseVA@Aetna.com**. You may also call our toll-free hotline to leave a voicemail. Call **1-844-317-5825**.

## COVID-19 resources from Aetna Better Health of Virginia.

Coronavirus (COVID-19) is a contagious respiratory illness. The virus can spread from person to person. Aetna Better Health of Virginia is committed to serving you and your family during this time. That's why we created a special section on our website to talk about COVID-19 at **AetnaBetterHealth.com/Virginia**. Select "For Members."

There, you will find important information, which includes:

- Community resources in your area.
- Changes to your benefits and services, which offers greater coverage for you and your family. Some changes include:
  - COVID-19 testing and treatment coverage
  - No copays
  - Getting a 90-day supply of routine medications
  - Telehealth coverage, which is a way for you to visit with your doctor either via phone or video
  - Outreach to higher risk and older members to review critical needs

We're here for you 24 hours a day, 7 days a week, online and by phone. Visit us on the web at **AetnaBetterHealth.com/Virginia** or call Member Services at **1-800-279-1878 (TTY: 711)**.

## High blood pressure: 6 must-know facts.

There's a good reason most health care provider visits start with a blood pressure check. While nearly half of all American adults have high blood pressure, many don't know it. That's because you can have high blood pressure and still feel fine. Usually, it doesn't cause obvious symptoms.

Here are six more facts to know about this widespread condition.

- 1. Untreated high blood pressure is dangerous.** It raises your risk of a heart attack, stroke, kidney disease, and vision loss. But once it's detected, it can be controlled.
- 2. Blood pressure is measured in two numbers (such as 112/78 mm Hg).** The top (systolic) number is the pressure when your heart beats. The bottom (diastolic) number is the pressure when your heart rests between beats.
- 3. Normal blood pressure is below 120/80.** Here's what other numbers may mean:

Category	Systolic		Diastolic
Elevated	120–129	and	Less than 80
High Stage 1	130–139	or	80–89
High Stage 2	140 or higher	or	90 or higher

- 4. Family history and race are risk factors.** If your parents or a close blood relative had high blood pressure, you're more likely to get it too. And African Americans tend to develop high blood pressure more than any other racial group in the U.S.
- 5. Your lifestyle choices matter.** For instance, an unhealthy diet (especially one that's high in sodium) can make blood pressure creep up. So can being inactive or overweight or drinking alcohol. The good news: Healthy habits can help prevent high blood pressure. And they can bring it down when it's high.
- 6. Medicine may also be a part of treatment.** If your provider wants you to take blood pressure medicine, use it exactly as prescribed. Taking a pill every other day or splitting it in two to make the medicine last longer is risky. And remember: High blood pressure medicine is never a substitute for healthy habits.

*Sources: American Heart Association; National Institutes of Health*

## Providers can call interpreters for members.

Did you know? Your doctor can call an interpreter for you if you need one. The following interpretation requests are available to you:

- In-person
  - The interpreter will meet you at your appointment (such as the doctor's office or your home).
  - Requests should be submitted at least three business days ahead of the appointment.
- Over the phone
  - Requests can be submitted same day.
- Video (Zoom)
  - Requests should be submitted at least three business days ahead of your visit.
  - You need to have an email to have a Zoom meeting.
- Scheduled video

- The interpreter service provides the link. You must have a cellphone.
- Requests should be submitted at least three business days ahead of your visit.

For more information, call Member Services. Their number is **1-800-279-1878 (TTY: 711)**. They are available 24 hours a day, 7 days a week.



## Endometriosis: 5 things to know now.

Doctors don't yet know what causes endometriosis. That's a health problem that may affect more than 6.5 million U.S. women. It happens when the endometrium — tissue that normally lines the womb — grows where it doesn't belong.

Here are five key facts to understand about this noncancerous condition:

1. **Most often, the displaced tissue affects pelvic organs.** These include the ovaries, fallopian tubes, and other surfaces of the womb. But endometrial tissue can also spread far away — for example, to the brain or lungs.

2. **It can affect any female who's having menstrual periods.** But typically it affects women in their 30s and 40s.

3. **Pain is the most frequent symptom.** Endometriosis may trigger:

- Very painful cramps that may get worse over time
- Pain during or after sex
- Long-term back pain
- Intestinal pain
- Painful bowel movements
- Pain when urinating during your period
- Bleeding between periods
- Digestive trouble, such as diarrhea, constipation, bloating, or nausea, especially during periods
- Trouble getting pregnant

4. **Treatment can help.** Tell your doctor if you're having symptoms. A treatment plan will depend on factors such as your age, how severe your symptoms are, and if you want to have children.

If you don't want to get pregnant, your doctor may advise hormonal birth control (a pill or shot) as a first treatment. It can ease — or stop — pain and bleeding. But it works best when symptoms aren't severe.

If you do want to conceive, your doctor may prescribe a medicine that temporarily causes menopause. It also stops the growth of endometriosis. Your periods will come back when you stop taking the drug. And it may be easier to get pregnant.

What if hormonal treatments don't help? Then your doctor may suggest surgery to remove any patches of displaced tissue. There are different types of surgery available. So talk with your doctor about what makes sense for you.

5. **It sometimes goes away on its own.** This often happens when periods stop. But until then, treatment may ease your symptoms.

*Sources: National Institutes of Health; Office on Women's Health*

## Non-discrimination 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  
4500 E. Cotton Center Blvd.  
Phoenix, AZ 85040

**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.

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**Contact us** Aetna Better Health® of Virginia  
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**1-800-279-1878 (TTY: 711)**  
**[AetnaBetterHealth.com/Virginia](https://www.aetna.com/virginia)**

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This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia. 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 more details about your benefits, refer to your member handbook. You may view the handbook on our website at **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/virginia)**. You can call us at **1-800-279-1878 (TTY: 711)** to ask us to mail you a paper copy, at no cost to you. We will send you a paper copy within five business days. You can request the handbook, also at no cost to you, in a language other than English, or in other formats such as audio, large print or Braille.

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**[AetnaBetterHealth.com/Virginia](https://www.aetna.com/virginia)**

## 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 ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በእርስዎ 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 निः शुल्क 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 নিঃ 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 JIÈ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèc â-à win kwa ceti yɔ+ ne-là, i belé-ò bi mà-ò mù bò kó putu bò. Dá nɔbâ né ê nea-ò ñ-à jì è jìpolê katèh 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 o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè tí wá ní lẹ̀ fún ọ̀ lófẹ̀ẹ̀, pe nọ́nbà tí ó wà lẹ́yìn káàdì ìdánimò rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).