



Aetna Better Health® of California

# Get in touch

Spring 2018

## Questions about your health plan? Just ask

Do you know all the services your health plan offers? It's easier to take care of your health when you're well-informed.

That's why it's important to speak up if you have questions. And we're here with answers.

We understand that you may have questions about your health insurance benefits from time to time. Often, you can find the answers in your membership materials. You may have received them in the mail.

Is something unclear? Feel free to call Member Services. For instance, you may have questions about:

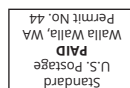
- Whether a treatment, a drug or a certain service is covered
- How much you need to pay for a doctor's visit

- Whether a provider you want to see is in the plan's network
- A health insurance term you don't understand
- Your deductible amount
- Whether you need a referral to see a specialist

## Contact us

You can contact Member Services in a variety of ways. You can start by calling the number on your insurance card.

Call Aetna Better Health of California at **1-855-772-9076** or visit our website, [aetnabetterhealth.com/california](http://aetnabetterhealth.com/california).



Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131



## Farmers markets: Local treasures

The perfect place to find fresh food and fun

*From farm to table.*

That's a popular phrase that makes anything it's referring to sound better. You just know that honey straight from a nearby farm is going to taste amazing. The same goes for any of the plentiful produce waiting for you at a farmers market.

Freshness is what makes farmers markets attractive. Most of the food you'll find there has been picked at the peak of its freshness and flavor. If you like peaches from the grocery store, you're going to love peaches from the farmers market.

And if you have a picky produce eater at home, taking him or her to a farmers market may change everything. Surrounded by a festive atmosphere and vendors offering free tastes of things like gleaming golden raspberries or juicy purple pluots,

your picky eater is bound to bite into something that triggers a smile.

Here are some tips for getting the most from your trip to the farmers market:

**Go early.** You may not need to be among the first arrivals for a weekday market, but weekend markets get busy fast. If you arrive too late, the best pickings may be gone.

**Bring cash and reusable bags.** Transactions will go easier if you have a pocket of small bills. Plus, you need sturdy bags to carry your items home.

**Talk to the vendors.** The sellers want to talk about their fruits, veggies, jellies and jams. Ask for buying and storing tips. They can often give you recipe ideas too.

*Source: Academy of Nutrition and Dietetics*

## Six smart questions to ask your doctor

Did you know that it's OK to quiz your doctor? In fact, asking questions is a great way to learn about your own health. Asking questions helps you make better decisions too.

Before you see your doctor, put your goals and thoughts in writing. Ask yourself what health issues you need to talk with your doctor about—and what questions you should ask.

You can use these sample questions as a guide. Tailor them to fit your own needs—then, follow through!

1. What is my diagnosis?
2. Will I need a test or a prescription? What is it for?
3. What are the pros and cons of treatment?
4. How can I keep my health care on track?
5. What should I do between now and our next appointment?
6. If I have follow-up questions, how can I get them answered?

Finally, do you plan to go online to read about your condition? Ask your doctor to suggest websites. You want to trust what you read.

*Source: Agency for Healthcare Research and Quality*

## Eat smart for better blood pressure

Some foods may cause blood pressure to go up. But some help keep blood pressure down—or even lower it.

### Eat more

Focus on foods that help control your weight. Good choices give your body nutrients it needs without empty calories.

These include:

- Whole grains
- Beans
- Fruits and vegetables
- Low-fat milk

Many of these foods provide fiber that helps fill you up. They can also be good sources of potassium, magnesium, calcium and protein. All

of these help with blood pressure control.

### Eat less

Foods to avoid include those high in sugar and salt. Much of the salt we get comes from prepackaged and processed foods. These include:

- Breads and rolls
- Cold cuts and cured meats
- Pizza
- Restaurant foods

If you prefer a structured guide for controlling blood pressure, consider the DASH eating plan. Learn more at [morehealth.org/DASH](https://www.morehealth.org/DASH).

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



## What's up, doc? Communication is key

Do you sometimes feel as though you and your doctor aren't connecting?

Having a doctor who understands you is important. And you need to be able to communicate well with your doctor too. That's the person you see for many of your health care needs, so it's best when you are both on the same page.

Doctors and patients can have problems talking with each other for a variety of reasons. If that happens to you, here are some things that might help:

### Overcome a language barrier.

Is English your second language? If you aren't comfortable speaking to your doctor in English, bring an interpreter with you or ask about translation services the doctor's office can provide. This is true if you're deaf and need a sign language interpreter too.

### Choose a provider who fits you.

It's important to find a provider with whom you feel at ease. Do you share similar values? Do you trust your provider? These things can be important to your relationship.

**Speak your mind.** Talk is a two-way street. If you don't understand something, let your provider know. Ask him or her to explain it to you as many times as it takes until you are clear. Remember to be open and honest about your health and any symptoms you're having.

### How can we help?

If you run into problems talking with your provider, let your health plan know. And if you don't have a doctor, we can help you find the right one.

*Sources: American Academy of Family Physicians; National Institutes of Health*

## Check it out

### Some must-do screenings and self-exams

There's no denying how popular DIY projects are today. We love to roll up our sleeves and get it done. But what about health screenings that can alert us to possible health problems? Can we tackle some of those ourselves too?

You'll need a doctor for most screening tests and exams, of course. But you can do some checks yourself, often with a doctor's input. Examples of both are below. Keep in mind, these are general guidelines. You may need screenings earlier, more often or not at all. Ask your doctor what's right for you.



At home	At a provider's office
<p><b>Step on a scale.</b> Type the result (plus your height) into a body mass index (BMI) calculator to see if you're overweight or obese. Try this one: <a href="https://www.morehealth.org/bmi">morehealth.org/bmi</a>.</p>	<p><b>Mammograms.</b> From ages 45 to 54, women should have yearly breast cancer screenings, switching to every two years after that.</p>
<p><b>Measure your waist.</b> Place a tape just above your hipbones, exhale and measure. A waist greater than 40 inches for men or 35 for women boosts type 2 diabetes and heart disease risks.</p>	<p><b>Colonoscopy.</b> Starting at age 50, colonoscopies or other screening tests are recommended for both men and women. They help prevent colorectal cancer or find it early.</p>
<p><b>Check your feet if you have diabetes.</b> Your doctor may have you look for and report any sores or other problems before they become major infections.</p>	<p><b>Pap tests.</b> Starting at age 21, regular Pap smears help guard against cervical cancer in women.</p>
<p><b>Check your skin for cancer.</b> Frequent (such as monthly) self-skin checks may help you find cancer early. Changing moles, blemishes or other worrisome-looking areas on your skin should be shown to your doctor.</p>	<p><b>Blood pressure checks.</b> Have your doctor check your blood pressure at least every two years—and more often if you have certain conditions, such as heart disease or diabetes.</p>
<p><b>Monitor your blood pressure.</b> Your doctor may have you use a portable monitor at home if, for instance, you have borderline high blood pressure or your readings might be high only at the doctor's office.</p>	<p><b>Cholesterol blood tests.</b> Starting at age 20, have your cholesterol checked every four to six years.</p>

Sources: American Academy of Family Physicians; American Cancer Society; American Heart Association; U.S. National Library of Medicine


## Five small heart-healthy changes you can make today

Improving your heart's health may seem like a big project. But even small changes in your daily habits can make a difference. Here are five simple steps you can get started on right away.

1. **Bring a piece of fruit to work.** Eating more fruits (and veggies) is a heart-healthy choice. Plus many fruits are portable—think apples, oranges and bananas. That makes them an easy snack option. Then when hunger hits, you can skip the vending machine.
2. **Take a 10-minute walking break.** If you sit behind a computer most of the time, get up for a quick stroll several times a day. Sitting less and moving more is good for your ticker and your body overall. Try for 30 minutes every day.
3. **Give your screens an earlier bedtime.** Too little sleep can hurt your heart and increase your risk for other diseases, such as obesity and type 2 diabetes, which can also affect heart health. Watching TV or using your smartphone or computer close to bedtime can keep you awake. Try giving yourself a deadline for turning off your screens an hour before bedtime every night. Relaxing to music or a book may help you doze off.
4. **Have a hearty laugh.** Laughter eases stress. And too much stress may boost your risk for heart disease. For a regular dose of mirth, set aside time to watch some laugh-out-loud videos.
5. **Compare food labels for sodium content.** Too much sodium can boost blood pressure, which is hard on your heart. Choose foods with the least amount of sodium. Pay attention to staples like bread, where extra salt can hide.


Sources: American Heart Association; Centers for Disease Control and Prevention; National Heart, Lung, and Blood Institute



**Contact us**  Aetna Better Health® of California  
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San Diego, CA 92131



Member Services: **1-855-772-9076 (TTY: 711)**  
24 hours, 7 days a week  
[aetnabetterhealth.com/california](https://aetnabetterhealth.com/california)

 *Here For You* is published as a community service for the friends and members of Aetna Better Health® of California. 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.



**AETNA BETTER HEALTH® OF CALIFORNIA**  
Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, 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 primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**How to file a grievance**

If you believe that Aetna Better Health of California 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 Aetna Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**In writing:** Fill out a complaint form or write a letter and send it to:

Aetna Better Health of California  
10260 Meanley Drive  
San Diego, CA 92131

**In person:** Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

**Electronically:** Visit Aetna Better Health of California website at [aetnabetterhealth.com/california](http://aetnabetterhealth.com/california)

### **Office of Civil Rights**

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

**By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

**In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services**  
**200 Independence Avenue, SW**  
**Room 509F, HHH Building**  
**Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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

## 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**).

**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**)。

**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**).

**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**).

**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.

**ARMENIAN:** Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարե՛ք ձեր ID քարտի հետևի մասում գտնվող հեռախոսահամարով կամ **1-800-385-4104** (TTY (հեռախոս)՝ **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.

**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**).

**JAPANESE:** 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

**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**)

**PANJABI:** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਆਪਣੇ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਨੰਬਰ ਜਾਂ **1-800-385-4104** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**MON KHMER:** ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អិត គឺអាចមានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទទៅលេខនៅខាងក្រោយនៃអត្តសញ្ញាណប័ណ្ណ (ID Card) របស់អ្នក ឬ **1-800-385-4104** (TTY: **711**) ។

**HMONG:** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau tus nab npawb xov tooj nyob rau sab qab ntawm koj daim ID lossis **1-800-385-4104** (TTY: **711**).

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

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