

HEALTHY LIVING

Budget-friendly healthy snacks your whole family will crave

Handing out the right snacks can do double duty: It can fuel good energy and health now, and boost immunity to help fight off illness as we enter cold and flu season. But common go-tos like packaged chips, cookies and candy can be pricy and harm your health over time. Instead, try these easy, kid-friendly snacks. They're good for your health and kind to your wallet.



Greek yogurt

It's thick and creamy, and loaded with calcium and protein. Throw in some banana slices for potassium. Or add berries (fresh or frozen) for vitamin C and antioxidants.



Apple slices and peanut butter

Together, they serve up healthy fats, protein and important vitamins and minerals like vitamin E and potassium.



Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger. Plus you're drinking up immune-boosting minerals like calcium, and vitamins A and D.

Need more ideas? Nuts like almonds and walnuts, air-popped popcorn with a shake of salt, sliced veggies with hummus, frozen grapes, oatmeal and fruit are all great options.

IT'S TIME TO RENEW!

Find out how to renew your Medicaid coverage by going to



Too much of a good thing

Antibiotic medications can be a powerful treatment for certain illnesses. But using them too often can be harmful.

It's important to know that antibiotics don't treat viruses. Colds, flu, pharyngitis (an inflamed, sore throat) and most bronchitis are almost always caused by a virus. So, antibiotics won't help. You only need antibiotics for a bacterial infection.

Your PCP can help determine the treatment that's right for you.

Heart disease 101

Heart disease isn't just one condition. There are many types, including coronary artery disease, congestive heart disease, arrhythmia, heart attack and stroke. But they share a lot of symptoms. Screenings are often the same, too. If you're worried about your heart health, talk to your primary care provider (PCP) about having one of these tests.



CT scan

This looks for calcium in the arteries, which is a sign of plaque buildup. If the test shows plaque buildup, your doctor may recommend medicine to lower your cholesterol levels.

Stress test

This test usually involves walking on a treadmill and monitoring your heart to see how it's working. If you're having chest discomfort, a stress test can help your PCP decide if that's a coronary problem.

Electrocardiogram (EKG)

This simple, painless test involves placing electrodes on your chest to record your heart's electrical activity.

Angiogram

If your other tests are abnormal, or if you're having symptoms, you might get an angiogram. This scan shows blood flow through your arteries and veins to check for blockages.

If you think you may be having a heart attack or stroke, call 911 right away. Getting help fast can save your life and lead to a better recovery.

Symptoms of a heart attack can include:

- Pain or pressure in the chest
- Discomfort in the jaw or neck
- Shortness of breath
- Sweating, nausea or dizziness

Know the signs of preeclampsia

This high blood pressure condition happens during pregnancy. It can be dangerous to both mother and baby. During your prenatal checkups, your care provider will screen for preeclampsia. Call your provider immediately if you have any of these symptoms:

- Severe headaches
- Blurred vision, spots in front of your eyes or sensitivity to light
- Nausea and vomiting
- Swollen hands and feet
- Sudden weight gain of more than a pound a day
- Pain in the upper right side of your abdomen
- Shortness of breath

Depression signs through the ages

Depression can happen to anyone. It's also highly treatable. Since some symptoms vary between age groups, it's important to know what to watch for.

Children

- More argumentative, grouchy or annoyed
- Often tired or agitated
- Problems concentrating
- Feeling guilty or worthless
- Self-injury or self-destructive behaviors
- Angry outbursts or tantrums

Teenagers

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy, motivation or enthusiasm
- Using alcohol or drugs
- Poor self-esteem
- Not taking care of appearance

Adults

- Often annoyed, frustrated, irritable and/or angry
- Loss of interest in socializing and hobbies
- Restless, agitated or sluggish
- Feeling worthless or guilty
- Hard time concentrating, and making decisions
- Older adults may also be

anxious, confused, helpless or quick to cry

New mothers (called postpartum depression)

- Feeling overwhelmed or "empty"
- Detachment from baby
- Panic attacks
- Tired
- Decreased interest in activities
- Self-doubt, guilt, anger
- Changes in sleep or eating

If you see any of these signs in a loved one or yourself, reach out to your primary care provider (PCP) for help.



4 tips for healthy lungs

Whether you have a chronic lung condition like asthma, or a respiratory infection like a cold, use our tips to breathe easier.



- 1 Take your medicine as directed by your doctor. Also, make sure you are using your inhaler correctly.
- 2 Get a flu shot. Ideally, by the end of October.
- 3 See an allergist if needed. Allergies can trigger an asthma attack.
- 4 If you smoke, quit now. It's the best way to stop more lung damage.

We speak your language If you need an interpreter, please call Member Services at **1-800-441-5501**. This service is free of charge. If you have trouble hearing or speaking, use TTY or dial 711 on your phone. You will be transferred to an operator.

Telehealth program makes health care as accessible as possible. If you can't reach your primary care physician, MDLIVE can put you in touch by phone or video chat with a U.S. board-certified doctor. You can call MDLIVE 24/7 at **1-866-276-9381** if you have questions.

Your family's healthy-all-year secret

Spoiler alert: It's vaccinations. They can help your family stay well this winter — and for many seasons to come. Here are six vaccinations to keep on your radar. Go to **Vaccines.gov** for a full list.



Chickenpox (varicella)

When it's given: Children get two doses: one at 12 to 15 months old, the second between ages 4 and 6. If you've never been vaccinated or had chickenpox, you'll need the vaccine now.

Diphtheria, tetanus and pertussis (DTaP, Tdap)

When it's given: Younger children usually get five doses of DTaP between ages 2 months and 6 years. Tdap is for older kids, with a first dose between ages 11 and 12, and adults, who need the shot every 10 years (more often if pregnant).

Flu (influenza)

When it's given: Every year. Get the vaccine as soon as it's available — usually in September or October.

Human papillomavirus (HPV)

When it's given: First dose is given between ages 11 and 12. If you're older and haven't had the shot, talk to your doctor. HPV, a sexually transmitted infection (STI), can cause cervical and other cancers.

Measles, mumps and rubella (MMR)

When it's given: Between 12 and 15 months of age for the first dose, and between ages 4 and 6 for the second dose. Sometimes adults need to get it again; ask your doctor if you need the shot.

Pneumococcal

When it's given: It's given to children at 2, 4 and 6 months and between 12 and 15 months for a total of 4 doses. Adults get one more dose at age 65 or older.

Beyond physicals

Get screened now

Body mass index (BMI)

BMI can show if you're at a higher risk for serious health conditions like diabetes.

Hepatitis C

Adults and pregnant women should have this blood test.

Lead screenings

Lead poisoning can be serious. Doctors will screen children with a blood test.

STIs

All sexually active people should be screened for STIs like HPV, chlamydia and gonorrhea.

Already pregnant? Recently had a baby?

Aetna Better Health® of Florida and ProgenyHealth® want to support you. You can join this new program as of August 1, 2023 at no cost! We want to help you and your baby feel your best. You can talk to a nurse or social worker and use a free app. Our team can also help you with any problems or questions along the way. We have helped many families who tell us they loved the program.

We are here for you before and after you have your baby. We can even help if you had a loss or are feeling down. Let our team help you have a healthy pregnancy and delivery. We also can support your family if your

baby arrives early. Get started today.

Call a ProgenyHealth Case Manager toll free at **1-855-231-4730**, Mon-Fri, 8:30 AM-5:00 PM ET. Thank you for letting us support you.

Your Case Manager can help you with:

- Education and support
- Setting up doctor visits
- Making care plans
- Breastfeeding support
- Finding free or low-cost items and services



Get a second opinion

Aetna Better Health of Florida provides for a second opinion from an in-network provider or arranges for you to get a second opinion outside the network. This is at no cost to you. You may want to confirm your child is getting the right treatment for an illness. Or you may want to ask about surgery your child's provider says they need.

To ask about getting a second opinion, call Member Services at **1-800-441-5501 (TTY: 711)**. There's no extra cost to you for a second opinion from a provider in our network. For a second opinion from an out-of-network provider, you'll need approval from us. If there isn't a network provider available, we'll help your child get a second opinion from an out-of-network provider. This is still at no cost to you.



SCAN THIS CODE TO GET THE APP

Use the Mobile App to track your pregnancy, make to-do lists, learn healthy tips and contact your Case Manager.

Need help? Turn to our website. Go to the member home page our of website **AetnaBetterHealth.com/Florida** to learn about many topics like finding a provider, how to obtain care after normal hours, member rights and responsibilities and more.

Women's care matters Schedule a yearly well-woman checkup. During this checkup, your provider will perform a cervical cancer screening, breast exam, and check for chlamydia. Call your PCP or you may call an OB/GYN. You don't need a referral. These visits are covered benefits.

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
4500 East Cotton Center Boulevard
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>.

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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 عل **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)**.



Aetna Better Health® of Florida

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<Recipient's Name>

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HEALTHY LIVING

Easy ways to get the whole family moving

One fun way to boost your body's defenses against illness: Exercise. Plus, it's a great chance to spend time together as a family. Try these free fitness ideas that are good for all ages:

- ✔ **Go on a walk with your family**
- ✔ **Play "keep it up" with a ball or balloon**
- ✔ **Play basketball or tag**
- ✔ **Put on some music for a mini dance party**

Do activities like these at least three times a day and you'll have moved the minimum recommended amount.



If you need Urgent Care after office hours, our 24-Hour Nurse Line is available anytime at **1-800-441-5501 (MMA-Medicaid)** or **1-844-645-7371 (LTC) (TTY: 711)** for your medical questions and when you cannot reach your doctor.