



Family



AetnaBetterHealth.com/Michigan

Aetna Better Health® of Michigan

What you need to know about COVID-19.

COVID-19 is caused by a new respiratory virus. In December 2019, the virus began passing between humans.

Symptoms of COVID-19

People with COVID-19 have had a wide range of symptoms reported — ranging from mild symptoms to severe illness.

Symptoms may appear two to 14 days after exposure to the virus. People may have these symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain

- Sore throat
- New loss of taste or smell

This list is not all the possible symptoms. Other, less common, symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting or diarrhea. Visit the Centers for Disease Control and Prevention (CDC) website for more information.

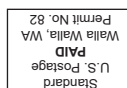
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Benefits available to you.

As a member of Aetna Better Health, you have benefits to help you stay safe and well.

Telemedicine should be your first line of defense for nonemergency care to help limit potential exposure to the coronavirus. That's why we've changed our policies with providers so they can deliver care to you virtually. Call your doctor to make an appointment.

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Aetna Better Health® of Michigan
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What you need to know about COVID-19.

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How to prevent COVID-19 spread

COVID-19 is spreading very easily, more efficiently than the flu. For this reason, it is critical to practice social distancing, wear a mask, wash your hands properly and disinfect frequently used surfaces. For more information about the transmission of COVID-19, please see the CDC website.

When to seek emergency medical attention

Look for emergency warning signs* of COVID-19. If someone

is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all the possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you. Call **911 or call ahead to your local emergency facility. Notify the operator that you are seeking care for someone who has or may have COVID-19.*

COVID-19 testing sites

If you think you may have been exposed to COVID-19 and would like to get tested, you can find a testing site by going to **Michigan.gov/Coronavirus** and selecting "Find a Testing Site Near You." Please call the testing site or your health care provider before you go for testing.

If you have questions about your health care coverage during the COVID-19 pandemic, call Member Services at **1-866-316-3784**, Monday through Friday, 8 AM to 5 PM.

Manage asthma in 3 ways.

Asthma doesn't have to stop you from doing things you enjoy. Here are three steps for living well with asthma:

1. **Make it a team effort.** Don't try to manage your asthma on your own. Partnering with your doctor is the key to success.
2. **Keep a record of your symptoms.** When did your breathing get worse? What were you doing at that time? Where were you? Track all this for a couple of weeks. Then take your record to your doctor.
3. **Work on an asthma action plan.** Your symptom record will help your doctor figure out what triggers your asthma. Is it dust? Pollen? Pets? Avoiding triggers is a big part of your treatment plan. Medicines can help too. Your action plan will help you know what steps to take when your asthma acts up.

What does an asthma action plan look like? Go to **MoreHealth.org/Asthma** to download a sample.

Sources: American Academy of Family Physicians; National Heart, Lung, and Blood Institute



Stay up to date with breast cancer screenings.

Get a clear picture of your breast health. Early detection is key. Your routine mammogram could be one of the most important selfies you'll ever take. It can spot potential problems sooner, giving you more treatment options. Know the guidelines and the steps you can take to live healthy.

Get screened

Prevention can save your life. Breast cancer screening guidelines for women at average risk for breast cancer generally recommend the following:


Age	How often
Women ages 40 to 49	Talk with your doctor about when to start getting mammograms and how often to get them.
Women ages 50 to 74	Get mammograms every 2 years. Talk with your doctor to decide if you need them more often.

It's a good idea to ask your doctor about office visit exams as well. Many doctors recommend a yearly exam.

Reduce your risk

Simple lifestyle changes can help reduce the risk of cancer and help you enjoy better health.

- Maintain a healthy weight for your height and age. Less fat means lower estrogen levels and lower cancer risk.
- Exercise for at least 30 minutes a day. Walk, run, bike, go to the gym — it all works.
- Limit alcohol to 2 to 3 drinks per week.

 For more information, contact us at **1-866-316-3784**, Monday through Friday, 8 AM to 5 PM.



Be safe — get your flu shot every year.

Adults: Lead the way, and get your shot today

Because flu viruses change all the time, you need to get a shot every year. If you have a serious health condition, it's even more important. Plan to get your shot every fall.

Protect your children: It's very important they get shots too

Every child 6 months of age and older should get a flu shot. Your child may need two doses the first time. Ask your doctor what's best for your child.

Over 65? You may need a pneumonia shot as well

This shot is important, especially if you have a chronic condition.

There are two types of pneumonia shots. You can talk to your doctor about what's best for you.

It's easy to get your flu shot

Just call your primary care provider (PCP). You may be able to get one with a nurse visit at the PCP's office. Or you can visit **AetnaBetterHealth.com/Michigan** for a list of pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go. Questions? Call Member Services at **1-866-316-3784 (TTY: 711)** or visit **AetnaBetterHealth.com/Michigan**.

Source: Centers for Disease Control and Prevention

Why routine pediatrician visits are important.

Parents know who they should go to when their child is sick. But pediatrician visits are just as important for healthy children.

Here are some of the benefits of well-child visits:

- **Prevention.** Your child gets scheduled immunizations to prevent illness. You also can ask your pediatrician about nutrition and safety in the home and at school.
- **Tracking growth and development.** See how much your child has grown in the time since your last visit, and talk with your doctor about your child's development. You can discuss your child's milestones, social behaviors and learning.

- **Raising concerns.** Make a list of topics you want to talk about with your child's pediatrician, such as development, behavior, sleep, eating or relations with other family members. Present your top three to five questions or concerns to the pediatrician at the start of the visit.
- **Team approach.** Regular visits create strong, trustworthy relationships among pediatrician, parent and child. This team approach helps develop a child's optimal physical, mental and social health.

Good reasons to vaccinate your child.

Immunizations can save your child's life. Your child can be protected against more diseases than ever before. Some diseases that once injured or killed thousands of children have been eliminated completely, and others are close to extinction — primarily due to vaccines (shots).

Shots are very safe and effective. Shots are only given to children after a long and careful review by scientists, doctors and health care professionals. Serious side effects following shots are rare.

Shots protect others you care about. Children in the U.S. still get vaccine-preventable diseases. In fact, we have seen measles and whooping cough (pertussis) return over the past few years. To keep everyone safe, it is important

that you and your children who are able to get shots are fully immunized. This not only protects your family but also helps prevent the spread of these diseases to your friends and loved ones.

See the chart on the next page for recommended vaccines by age.

These vaccines protect against the following diseases:

- HepB (hepatitis type B), a serious liver disease
- DTaP: Diphtheria, a severe infection of the throat that can cause breathing difficulty; tetanus (lockjaw), painful muscle tightening; pertussis (whooping cough), a respiratory illness
- IPV (polio), a disease that causes paralysis
- Varicella, chickenpox



- Influenza (flu), a serious lung infection
- Hib (*Haemophilus influenzae* type b), a serious brain, throat and blood infection
- PCV (pneumococcal infections), meningitis and blood infections
- Rotavirus, serious diarrhea
- MMR, measles, mumps and rubella
- HepA (hepatitis A), a liver disease
- MCV (meningococcal disease)
- HPV (human papillomavirus)

For your child's health.

Age	Recommended immunizations, tests and well-child visits	
3 to 5 days	Well-child visit	
7 to 14 days	Well-child visit Newborn blood screen	
2 months	Well-child visit DTaP Hib IPV	Hep B PCV Rotavirus (given by mouth)
4 months	Well-child visit DTaP Hib IPV	PCV Rotavirus (given by mouth)
6 months	Well-child visit DTaP Hib IPV	Hep B PCV Rotavirus (given by mouth)
9 months	Well-child visit	
12 months	Well-child visit MMR Hep A	Varicella Hib PCV
15 to 18 months	Well-child visit	DTaP
2 years	Well-child visit	Hep A
3 years	Well-child visit	
4 years	Well-child visit MMR DTaP	IPV Varicella
5, 6, 8 and 10 years	Well-child visit	
11 years	Well-child visit Tdap booster	MCV HPV
12, 13, 14 and 15 years	Well-child visit	
16 years	Well-child visit	MCV booster
17 years	Well-child visit	

Back-to-school safety.

As the new school year approaches, school-age children will have to prepare for a return to school differently than any other time. Due to the COVID-19 pandemic, there needs to be an increase in good safety practices and sanitizing habits. Some of the suggestions as children return to school are:

- Remember to stay socially distant (6 feet).
- Wash hands often for at least 20 seconds.
- Use a good hand sanitizer in between (minimum 60% alcohol).
- Cover up when coughing or sneezing.
- Wear a mask in congested areas.
- Do not share personal items with other students.
- Try not to touch the face, mouth and eyes with hands.

At the present time, the new normal includes less interaction among classmates and teachers. It is always a good idea for parents to pack sanitizing supplies in their child's school bag for use outside of the school building, such as on the bus or playground.

The state of Michigan has created a plan to get students back to learning for the 2020–2021 school year. It is called “MI Safe Schools: Michigan’s 2020–21 Return to School Roadmap” ([Michigan.gov/Documents/Whitmer/MI_Safe_Schools_Roadmap_FINAL_695392_7.pdf](https://www.michigan.gov/Documents/Whitmer/MI_Safe_Schools_Roadmap_FINAL_695392_7.pdf)). Here you can find additional tips and learn the plan that Michigan has prepared to safely return students back to learning.

Population Health programs to keep you healthy.

Check out the Population Health programs on the website. For more information on how to use any of the programs listed below, just call our care coordination team at **1-866-316-3784 (TTY: 711)**. You can choose to join or leave the program anytime.

Healthy Adults and Healthy Children: All members are eligible for help with getting health and wellness checks for better health.

Healthy Pregnancies/Healthy Babies: This program helps pregnant members and moms up to 6 weeks after giving birth to have a healthy pregnancy and baby. It provides early and regular pregnancy checkups and access to dental services during pregnancy and postpartum.

Weight Management: This program provides assistance for members who are overweight or obese and want to lose weight.

Flu Vaccine Program: The flu can spread quickly and can be very serious. All adults, children and babies 6 months of age and older should get a flu shot. There are different vaccines for different ages. We can assist you with getting what's right for you or your child.

Living with Diabetes: This program helps members with diabetes understand and manage diabetes care.



Pharmacy Restricted Access: This program supports identified members' pharmacy use for certain restricted medications.

Appropriate Use of Acute Care Settings: Eligible members who are in the hospital or have been recently discharged may receive a call from our care coordination department. An Aetna Better Health of Michigan staff member will ask you questions related to your hospital stay to help you with:

- Scheduling follow-up appointments with your primary care provider or a specialist
- Obtaining prescribed medications

- Understanding your discharge instructions
- Any additional needs

Emergency Department Utilization: This program helps members who frequently use the ER for medical, dental and nonmedical issues to engage with primary care medical and dental services.

Care Management/Chronic Condition Management: This program helps members manage certain chronic conditions, such as asthma, diabetes, heart disease and high-risk pregnancies.

Integrated Care Management: This program assists members who need help managing their care.

Fraud, waste and abuse.

Know the signs — and how to report.

Health care fraud means getting benefits or services based on untrue information. Waste is when health care dollars are not carefully spent. Abuse is doing something that results in needless costs. A health care provider, member or employee can do fraud, waste or abuse.

If you think you have seen or heard of fraud, waste or abuse happening, you have a right — and the duty — to report it.

- An example of provider fraud is billing for services or supplies that you did not get.
- A provider may order tests over and over that are not needed. That is abuse.
- Member waste could be going to the emergency room when you don't need to go.
- Changing a prescription or using a stolen prescription pad is fraud.
- If you ask a driver to take you to a place that has not been approved, that is abuse.
- Acting hostile or abusive in a doctor's office or hospital is also abuse.

If you see or find out about fraud, waste or abuse, make a report. You can do so without leaving your name on our Fraud and Abuse hotline. Just call **1-855-421-2082**. You can also write to us at:

Aetna Better Health of Michigan
1333 Gratiot, Suite 400
Detroit, MI 48207

You can also report fraud, waste or abuse to the Michigan Department of Health and Human Services, Office of the Inspector General, by calling **1-855-643-7283 (1-855-MI-FRAUD)**. Or write to:

Michigan Department of Health
and Human Services
Office of the Inspector General
P.O. Box 30062
Lansing, MI 48909

Or report online at **Michigan.gov/Fraud**. You don't have to leave your name.

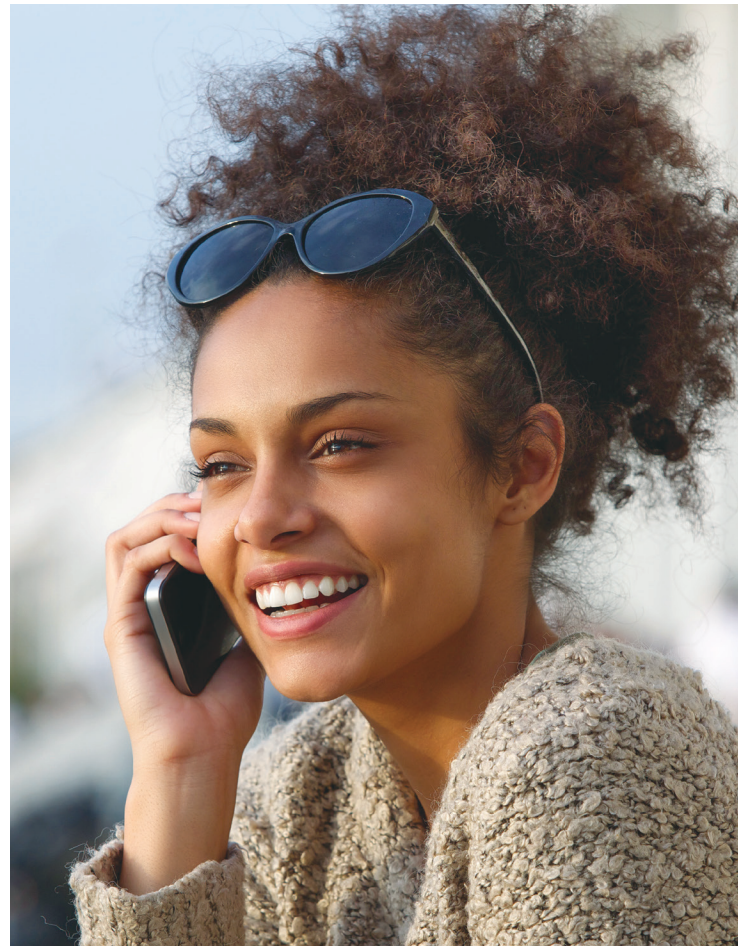
People who knowingly make false claims may be subject to:

- Criminal fines up to \$250,000
- Prison for up to 20 years
- Being suspended from Michigan Medicaid

If the violations resulted in death, the person may go to prison for years or for life. For more information, refer to 18 U.S.C. Section 1347.

Anti-Kickback Statute

The Anti-Kickback Statute bans knowingly and willingly asking for, getting, offering or making payments (including any kickback, bribe or rebate) for referrals for services that are paid, in whole or in part, under a federal health care program (including the Medicare program). For more information, refer to 42 U.S.C. Section 1320a-7b(b).



Access to our clinical staff.

If you need access to a nurse during normal business hours, 8 AM to 5 PM, call Member Services at **1-866-316-3784** and ask to speak to a nurse.

If you need a nurse after business hours, call **1-866-711-6664**. You will be connected to our 24-hour nurse line. Members/providers with hearing impairment, please use our TTY line at **711**.

Language translation is also provided for free by calling **1-866-316-3784**.



What do we use to make decisions?

Medical necessity criteria are guidelines that our doctors use to decide if a service or procedure is needed to treat your condition or illness. If you have received a letter saying that a service or procedure has been denied, you have the right to request a copy of the guidelines used by our doctor. You also have the right to appeal our doctor's decision. For additional information, call our Member Services number at **1-866-316-3784 (TTY: 711)**.

Your Member Handbook has answers.

Check out the following information in your Member Handbook. You can find a copy of the Member Handbook on our website at **AetnaBetterHealth.com/Michigan** or call Member Services at **1-866-316-3784** for a free copy of the handbook.

- Benefits and services included in your health plan as well as those not covered
- The prescription drug formulary and pharmacy procedures
- Copayments or charges you may be responsible for
- Benefit limits and getting care outside Aetna's service area
- How to get language assistance
- How to submit a claim
- How to get information about doctors in Aetna's network
- How to get primary care services
- How to get specialty care and behavioral health care services
- How to get care after hours
- How to get emergency care and knowing when to call **911**
- How to get care and coverage outside of Aetna's service area
- How to submit a complaint
- How to appeal a decision
- How Aetna evaluates new technology
- Member rights and responsibilities
- Privacy practices

Care management.

Need some guidance?

As a member of Aetna Better Health of Michigan, you can have your own case manager, which we call a care manager. This is part of our care management program. The program is voluntary, which means you can decide to participate or not.

Your care manager is here to help you find the care and services you need. Your care manager works with you, your doctors and other providers to make sure you receive the right care and services. Our goal is to build a care plan that will help you live a healthier life. Your care manager can meet with you by phone or visit you in person.

A care manager can help guide you if:

- You're going to the emergency room a lot.
- You're having trouble getting things your doctor has ordered.

- Your doctor just told you that you have a disease such as heart failure or diabetes, and you'd like to know more about the illness or the treatment.
- You need services to help you at home.
- Your doctor wants you to see a specialist, but you don't know what to do.

Do you have questions for a care manager or are you interested in participating? If so, please call Member Services at **1-866-316-3784** and ask for care management.

If you would no longer like to receive care management services, please call Member Services at **1-866-316-3784** and ask for the care management department.



Sharing information is important.

Have you told your primary care physician (PCP) that you see a behavioral health doctor? It is important to let your PCP know about other doctors who help you with your health. Aetna Better Health of Michigan wants you to stay healthy and avoid problems. For example, if your PCP doesn't know about a drug that your

behavioral health doctor prescribes, this could lead to problems with other drugs you take.

If you need help talking with your PCP about your behavioral health care, please contact our care management department at **1-866-316-3784**, Monday through Friday, 8 AM to 5 PM.

A new drug list is coming.

The Michigan Department of Health and Human Services is requiring that Aetna Better Health of Michigan change to a new drug formulary starting on Oct. 1, 2020. This new formulary is called the single Medicaid Preferred Drug List (PDL).

The PDL will require many changes. Some changes are small, like moving to a brand name inhaler from a generic inhaler. Other changes are large. They may require members to be on certain specialty medications over others.

Here at Aetna Better Health of Michigan, we are committed to our members. We would like this change to the PDL to be as smooth as possible. We will be sending out letters to affected members and to their prescribers. If a change is not possible, a prior authorization will be needed.



Changing your primary care provider.

One thing that is important in everyone's life is having a physician who cares for your needs. Choosing the right primary care provider (PCP) is the first step in ensuring that you are living a healthy life. Your PCP can treat many health issues at an office visit. You will also want to follow up with your PCP after an ER or urgent care visit.

With this plan, you must choose a PCP to help manage your care. Aetna Better Health strives to make sure that your experience is a good one.

When choosing your PCP, here are some considerations:

- Do you have a PCP you would like to continue to see?
- Is your PCP's office close to your home?
- Does your PCP practice at a hospital close to your home?
- Do your PCP's office hours meet your needs?

You may change your PCP for any reason, at any time. The change will take effect immediately upon receipt of the request. If you need assistance, Aetna Better Health also provides multiple options to help find a PCP within our network.

- Go to **AetnaBetterHealth.com/Michigan** and select "Find a Provider/Pharmacy."
- Call your care coordinator or Member Services.
- Log in to your Member Portal.

Your PCP is normally your first contact when it comes to medical needs. It is important that you get the proper care. Please give us a call today at **1-866-316-3784** if you have any questions regarding choosing or changing your PCP.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Michigan. 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.

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AETNA BETTER HEALTH® OF MICHIGAN

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:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o 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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MI-16-09-03

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**).

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**).

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**)。

SYRIAC: حىنوتىة: اذآ كنت تتحدث باللسغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **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**)

ALBANIAN: VINI RE: Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **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.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি: খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod numer **1-800-385-4104** (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.

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**).

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。

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**).

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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**).

MI-16-09-03