



MyCareOhio
Connecting Medicare + Medicaid

Aetna Better Health[®] of Ohio | a MyCare Ohio plan



Growing together

Summer 2020

Have a safe summer

Although it's easy to be casual about many things in the summer, it's not good to be casual about safety. With warm weather comes the risk for certain injuries and health problems — some serious enough to be life-threatening.

Here are some tips on how to keep you and your family safe:

Secure home windows. Opening the windows is a must if you don't have air conditioning or if you're simply trying to keep your electric bill in check. But keep this in mind if children are in your home: Every year thousands of kids in the U.S. are killed or injured in falls from windows. You can't depend on screens to keep children safe. Your best choice is to install window guards or window stops — especially on bedroom

windows. You can buy them online or at hardware stores. Also, try to keep furniture away from windows to discourage kids from climbing near windows.

Make helmets a priority.

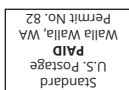
Before you hop on your bike this summer, make sure you're wearing a helmet. Helmets help reduce the risk of head injuries — such as concussions — and of death from

bicycle crashes. Helmets are also a good idea when riding a horse or skateboard, batting or running bases in baseball or softball, or using in-line skates.

Watch out for heatstroke. As the temperature rises, so does the risk of a heat-related illness. The most serious one is heatstroke. It's a

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Ticks: Learn the basics about these bad bugs

Ah! How relaxing it can be to take a hike in the woods or play with your dog in a grassy field. There's just one thing to be cautious about: ticks.

Ticks can pass on diseases when they bite. That's why it's important to check yourself, your kids and your pets for ticks after any nature time.

Ticks are most active during warmer months. Still, in some places they can occur year-round.

How to check for ticks

When you get home, take a close look at everyone's clothing for ticks that may have hitched a ride. Pull a comb through your cat's or dog's fur. Then have each person do a full-body check.

Pay special attention to:

- Underarms
- Ears
- Inside the belly button
- Back of the knees
- In and around hair

- Between the legs
- Around the waist

How to remove a tick

If you find a tick, it's best to remove it yourself right away. Don't try to make it back out with petroleum jelly, nail polish or a match.

Follow these steps instead:

1. Grab the tick with fine-tipped tweezers. Get as close to the skin as you can.
2. Pull upward with steady, even pressure. Don't twist, crush or jerk the tick.
3. After it's out, clean the bite area with soap and water or rubbing alcohol.
4. Flush the tick down the toilet or throw it away in a sealed bag.

If you get a rash or fever within the next few weeks, call your doctor.

Source: Centers for Disease Control and Prevention

Have a safe summer

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medical emergency. Signs and symptoms include:

- A body temperature of 103 degrees or higher
- Hot, red, dry or damp skin
- A rapid and strong pulse
- Possible unconsciousness

Call **911** right away if you think someone has heatstroke. Move the person to a cooler place, and try to bring their temperature down with cool cloths or a bath. Do not give the person fluids.

Know the signs of anaphylaxis.

This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings, medicines and latex. Signs and symptoms may include:

- A red rash (usually itchy) with hives or welts
- Swelling in the throat or other areas of the body
- Wheezing
- Trouble breathing or swallowing

Someone with these symptoms needs help fast. They may need an injection of the drug epinephrine and a trip to the emergency department.

Sources: American Academy of Allergy, Asthma & Immunology; Centers for Disease Control and Prevention; Safe Kids Worldwide; U.S. Consumer Product Safety Commission

Member rights and responsibilities

As an Aetna Better Health of Ohio member, you have these rights:

- A right to receive information about Aetna, our services, our practitioners and providers, and member rights and responsibilities
- A right to be treated with respect and recognition of your dignity and your right to privacy
- A right to participate with practitioners in making decisions about your health care
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals



- about Aetna or the care we provide
- A right to make recommendations regarding Aetna's member rights and responsibilities policy

You also have responsibilities:

- A responsibility to supply information (to the extent possible) that Aetna and our practitioners and providers need in order to provide care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible

Your Member Handbook has answers

Check out the following information in your Member Handbook and on our website at [AetnaBetterHealth.com/Ohio](https://www.aetna.com/ohio):

- Benefits and services included in your health plan as well as those not covered
- Pharmaceutical management procedures
- Copayments
- Benefit restrictions 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 emergency care
- 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 to include in coverage
- How to obtain care after normal business hours
- How to obtain an independent, external review of internal Utilization Management final determinations

List of Covered Drugs

Our List of Covered Drugs (or "Drug List" for short) tells you which prescription drugs are covered by Aetna Better Health of Ohio.

The Drug List also tells you if there are any rules or restrictions on any drugs, such as a limit on the amount you can get. See Chapter 5 of your Member Handbook for more information on these rules and restrictions.

Each year, we will send you a copy of the Drug List, but some changes may occur during the year. To get the most up-to-date information about which drugs are covered, you can visit the plan's website at [AetnaBetterHealth.com/Ohio](https://www.aetna.com/ohio) or call Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week.

You will also find information about:

- Covered drugs
- Copayment information, including tiers
- Drugs that require prior authorization
- Limits on refills, doses or prescriptions
- Use of generic substitution, therapeutic interchange or step-therapy processes

Good for your body and soul

For exercise, there may be nothing like the great outdoors

Is the gym your usual go-to place for exercise? Then you may need a change of scenery, and one with lots of it: the great outdoors.

If you need a nudge to move your exercise outside, there's plenty of incentive.

Research suggests that outdoor exercise delivers health benefits that can't be duplicated indoors. A key one is a bigger boost in positive emotions.

One study, for example, found that outdoor workouts can lift your

mood more and help you feel more energetic and revitalized than indoor ones. Another found that as few as five minutes of outdoor exercise can improve self-esteem, especially if you're near greenery or water.

Moving your workouts outdoors also lets you:

Connect with nature. That's one of the best perks of outdoor exercise. Think of it this way: Where are you likely to enjoy exercise more, on a treadmill in a crowded gym or on a hiking trail in a nearby park?

Save money. You don't need a gym membership. The outdoors belongs to all of us.

Potentially burn more calories. When you're jogging or biking outdoors, a strong headwind can help you burn more calories. You have to work harder to overcome the wind's resistance.

Get out and enjoy!

So rather than staying cooped up inside, take a brisk walk either alone to clear your mind or with a buddy to socialize. Work out your muscles on a local hill, bike on a neighborhood street, or walk one lap and jog the next at a nearby school track.

Or treat yourself to a walk in the woods, in a meadow or along a stream at a park. See if a park close by offers an exercise boot camp or a yoga class or has exercise equipment. Many parks do now.

You can turn exercise into family time too. Play on a playground with your child (or grandchild), or take a nature hike together. After all, everybody deserves to have fun outdoors.

Source: American Council on Exercise



National Coverage Determination

The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit **AetnaBetterHealth.com/Ohio**. Then go to "For Members" > "Aetna Better Health of Ohio (Medicare-Medicaid)" > "Member Materials and Benefits." You can also visit **CMS.gov** for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box. Or call us at the number on your member ID card.

AetnaBetterHealth.com/Ohio

Learn the truth about cholesterol

Cholesterol is a waxy, fat-like substance made by your body. You also can get it from the foods you eat. If you have too much in your blood, you may be at risk for heart disease or stroke.

Those are some key facts to know about cholesterol. But you should also be aware of some common myths:

Myth: As long as you eat a healthy diet and exercise, your cholesterol levels will be fine.

Truth: Diet and exercise are big players when it comes to healthy cholesterol levels. But other factors can play a role too. For example, blood levels of LDL (the bad cholesterol) tend to rise with age. Smoking lowers levels of HDL (the good cholesterol) and raises LDL. If cholesterol problems run in your family, that can also play a role in your levels.

Myth: You don't need to check your cholesterol unless you have symptoms.

Truth: High cholesterol doesn't have any symptoms. The only way to learn your levels is to have a blood test.

Myth: You don't have to be concerned about cholesterol if you're thin.

Truth: It's true that people who are overweight are more at risk of having high cholesterol. But thin people can have problems with their cholesterol levels too. That can happen if they eat too much saturated and trans fat. Both of those can raise the level of LDL cholesterol in the blood.



Myth: Children aren't at risk for high cholesterol.

Truth: High cholesterol can run in families. Kids can have it too. Children and teens should have their cholesterol tested if they have:

- A parent or grandparent who had heart disease, a heart attack or sudden cardiac death before age 55
- A parent who has a history of high total cholesterol levels (240 mg/dL or higher)

Sources: American Heart Association; National Institutes of Health

A good egg

Why did the chicken cross the road? Maybe to escape the egg critics. Now, after long being blamed for clogging arteries with cholesterol, eggs are coming out of their shells again. That's because researchers unscrambled the facts. Yes, the yolk of one large egg contains about 200 milligrams of cholesterol. But eating one whole egg a day does not raise most people's cholesterol. More good news: The color doesn't matter. Every egg delivers high-quality protein, B vitamins, minerals (including iron) and other nutrients. So it boils down to this: Eggs are good for you!

Sources: Academy of Nutrition and Dietetics; U.S. Department of Agriculture

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Aetna, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna, Inc.:

- 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 these services, contact Aetna Medicaid Civil Rights Coordinator

If you believe that Aetna, Inc. 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 Medicaid Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667 (fax), MedicaidCRCoordinator@aetna.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aetna Medicaid 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, 800-537-7697 (TDD)

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

Multi-Language Interpreter Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame 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 **1-800-385-4104** (TTY: **711**)。

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

Arabic: ملحوظة إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: **711**).

Pennsylvania Dutch: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call **1-800-385-4104** (TTY: **711**).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-385-4104** (ATS: **711**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104** (TTY: **711**).

Cushite (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-385-4104** (TTY: **711**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-385-4104** (TTY: **711**) まで、お電話にてご連絡ください。

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel **1-800-385-4104** (TTY: **711**).

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-385-4104** (телетайп: **711**).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-385-4104** (TTY: **711**).

Somali: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

Nepali: ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्त भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् **1-800-385-4104** (टिस्टवाइ: **711**) ।



Diabetes: Focus on eye health

Do you have diabetes? If so, here's one of the best ways to protect your eyes from problems related to your disease: Have a doctor check them once a year.

Diabetes can raise your risk of eye problems. Over time, high blood sugar levels can damage tiny blood vessels in the eye. This can lead to retinopathy. That's a disease that affects the light-sensitive tissue at the back of the eye.

Diabetes also may raise the risk of:

- Cataracts — a cloudy spot on the lens of the eye
- Glaucoma — damage to the optic nerve in the eye

You may not notice eye problems at first. But unless they are treated, they can slowly cause vision loss or even blindness.

Of course, not everyone with diabetes has eye problems. But the risk goes up the longer you have diabetes.

Set your sights on healthy eyes

The good news? You can take two steps to help protect your eyes from diabetes:

Manage your blood sugar. Work with your doctor to make lifestyle changes and take medicines to help keep your blood sugar in a healthy range. Ask how often it should be tested.

Get eye exams on time. Eye exams can find eye problems early. That's when treatment often works best. Ask your doctor how often to have eye exams. In most cases, it's once a year.

Who needs a flu shot?

Almost everyone 6 months and older needs a flu shot every year. It's a rare exception that someone shouldn't get it.

Flu shots are especially important for:

- Children 6 months through 4 years old
- People 50 and older
- People with some chronic diseases
- People with weak immune systems, such as those being treated for HIV
- Pregnant women

Don't worry — the shot can't give you the flu. Because it doesn't cover every flu strain, it's still possible to get sick if you had a shot — but even then, it's a good idea. You'll likely be less sick and for a shorter time if you had a flu shot.

It's best to get your shot as soon as it's available — before the end of October. However, you can still get one later if you missed it.

Source: Centers for Disease Control and Prevention


Contact us



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1-855-364-0974 (TTY: 711)
AetnaBetterHealth.com/Ohio

 Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook. This newsletter contains general health information that 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.