



# Taking care

Spring 2018

## Care Management: You are important to us

Every Aetna Better Health of Ohio member has a care manager. Your care manager will work very closely with you and all of your care providers to figure out what your needs are, and then create a plan of care that will meet those needs. Your thoughts and opinions about developing your plan of care are very important. This plan should be one that you are happy and comfortable with.

It is very important that you are satisfied with your care manager, and the treatment and services that you are receiving. Please contact your care manager or our Care Management line at **1-855-364-0974, option 5, (TTY: 711)**, 24 hours a day, 7 days a week, to let us know if you have any issues or concerns, or if there is anything that we can do to improve your experience. If you do not know who your care manager is, please contact the Care Management line. They will help to get you in contact with your care manager.

## Smartphones at no cost to you!

You may be eligible to get a smartphone, talk minutes, data and unlimited texting

A smartphone with minutes and data per month can make a big difference to anyone struggling to make ends meet. Everyone needs to be able to connect with jobs, emergency services and family. That's why Aetna Better Health of Ohio has the Lifeline mobile phone program for our members.

—Continued on next page

## Smartphones at no cost to you!

—Continued from front page

As a member of Aetna Better Health of Ohio, we want to help you stay in touch with family, friends and your health care providers. Eligible members can apply for a smartphone or phone service plan at no cost through the government's Lifeline program.<sup>1</sup> This includes health extras, including health reminders and tips by text.

### Choose your no-cost plan

1. Need a smartphone? You may be eligible for an Android smartphone at no cost (includes data, talk and unlimited texts).
2. Keep your own phone and choose a service-only program at no cost (includes data, talk and unlimited texts).

### Get health extras for you and your family

- Health tips and reminders by text
- One-on-one texting with your health care team
- Unlimited calls with our member services team

Already have Lifeline? You may be able to upgrade your phone depending on how long you've had your service.<sup>2</sup>



To learn more, go to [aetnabetterhealth.com/ohio](https://aetnabetterhealth.com/ohio).

<sup>1</sup>Lifeline is a government assistance program, the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

<sup>2</sup>If you have Lifeline voice or text services, you can only upgrade to one of these plans if your service was switched on more than 60 days ago. If you have a Lifeline data plan with 500MB+ of data, you can only upgrade if it was switched on more than 12 months ago.

## 50 or older? Get screened for colon cancer

Turning 50 is a milestone. It's a reason to cheer! For most people, it's also a time to start getting screened for colorectal cancer.

Cancer of the colon or rectum is a top killer of people in the U.S. But you can protect yourself. The best way to do that is to get screened if you're 50 or older.

### This test could save your life

Colorectal screening helps save lives in two ways. It can:

1. **Prevent cancer.** Colorectal cancer often starts with growths (polyps) in the colon or rectum. These growths can be removed before they turn into cancer.
2. **Find cancer early.** Screening can help find colorectal cancer before symptoms start. This is when treatment works best.

Your chances of having colorectal cancer go up after age 50. That is why it is crucial to start screening once you're in your 50s. But you may need to start even earlier

if you are at higher risk. This might be the case if colon cancer or polyps run in your family. Other diseases or medical conditions can raise your risk too.

### More than one test

There are different colorectal cancer screening tests. These include:

- **Colonoscopy.** A thin tube with a light on its end is used to check the entire rectum. With this test most polyps can be taken out on the spot. You will need to cleanse your bowels before this test.

- **Stool test.** You can do it yourself with a kit at home and then return your sample to a lab. But it may miss some polyps or cancer. And you may need a colonoscopy if you have a positive stool test result.
- **Flexible sigmoidoscopy.** It's like a colonoscopy, but it checks only part of the colon.

Your doctor can help you decide which test is right for you. Each has pros and cons. You can also ask your doctor how often you should be tested.

## 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*

## Medicare Health Outcomes Survey

The Medicare Health Outcomes Survey (HOS) was created by the Centers for Medicare & Medicaid Services (CMS), the federal agency that runs Medicare, to monitor and improve the quality of care provided to Medicare beneficiaries. Health plan members are randomly sampled and you may receive this survey in the mail.

The HOS monitors the quality of care provided to our members by asking questions about their health status over a specific period of time.

If you receive this survey in the mail, please complete it! Your responses will help CMS make sure that you receive high-quality care.

## Blood pressure by the numbers

Blood pressure is the force of blood against the walls of blood vessels. High blood pressure, or hypertension,

can cause your heart to work too hard. This raises your risk for serious health problems, including heart attack and stroke.

### Know your numbers

Talk with your doctor about your blood pressure. Ask how often you should have it checked.





	Normal	Elevated	Stage 1 hypertension	Stage 2 hypertension	Medical care needed right away
<b>Systolic mm Hg</b>	Less than 120	120–129	130–139	140 or higher	Higher than 180
	<i>and</i>	<i>and</i>	<i>and</i>	<i>and</i>	<i>and</i>
<b>Diastolic mm Hg</b>	Less than 80	Less than 80	80–89	90 or higher	Higher than 120

*Measured in mm Hg (millimeters of mercury)*

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

## Heartfelt advice

Talk with your doctor about your personal risk of heart disease. Here are four types of numbers to know—and to keep an eye on:

 <b>Blood pressure</b>	High blood pressure makes your heart and blood vessels work harder.
 <b>Cholesterol</b>	Unhealthy levels can raise your risk of a heart attack.
 <b>Body mass index (BMI)</b>	BMI is an estimate of your body fat based on your weight and height.
 <b>Blood sugar</b>	When your blood sugar is high, it can lead to diabetes, which is a major risk factor for heart attack.

Sources: American Heart Association; National Heart, Lung, and Blood Institute

**Need a doctor?** We've got you covered. Search for a provider online at [aetnabetterhealth.com/ohio](https://aetnabetterhealth.com/ohio) or call **1-855-364-0974 (TTY: 711)** 24 hours a day, 7 days a week.



## Are you due for a mammogram?

You know that breast cancer screening is an important part of your health care. Screening tests (mammograms) can help find breast cancer early. That's when treatment often works best.

But advice on breast cancer screening has changed. That may make you wonder, "When should I have a mammogram?"

### When to be screened

The answer to that question isn't the same for everyone. Experts do not always agree when it comes to when and how often to have a mammogram.

For instance:

**When?** Some experts say most women should start breast cancer screening at age 45, but others say exams should start at age 50. But all women over 40 have the option to get screened if they choose, and most types of health insurance will cover the costs completely.

**How often?** Some experts say women should get mammograms every year. Others say women only need one every two years after age 50 or 55. It also depends on a woman's age.

There is different advice when it comes to how long women should keep getting mammograms as they age. And if you're at high risk for breast cancer, you may need to be screened earlier and more often than most women. And you may need another type of screening test in addition to a mammogram. You may be at high risk if you have a family history of breast cancer or an inherited breast cancer gene mutation.

All of this is why it is important to talk to your doctor. Learn more about breast cancer screening and its benefits and risks. Find out what's best for you.

### Watch for changes too

It's also a good idea to know how your breasts normally look and feel. This may make it easier to spot any new lumps or other changes. If you notice such changes, tell your doctor right away.

Sources: American Cancer Society; Centers for Disease Control and Prevention

**AETNA BETTER HEALTH OF OHIO**

7400 W. Campus Rd.  
New Albany, OH 43054



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 Cotton Center Blvd., Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667, 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>.

[www.aetnabetterhealth.com/ohio](http://www.aetnabetterhealth.com/ohio)

OH-16-09-04

[aetnabetterhealth.com/ohio](http://www.aetnabetterhealth.com/ohio)

## 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**)。

**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.

**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**).

**PENN DUTCH: Geb Acht:** Wann du Deitsch Pennsilfaanisch Deitsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **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**).

**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**).

**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**).

**SOMALI (CUSHITE): FEEJIGNAAN:** Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

**OROMO (CUSHITE): Hubadhu:** yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalitti bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **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.

**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。

**DUTCH:** AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel het nummer op de achterkant van uw ID-kaart of **1-800-385-4104** (TTY: **711**).

**UKRAINIAN:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби підтримки. Зателефонуйте за номером, указаним на зворотному боці ідентифікаційної картки, або **1-800-385-4104** (телетайп: **711**).

**ROMANIAN:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la numărul de pe spatele cardului dumneavoastră de identificare sau la **1-800-385-4104** (TTY: **711**).

**NEPALI:** ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

## Diabetes health checks: Which ones do you need?

You won't have to sharpen your pencil or study up for these tests. But when you have diabetes, a few exams shouldn't be missed. They can help you stay in control of diabetes and the health problems it can cause.

Here are some routine health checks and exams for people with diabetes. Ask your provider what's right for you:

### **A1C blood sugar test every three to six months.**

This shows your average glucose control over the past few months. You can see how well your treatment is working overall.

### **Cholesterol and blood pressure checks.**

High blood pressure or cholesterol problems

can raise the risk of heart attack and stroke. Your provider should check your cholesterol every year and your blood pressure at each visit.

**Eye exams.** Have a complete dilated eye exam at least yearly. The reason? Diabetes can harm your eyes even before you notice anything wrong. An eye doctor can spot these problems early.

**Foot exams.** A full foot exam once a year can alert your provider to nerve damage or other changes. Ask your doctor if you should check your own feet more often.

*Source: American Diabetes Association*



---


### Contact us



Aetna Better Health® of Ohio  
7400 W. Campus Road,  
New Albany, OH 43054



**1-855-364-0974 (TTY: 711)**  
**[aetnabetterhealth.com/ohio](http://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. Limitations and restrictions may apply. 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. Benefits may change on Jan. 1 of each year. 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. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974** or read the Aetna Better Health® of Ohio Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year. Models may be used in photos and illustrations.