

AETNA BETTER HEALTH® OF OHIO

a MyCare Ohio plan



Spring 2016

Depression

Myths and facts

Many people misunderstand depression. They also may have heard things about it that weren't true. But myths and mistruths can keep people who are depressed from getting the help they deserve. Here are some myths you may have heard:

Myth: It's just a bad case of the blues.

Fact: Depression is a real mood disorder. It affects millions of people. People who are depressed can't just snap out of it. They are not flawed or crazy either. If a loved one is depressed, he or she may need your support.

Myth: Asking for help means you're weak.

Fact: If you think you might be depressed, tell a doctor. Depression makes it hard to enjoy life. And it raises the risk of suicide. Making the choice to feel better is a courageous move—not a sign of weakness.

Myth: It's just part of getting older.

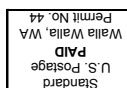
Fact: Many older adults are at risk of depression. And it's important to talk about how you feel, no matter your age. Everyone deserves good mental health.

Myth: Treatment for depression doesn't work.

Fact: Depression is actually very treatable. Medicines and talk therapy can help. In fact, most people who seek help for depression get better.

Sources: Depression and Bipolar Support Alliance; U.S. Department of Health and Human Services

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

Enhanced benefits

When you elect Aetna Better Health® of Ohio for both your Medicare and Medicaid coverage, certain additional benefits are offered to you as a member at no additional cost.

Plan benefits		Amount you pay
Weight Management program	Health coaching, healthy eating education, recipes and tools.	\$0
Smoking cessation	Fifty counseling sessions per year, nicotine patches, gum, lozenges and certain medications without prior authorization (<i>quantity limitations may apply</i>).	\$0
Federal free cell phone program	A standard cell phone with 350 minutes per month and unlimited texts. Calls made to Aetna Better Health of Ohio's member services line do not affect the monthly minutes. Also, no-cost health-related texts and no-cost texts from Aetna Better Health of Ohio.	\$0
Nonemergency transportation	We provide transportation to doctors' offices and other plan-approved locations. Up to 30 round trips or 60 one-way trips.	\$0
Preventive dental	Oral exams, cleaning, fluoride treatment and dental X-rays annually. This benefit is available for Medicaid-only enrollees as well as Medicare-Medicaid enrollees.	\$0
Over-the-counter (OTC) catalog supplies	\$20 monthly mail-order benefit for products found in the OTC catalog.	\$0

Call **1-855-364-0974** (TTY: **711**) today to find out more about combining your Medicare and Medicaid benefits with Aetna Better Health® of Ohio.

What to do if you've lost your ID card

If you have lost or misplaced your member ID card, ordering a new one is simple. Call us at **1-855-364-0974** (TTY: **711**), and request a new ID card be sent to your home or residence. Please expect 10 business days for your new card to arrive.

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A hospital stay Have a plan before heading home

The last few hours of your hospital stay can play a big role in how well you do after you leave.

You'll be given a lot of information in a short amount of time. Most of it will be written down. Still, you'll want to be sure you understand what comes next in your recovery.

Here are five good things to know before you leave:

1. Who should you call if you have any concerns? Ask for numbers you can call at any time of day or night.
2. When is your next visit with your doctor? This should be set up for you.
3. What medications will you need? Ask for a list. How does it differ from what you were taking when you came into the hospital? What should you know about any new medications?
4. What kinds of food can you eat? What should you avoid?
5. What kinds of activities can you do? What should you avoid doing?

Sources: Agency for Healthcare Research and Quality; Family Caregiver Alliance

You can print out a guide for leaving the hospital before you go in. Visit <http://morehealth.org/goinghomeguide>.



How NCDs affect your plan

The Centers for Medicare & Medicaid Services (CMS) sometimes change 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 www.aetnabetterhealth.com/ohio.

Then go to For Members > Aetna Better Health of Ohio (Medicare-Medicaid) > Member Materials and Benefits.

You can also visit www.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.

Address change

Moving? Be sure to know who to call to report your change of address

If you are moving soon but still staying within an Aetna Better Health of Ohio service area, be sure to call the following offices to let them know your new address. This will help prevent any disruption to your Aetna Better Health of Ohio coverage after you move.

- Medicaid Hotline **1-800-324-8680**
- Your area Social Security office
- Your local Jobs and Family Services office

Aetna Better Health of Ohio receives your address information from the Ohio Department of Medicaid and cannot make any official changes to your address within our system.

F.A.S.T.

An easy way to remember the sudden signs of stroke

If someone shows any of these signs, call 911 right away.

Face

Does one side of the face droop? Is it numb? Can they smile? Is the smile uneven?

Arm

Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

Speech

Can they correctly repeat a simple sentence? Is it slurred or hard to understand?

Time

Call 911 immediately, even if the signs go away. Note the time when the first signs appeared. It will help with treatment options.

Other stroke signs include:

- Sudden numbness or weakness of a leg
- Sudden confusion or trouble understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, or loss of balance or coordination
- Sudden severe headache with no known cause

Source: American Stroke Association

Tips for a successful mammogram

Is it time for your mammogram? If you're a woman over 40, ask your doctor about it.

Here are tips to ensure your mammogram goes smoothly:

Before

- Choose a date when your breasts will not be tender. You might want to avoid the week before your period and during your period.
- Be sure your doctor has any earlier mammograms to compare with your new one.

The day of your test

- Don't use deodorant, perfume or powder. They can create white spots on your mammogram that make it hard to read.



- You may want to wear a top with pants or a skirt. You will need to undress from the waist up.

Afterward

- Ask if you can have a call or email reminding you to schedule next year's mammogram.
- If you don't get your results within 30 days, call your doctor's office.

The whole process takes about 20 minutes. That's a small amount of time for a big benefit: making sure your breasts are healthy.

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

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.

You can get this information at no cost in other languages. Call

1-855-364-0974 (TTY: **711**), 24 hours a day, 7 days a week. The call is at no cost.

Puede obtener esta información en otros idiomas de manera gratuita. Llame al **1-855-364-0974** y TTY al **711**, 24 horas al día, 7 días de la semana. Esta llamada es gratuita.

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.

Aetna Better Health of Ohio, a MyCare Ohio plan (Medicare-Medicaid Plan)

is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this information at no cost in other languages. Call **1-855-364-0974** or TTY: **711**, 24 hours a day, 7 days a week. The call is at no cost.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. 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.

Contact us

7400 W. Campus Road,
New Albany, OH 43054

1-855-364-0974

TTY: **711**

www.aetnabetterhealth.com/ohio

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