

HEALTHY LIVING

Screen today for a healthier tomorrow

Health screenings aren't just for older adults. Start these five in your younger years to take control of your health.



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. Visit aetna.com/su24md-1 or scan the QR code to learn more.



Blood pressure

All adults should get their blood pressure checked every three to five years. If you're over 40, get it checked every year.

Cholesterol

Experts recommend checking your cholesterol every four to six years. Ask your doctor if it's time to get yours checked.

Cervical cancer

Women 21 to 65 years old should get screened every three to five years.

Diabetes

The American Diabetes Association recommends that everyone start screening for diabetes at 35 years old. But your doctor may recommend screening earlier if you are at high risk.

Sexually transmitted infections (STIs)

If you are sexually active, talk to your doctor about getting tested for STIs like HIV, gonorrhea and chlamydia.

We have preventive health guidelines to help you stay healthy. Your doctor will recommend screenings based on your health history. You may need to be screened more often or earlier for certain conditions.

Make an appointment with your doctor today! Don't have one? Visit AetnaBetterHealth.com/maryland/find-provider to search our provider directory. Or call Member Services for help.

Smart strategies for managing multiple health conditions

Juggling different medications, specialists and appointments? These tips and tools can help make it easier to take control of your health and feel your best.

Review your medications

If you're taking more than one medication, it's a good idea to review them with your doctor each year.

They might suggest a medication that combines the work of two of your drugs, for example. Which means you'll have fewer pills to keep track of. Or, they could offer alternatives that help you steer clear of unwanted side effects.

Keep track of your test results

Ask for copies of your hospital and lab records and doctors' notes. This way, you can track your

progress and watch for changes. And it gives you time to process your health information.

You can track your health history in your online Member Portal or in the Aetna Better Health® app. Visit [AetnaBetterHealth.com/maryland/member-portal.html](https://www.aetna.com/betterhealth/maryland/member-portal.html) to get started.

Keep a symptom journal

Tracking your symptoms can help you and your provider make decisions about treatment and lifestyle changes.

In a notebook or an app on your phone, jot down your symptoms, how often you have them and how they make you feel. Share this information with your provider each time you meet.

Educate yourself

We're not talking about going back to high school or college. But you should try to learn as much as you can about the health conditions you have.

Ask your doctor to suggest reliable websites where you can find out more about the latest research and treatments. Once you understand your health situation better, it will be easier to ask the right questions at your doctor appointments.



Your dedicated care manager can help you find providers, manage appointments, learn about your health and more. We also have special programs that can help you manage certain health issues. Call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with a care manager to get started.

Need help understanding your health? We provide free health education. Call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator. Or email WellnessAndPrevention@Aetna.com.



Your diabetes checkup checklist

Diabetes affects your whole body. But you can prevent serious problems with regular self-care and checkups. Use these guidelines from the Centers for Disease Control and Prevention to stay on top of your health.

Quality Improvement

Keeping you and your family healthy is important to Aetna Better Health® of Maryland.

Our Quality Improvement program tracks the quality of care our members receive. This helps us improve members' health. We also look for areas that need improvement.

Visit our website at [AetnaBetterHealth.com/maryland/quality-improvement-program.html](https://www.aetna.com/maryland/quality-improvement-program.html) to learn more about the goals and progress of our Quality Improvement program.

Daily checks	Biannual checks	Yearly checks
<ul style="list-style-type: none"> ✔ Blood sugar. Talk to your care team about how often to check your blood sugar at home. Write down your numbers and bring them with you to your appointments. ✔ Foot check. Call your care team if you notice any cuts, sores, blisters, redness or swelling on your feet. ✔ Medications. Take your medicines as prescribed by your doctor. 	<ul style="list-style-type: none"> ✔ Dental exam. Keep your teeth and gums healthy with twice-a-year cleanings. Tell your dentist you have diabetes. ✔ A1C test. This blood test measures your average blood sugar levels over the past few months. Your care team may want to test this more often. ✔ Doctor visit. Talk to your care team about how often you should see your doctor. ✔ Blood pressure. Get this checked every time you see your doctor. 	<ul style="list-style-type: none"> ✔ Dilated eye exam. A yearly eye exam can help find diabetes-related problems early, when they're easier to treat. ✔ Kidney tests. Regular kidney checks can help prevent or slow kidney problems. ✔ Cholesterol test. This helps monitor your risk of heart disease. ✔ Complete foot check. Have your doctor do a full foot check at least once a year. They may refer you to a podiatrist (foot specialist) if needed.



Earn rewards for completing diabetes checks.

You can earn a \$25 gift card when you complete a yearly A1C test, eye exam or kidney disease screening. Call Member Services for more information.

Signs your “bad mood” could be something more serious

It’s normal to feel angry or sad sometimes. But it can be hard to tell whether you’re just in a funk or have a more serious issue. Here are four signs that it’s time to reach out for help.



Help is here

Talk to your doctor or care team if you’re concerned about your mental health. They can refer you to a mental health provider if needed to help diagnose the problem. Once you have a diagnosis, your care team can come up with a treatment plan to help you feel better.

If you’re ever having thoughts about harming yourself or someone else, it is an emergency. Call **911** or go to a local emergency room. You can also call or text the Suicide & Crisis Lifeline at **988**. The Lifeline provides free and confidential support 24 hours a day, 7 days a week.

1 Your anxiety or sadness is hanging around

Anxiety or sadness can be a normal reaction to stressful situations or life events. But if those feelings stick around for more than several weeks and aren’t getting better, it might be time to seek treatment.

2 You need a glass of wine

All addictive behaviors aim at soothing an uncomfortable feeling. That could mean turning to alcohol, prescription medicines or gambling to cope. Even endlessly scrolling through your phone can be a problem.

If you notice an increase in addictive or coping behaviors, it could be a sign of a bigger problem.

3 You’re struggling to keep up with responsibilities

Depression and anxiety can make it hard to stay on top of work, household chores and even personal hygiene. Any time your mood starts to interfere with your day-to-day life, it could be a sign that it’s time to seek help.

4 Your health habits have changed

Conditions like anxiety and depression don’t just cause changes in your mood. They’re linked to plenty of other health issues, like gastrointestinal problems, headaches, trouble sleeping and changes in your appetite.

Talk to your doctor or care team if you notice any new health issues. They can help rule out any physical problems and refer you to a mental health provider if needed.

You deserve to be healthy in body and mind. Your Medicaid plan covers a variety of mental health services. You can go to any behavioral health provider in the Optum Health Network. Call Optum Health at **1-800-888-1965 (TTY: 711)** to find a provider.

Stress-free travel with asthma

Don't let asthma get in the way of your adventures. These tips can help you breathe easy on your next trip.

Planning your trip

Consider the weather and altitude where you're going, and if they may trigger your asthma.

Watch out for allergens when booking hotels. For example, do they use feather pillows? Is it pet-friendly? Be wary of any place that looks unclean.

Before you go

See your doctor or asthma nurse at least eight weeks before you leave. Discuss your medications and review your personal action plan. And know what to do in case of an emergency. Check that your health plan will cover care if something happens while you are away.

During your vacation

Take note of the hospitals and clinics near to where you're staying. Carry a list of emergency contact numbers with you at all times. If you're traveling with a friend or family member, make sure they know you have asthma and how they can help if you aren't feeling well.

What to pack

- ✓ A letter from your doctor with the names (generic and brand name) of all the drugs you are taking, plus the dose and total amount.
- ✓ Copies of your personal action plan (a photo of it on your smartphone is also handy).
- ✓ Enough medication and inhalers to last beyond your planned trip, in case you are unexpectedly delayed. Carry at least a few days' supply in your carry-on in case your checked luggage gets lost.
- ✓ A power adapter if you use a nebulizer and are traveling to a country that uses different outlets than you have at home.



Breathe easy at home. A clean home can help prevent asthma flare-ups. That's why we cover two carpet cleanings each year for members dealing with asthma or chronic obstructive pulmonary disease (COPD). Call Member Services to learn more.



How to file a complaint, grievance or appeal

If you are dissatisfied with a provider or Aetna Better Health® of Maryland, it is called a complaint. If your complaint is about a service your provider feels you need but we will not cover, you can ask us to review your request. This is called an appeal. You must file an appeal within 60 days of the date on your denial letter. You can file an appeal by phone (**1-866-827-2710**), in writing or in person. Your doctor can also file an appeal for you, with your permission.

A complaint that is not related to a denial of service is called a grievance. Examples include not being treated fairly or having trouble getting an appointment. You can file a grievance at any time by calling customer service at **1-866-827-2710**. Find more information about appeals and grievances in your Member Handbook.

Understand your pharmacy benefits

Wondering if your medications are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at **AetnaBetterHealth.com/maryland/pharmacy-prescription-drug-benefits.html**. Or call Member Services at **1-866-827-2710 (TTY: 711)** to ask for a printed copy. You can find more information about all your pharmacy benefits in the Member Handbook.

Utilization management: What you need to know

Aetna Better Health of Maryland makes utilization management (UM) decisions based only on the appropriateness of care and services and the existence of coverage. We do not reward

practitioners, employees or other individuals for issuing denials of coverage. Any financial incentives Aetna Better Health of Maryland may provide to UM decision-makers do not

encourage them to make decisions that result in under-utilization of services. We also do not use employee incentives or disincentives to encourage barriers to care and service.

Know your rights and responsibilities. Find a full description of your rights and responsibilities at **AetnaBetterHealth.com/maryland/medicaid-rights-responsibilities.html** or in your Member Handbook.

Fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

Fraud: Intentionally deceiving the system to receive an unauthorized benefit

Waste: Overusing Medicaid resources

Abuse: Causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health Member Services:
1-866-827-2710 (TTY: 711) or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health,
Office of the Inspector General: **1-866-770-7175**
or **DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx**
- Contact the U.S. Department of Health and Human Services,
Office of the Inspector General: **1-800-447-8477**
or **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.



News and events

Stay up to date on health news, events and resources. Visit **AetnaBetterHealth.com/maryland/news-events.html** to find:

- What's new with your plan
- Upcoming community events near your
- Current and past newsletter issues

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

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)**.

Español/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)**.

中文/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)**。



Learn more about your plan with your Member Handbook.

Visit **aet.na/su24md-2** or scan the QR code to view it online. Or call

Member Services at **1-866-827-2710 (TTY: 711)** to have one mailed to you.



Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090

<Recipient's Name>

<Mailing Address>

3385422-10-01-SU (07/24)

Your back-to-school checklist

Summer break is a great time to get your child's key health checks done. Get these done before heading back to school:

- ✔ **Annual well-child visit.** School-age kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities too. For younger kids, ask your child's doctor if they should be tested for lead at this visit.
- ✔ **Immunizations.** At the well-child visit, ask your child's doctor if they're due for any routine vaccines. Check with your child's school too, to see if they require certain vaccines.
- ✔ **Dental cleaning and exam.** Experts recommend dentist visits every six months to prevent cavities and other problems.
- ✔ **Eye exam.** Your child should have their vision checked every one to two years. If your child wears glasses, they may need to go to the eye doctor more often.



Get rewarded for preventive care! You can earn gift cards for completing wellness activities such as vaccines and yearly checkups. Call Member Services at **1-866-827-2710 (TTY: 711)** for more information.