

HEALTHY LIVING



Screen today for a healthy tomorrow

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

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/oklahoma/find-provider](https://www.aetna.com/oklahoma/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. That 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/oklahoma/member-portal.html](https://www.aetna.com/betterhealth/oklahoma/member-portal.html) to get started.

Keep a symptom journal

It can be hard to keep track of symptoms, especially if they change or are unpredictable. But those details can help you and your provider make decisions about treatment and lifestyle changes.

Find a notebook or notepad to use as a symptom tracker. Write down what symptoms you have, 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 **1-844-365-4385 (TTY: 711)** and ask to speak with a care manager to get started.



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.

Daily checks

- ✔ **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.

Biannual checks

- ✔ **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.

Get support with the Diabetes Care Program

You can earn rewards for completing these diabetes wellness checks:

- \$15 for completing a kidney screening
- \$15 for completing a diabetic retinal eye exam
- \$15 for completing an A1C test

Plus, when you complete all diabetes care program screenings, you'll have access to a \$50 monthly allowance for healthy foods. Ask your care manager for more information.

Yearly checks

- ✔ **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.

Keep your benefits at your fingertips. Access your plan benefits from anywhere through your online Member Portal. You can also use the Aetna Better Health® app to see your benefits on the go. Visit [AetnaBetterHealth.com/oklahoma/member-portal.html](https://www.aetna.com/betterhealth/oklahoma/member-portal.html) to get started!

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 for you

Talk to your PCP 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 or 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, that 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 primary care provider (PCP) 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.

Get the help you need. All members have access to services to help with mental health issues like depression, anxiety or addiction. And you don’t need a referral for behavioral health care. Call Member Services at **1-844-365-4385 (TTY: 711)** for help.

Healthier happens together

At Aetna Better Health® of Oklahoma, we take pride in our strong community ties and dedication to the well-being of Oklahomans. Our health care approach focuses on the whole person, reaching beyond traditional medical settings. That's why you get extra benefits, such as food assistance, transportation services and community support groups to ensure comprehensive health care that takes care of the *whole you*. With our dedicated local team, we're committed to helping you on your journey to better health — because healthier happens together®.



Best regards,
Dr. Sarah-Anne
Schumann,
CMO



Your health, your goals, your voice

Our Advisory Committees bring members, providers, community advocates and plan representatives together to improve our services. We use your opinions to make our programs and your experience better. To join a meeting, call **1-844-365-4385 (TTY: 711)**.

You can also share your voice through other committees, such as the Behavioral Health Advisory Committee and the Tribal Advisory Board. They meet multiple times each year and gain insights to help improve care. Go to **AetnaBetterHealth.com/oklahoma/member-advisory-committee.html** to learn more.



Learn more about your plan with the Member Handbook.

Visit **aet.na/su24ok-2** or scan the QR code to view it online. Or call Member Services at **1-844-365-4385 (TTY: 711)** to have one mailed to you.



Aetna Better Health® of Oklahoma

Nondiscrimination Notice

Aetna Better Health 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 Better Health:

- 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 Better Health 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
P.O. Box 818001
Cleveland, OH 44181-8001
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>.

Aetna Better Health is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1 844-365-4385** (TTY: **711**).

SPANISH: ESPAÑOL: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1 844-365-4385** (TTY: **711**).

VIETNAMESE: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1 844-365-4385** (TTY: **711**).

TRADITIONAL 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 **1 844-365-4385** (TTY: **711**)。

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1 844-365-4385** (TTY: **711**).

GERMAN: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1 844-365-4385** (TTY: **711**).

Arabic: ملاحظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1 844-365-4385** (TTY: **711**)

HMONG: LUS CEEV: Yog tias koj hais Lus Hmoob, ces yuav muaj kev pab txhais lus pub dawb rau koj. Hu rau **1 844-365-4385** (TTY: **711**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1 844-365-4385** (TTY: **711**).

FRENCH: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1 844-365-4385** (TTY: **711**).

LAO: ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ຈະມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທຫາເບີ **1 844-365-4385** (TTY: **711**).

THAI: เรียบ: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1 844-365-4385** (TTY: **711**).

CHEROKEE: ᏍᏏᏉᏍᏗ ᏌᏍᏗ ᏍᏗᏂᏂᏍᏗ ᏂᏗᏂᏍᏗ, ᏍᏗᏂᏂᏍᏗ ᏌᏍᏗᏌᏍᏗ ᏌᏍᏗᏌᏍᏗ ᏌᏍᏗᏌᏍᏗ, ᏌᏍᏗᏌᏍᏗ ᏌᏍᏗᏌᏍᏗ ᏌᏍᏗᏌᏍᏗ ᏌᏍᏗᏌᏍᏗ. ᏌᏍᏗᏌᏍᏗ **1 844-365-4385** (TTY: **711**).

Farsi: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره **1 844-365-4385** (TTY: **711**) تماس بگیرید.

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1 844-365-4385** (TTY: **711**)

BURMESE: မြန်မာ - သတိ - သင်မြန်မာစကားပြောဆိုပါက သင့်ထံ ဘာသာစကား ကူညီပံ့ပိုးရေး ဝန်ဆောင်မှုများကို အခမဲ့ ပေးဆောင်သွားပါမည်။ သင့်အိုင်ဒီကတ်၏ကျောဘက်ရှိ နံပါတ် သို့မဟုတ် **1 844-365-4385** (TTY: **711**) သို့ ခေါ်ဆိုပါ။



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<Recipient's Name>

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Your back-to-school checklist

Summer break is a great time to get health checks done for your child or you. Schedule these appointments before heading back to school:

- ✔ **Annual well-child visit.** School-aged kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities too.
- ✔ **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 well-child visits! Members 3 to 20 years old can earn a \$25 incentive once a year for completing a well-child visit. Call Member Services at **1-844-365-4385 (TTY: 711)** for more information.