



## Aetna Better Health® of California



### Manage your health on your phone



Members with smart phones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your primary care provider
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your benefits

### In praise of pumpkins

Round and orange they grin and glow, unmistakable signs of fall.

Pumpkins don't shine only as jack-o'-lanterns, though. These nutritious golden stars of the harvest season are packed with fiber, potassium and vitamin A. They have a long history of lighting up many a delish dish.

In times past, pumpkin was a Native American staple that was roasted over an open fire. And when colonists filled

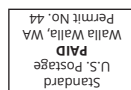
the plump orange gourds with milk, spices and honey and baked them in hot ashes, it was the precursor of our classic Thanksgiving dessert.

### The pie's not the limit

Today, pumpkin is in everything from summertime smoothies to specialty coffees that taste like autumn. In fall and winter, try fresh pumpkin in:

- Chili
- Enchiladas

—Continued on page 2



## In praise of pumpkins

—Continued from front page

- Pasta dishes
- Soups and stews
- Stir-fries

Be sure to pick a blemish-free pumpkin (labeled as sweet or pie). Choose one that's heavy, free of soft spots and with a 1- to 2-inch stem still attached. Peel it, cut it into cubes — and it's ready to cook.

Sound like too much work? Try plain canned pumpkin. It's also packed with nutrition and available year-round. The puree can add savory goodness to dips, breads, muffins, puddings and smoothies.

So whether you classify pumpkin as a fruit (as botanists do) or a veggie, carving out space for it in your menu can boost flavor and nutrition all year. And that's something to grin about.

*Sources: American Institute for Cancer Research; Penn State Extension; Produce for Better Health Foundation; University of Illinois Extension*



## Holiday eating: Be good to your blood sugar

Cookies and candy canes and creamy eggnog — oh my! When it comes to controlling your blood sugar, the holidays can really throw you off track.

Still, with a little planning, it's possible to enjoy parties and family gatherings like everybody else — without giving up your favorite foods. You just have to take a few extra steps. Among them:

1. **Think before you eat.** Decide which foods are worth the carbs or calories and which you can skip without regrets. Then stick to your choices.
2. **Go easy on starchy foods.** At a big holiday meal, it may be tempting to treat yourself to mashed potatoes, stuffing, sweet potato casserole and a dinner roll or two. Try to choose just one. Another option: A few bites of each.
3. **Savor sweet treats.** Opt for small portions, and chew slowly to make them last. You might even put down your fork between bites. That helps give your brain enough time to tell your body you're full.

### 4. **Try not to hang out near the food.**

At parties, find a comfortable spot away from the table to chat, rather than nibbling mindlessly.

### 5. **Rethink drinks.** Instead of alcohol or sugary beverages, sip something calorie-free. Try seltzer flavored with lemon slices or a splash of fruit juice.

### 6. **Revise recipes.** You can often use less sugar or replace some of it with a sugar substitute.

### 7. **Finally, be kind to yourself.** Even if you have more carbs than you intended, you haven't failed. Just recommit to healthy eating for the next meal.

*Sources: American Association of Diabetes Educators; American Diabetes Association*

## Women: 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*

## My doctor visit checklist

This checklist can help you communicate better with your doctor. Fill it out and take it with you to your appointment. You might also use it to prepare for calls to your doctor's office about your care.

### The reason for my visit

I am most concerned about \_\_\_\_\_.

### What the doctor needs to know

I have these new or worsening symptoms:

\_\_\_\_\_

My health has changed recently (taking new medications, recovering from surgery, etc.):

\_\_\_\_\_

I have these limitations (poor vision, difficulty walking, memory problems, etc.):

\_\_\_\_\_

### Your health/treatment questions to ask

- Do you have any follow-up instructions for me? Can I get those in writing?
- When will I get the test results from my visit?
- When should I schedule my next appointment?
- When should I expect to see improvement?
- If there is no improvement, what should I do?
- How should I contact you if I have questions after this visit?

### Staying well questions to ask

- Does my family health history raise my risk for any health problems?
- What vaccines, screenings or medical tests do I need?
- What are some steps you think I should take to stay healthy?

### I feel



stable



unstable



getting worse



seriously ill

Need emergency care? Call **911**.

## Alzheimer's and the holidays

As special as they are, the holidays can also be bittersweet when someone you love has Alzheimer's. Memory loss may make it hard for your loved one to take part in old traditions. Because of the changes Alzheimer's brings, you may feel a special sense of loss.

Still, there are ways to help keep the happy in your holidays.

For example:

- **Build on past memories.** Some may still be meaningful to your loved one, such as singing favorite songs or looking at old family photos.

- **Encourage your loved one to help.** If abilities allow, your loved one might measure ingredients for a holiday dish or hand decorations to you as you put them up.
- **Stick to a normal routine.** That will help your loved one be less confused. Set aside time for breaks and rest.

- **Create a quiet room.** It may be easier for your loved one to relax at family gatherings if he or she can step away to rest or visit with just one or two people at a time.
- **Let others know what to expect.** Before out-of-town guests arrive, you might tell them about changes in your loved one's memory or behavior since their last visit. That can help them adjust — and support you and your loved one.
- **Take care of yourself.** Give yourself permission not to wear yourself out with holiday prep. Let others contribute and spend time with your loved one while you rest.

Source: Alzheimer's Association



## Weathering winter with asthma

Cold weather is here. So be ready to bundle up — and maybe kick your asthma control up a notch.

Why? Winter can cause problems for people with lung diseases. That's because of:

**Low temps.** Cold, dry air can irritate the lungs and trigger coughing and shortness of breath. To help counter the cold:

- Check the forecast — try to stay inside when it's very cold.
- Wear a scarf over your mouth and nose when you're outside. This will warm the air before it enters your lungs.
- Keep your quick-relief inhaler with you.

**Outdoor air pollution.** Air pollution can be higher in the winter. It's a good idea to stay in when the air is unhealthy to breathe. You can check air quality forecasts online at [airnow.gov](http://airnow.gov).

**Fireplace smoke.** Breathing smoke from a fire also makes asthma worse. So if there's a fire burning, sit well away from it. Better yet, don't use a real fire. An electric fireplace might be an option.

**Seasonal scents.** During the holidays, many people burn scented candles. If strong odors stir up asthma trouble for you, skip these decorations. Ask your hosts to do the same.

**Colds and the flu.** Winter is part of flu season, and the flu can make asthma worse. Colds can too. Be sure to get a flu shot. Wash your hands often, and try to avoid close contact with people who may be sick.

**Holiday travel.** If you travel for the holidays, remember to pack your asthma medicines, a copy of your prescriptions and your asthma action plan.

Sources: American College of Allergy, Asthma & Immunology; American Lung Association



## How to make it through the holidays

The holidays can be stressful for the healthiest people. They can prove an even tougher time when you have a chronic illness.

Keep in mind that you can opt out of any holiday events you don't feel up to attending. It's OK to say no. When you do take part:

- Let someone else take on hosting duties.
- Plan in advance how you want to spend your time — and with whom.
- Take breaks from the social scene if you feel yourself running low on energy.
- Feeling tired? It's OK to take a nap.
- Avoid alcohol. It can worsen bad moods or feelings.
- Take care of yourself by eating balanced meals.
- Give yourself permission to express your emotions. Don't try to force a happy face if you're really feeling down.
- Try taking a walk when the sun's out. Gray days can bring on seasonal affective disorder — a type of depression. Getting out in the sun can brighten your mood.
- Get plenty of rest so you have the energy for favorite events.

Sources: Alzheimer's Association; American Cancer Society; National Alliance on Mental Illness

## What is a psychiatrist?

You've probably heard of a psychiatrist. Maybe the word makes you think of a couch, a patient talking, a doctor taking notes.

That's talk therapy. It's a key part of their job. They can do a lot more too. Through a range of treatments, psychiatrists help people of all ages regain a sense of mental well-being.

### Treating and preventing mental illness

Psychiatrists are medical doctors. They specialize in diagnosing, treating and preventing mental illness. They help patients resolve behavioral, emotional and mental issues. Some people need only a few weeks of treatment. Others need long-term care.


For example, these providers can help with:

- Feelings of hopelessness that don't go away
- Panic attacks
- Specific illnesses, such as depression and schizophrenia
- Addiction
- Suicidal thoughts

Psychiatrists work with each patient to develop a customized plan. It will likely include talk therapy, either alone or combined with other treatments. They can prescribe medication — one key difference between psychiatrists and psychologists.


If you think a psychiatrist could help you, talk to your primary care provider.

Sources: American Psychiatric Association; National Institute of Mental Health; U.S. Bureau of Labor Statistics

**Contact us**  Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131



Member Services: **1-855-772-9076 (TTY: 711)**  
24 hours, 7 days a week  
[aetnabetterhealth.com/california](https://aetnabetterhealth.com/california)

 Here For You is published as a community service for the friends and members of Aetna Better Health® of California. 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. Models may be used in photos and illustrations.



**AETNA BETTER HEALTH® OF CALIFORNIA**  
Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**How to file a grievance**

If you believe that Aetna Better Health of California 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 Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**In writing:** Fill out a complaint form or write a letter and send it to:

Aetna Better Health of California  
10260 Meanley Drive  
San Diego, CA 92131

**In person:** Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

**Electronically:** Visit Aetna Better Health of California website at [aetnabetterhealth.com/california](http://aetnabetterhealth.com/california)

### **Office of Civil Rights**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

**By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

**In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

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

**Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

## 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**)。

**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**).

**TAGALOG: PAUNAWA:** Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **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.

**ARMENIAN:** Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարե՛ք ձեր ID քարտի հետևի մասում գտնվող հեռախոսահամարով կամ **1-800-385-4104** (TTY (հեռառիպ)՝ **711**):

**PERSIAN:** اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

**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**).

**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。

**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**)

**PANJABI:** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਆਪਣੇ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਨੰਬਰ ਜਾਂ **1-800-385-4104** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**MON KHMER:** ប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក ។ ចូរ ទូរស័ព្ទ ទៅលេខនៅខាងក្រោយនៃ អត្តសញ្ញាណប័ណ្ណ (ID Card) របស់អ្នក ឬ **1-800-385-4104** (TTY: **711**) ។

**HMONG:** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau tus nab npawb xov tooj nyob rau sab qab ntawm koj daim ID lossis **1-800-385-4104** (TTY: **711**).

**HINDI:** ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

**THAI:** ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)