



Aetna Better Health® of Florida

Taking care

Summer 2018

Making changes to your primary care physician

Did you know that you can choose a new primary care physician monthly? Sometimes things such as moving or finding a doctor who speaks our primary language can cause us to want to change our doctor. Please visit our website at aetnabetterhealth.com/florida or call Member Services at **1-844-528-5815** to find a new doctor.

Be safe when it's sunny

Summer means hot days and outdoor adventures. It also means taking extra steps to keep your family safe from too much sun.

The sun can damage skin. Too much sun can lead to wrinkles, age spots and skin cancer.

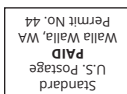
Heat illnesses, such as heatstroke, are another concern. Children and

older adults are most at risk. To protect against heat illnesses:

- Drink plenty of water to stay hydrated.
- Keep inside when it's hot. If it is very hot and you don't have air conditioning at home, go someplace cooler, like the library.
- Stay in the shade when you're outdoors.

- Use sunscreen. Choose a type that has a sun protection factor (SPF) of at least 30 and that protects from both UVA and UVB rays. Apply more every two hours.
- Wear clothes that will protect your skin, such as long-sleeved shirts and wide-brimmed hats.

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Aetna Better Health® of Florida
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What is respect in a relationship?

Most people want to enjoy health and relationships. A relationship can affect health for good or bad. Respect is vital to relationship health. Respect means things such as good boundaries and communication. Respect also means to treat a person as an equal. But what does respect mean in daily life? To show respect in a relationship can mean to:

- Be fair with time and money.
- Honor consent when it comes to affection and intimacy.
- Show the person that you care and that they are important to you.
- Tell someone if they make you happy and show appreciation.
- Stay active in making important decisions.
- Consider options and listen to what someone is saying.
- Do not threaten or shut someone down.

To behave with respect can also mean to:

- Support the other person in meeting their needs.
- Participate in things in which the other person has interest.


- Invite, instead of demand, things or responses.
- Be honest and safe and expect the same from the other person.
- Never hurt someone on purpose.
- Value the other person's privacy by not trying to find out passwords in order to check on phone calls and social media messages.
- Be trustworthy and do not spy on a person to see who they are with or what they are doing.

If it is hard to respect a person or you do not feel that you get respect, it may be time for a healthy breakup. To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233)**. For TTY, call **1-800-787-3224**. A teen may call the National Dating Abuse Helpline to talk to a teen or adult: **1-866-331-9474** (TTY **1-866-331-8453**) or visit the websites: **loveisrespect.org** or **thatsnotcool.com**.

Help stop fraud, waste and abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health dollars are not carefully spent. Abuse is doing something that results in needless costs.

If you think you have seen or heard of fraud, waste or abuse happening, you have a right—and the duty—to report it. You can do so without leaving your name. Here's how:

 **Tell us.**
Call the Aetna Better Health compliance hotline at **1-800-333-0119** or use the fraud and abuse form on our website: **aetnabetterhealth.com/florida**.

Member rights and responsibilities

As an Aetna Better Health member, you have certain rights and duties. You can get a complete copy of your rights and responsibilities at any time. Here's how:

- Call Member Services at **1-844-528-5815**.
- Go to **aetnabetterhealth.com/florida**.
- Look in your Member Handbook.

Member Rights and Responsibilities

We have adopted the Florida Member's Bill of Rights and Responsibilities. You can request a copy of it from your doctor.

Your rights

- You have the right to have your privacy protected.
- You have the right to receive a prompt and reasonable response to questions and requests.
- You have the right to know who is providing services to you.
- You have the right to know the services that are available, including an interpreter if you don't speak English.
- You have the right to know the rules and regulations about your conduct.
- You have the right to be given information about your health.



- You have the right to get service from out-of-network providers for emergency services.
- You have the right to get family planning services without prior authorization.
- You have the right to be given information and counseling on the financial resources for your care.
- You have the right to know if the provider or facility accepts the assignment rate.
- You have the right to receive an estimate of charges for your care.
- You have the right to receive a bill and to have the charges explained.
- You have the right to be treated regardless of race, national origin, religion, handicap, or source of payment.
- You have the right to be treated in an emergency.
- You have the right to know if medical treatment is for purposes of

experimental research and to give your consent or refusal to participate in such research.

- You have the right to file a grievance if you think your rights have been violated.
- You have the right to information about our doctors.
- You have the right to be treated with respect and with due consideration for your dignity and privacy.
- You have the right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- You have the right to participate in decisions regarding your health care, including the right to refuse treatment.
- You have the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- You have the right to request and receive a copy of your medical records and request that they be amended or corrected.
- You have the right to be furnished health care services in accordance with federal and state regulations.
- You are free to exercise your rights, and the exercise of those rights does not adversely affect

the way the health plan and its providers or the state agency treat you.

- You have the right to make a complaint about the health plan or the care it provides.
- You have the right to file a grievance about any matter other than an adverse benefit determination.
- You have the right to appeal a decision the health plan makes.
- You have the right to make a recommendation regarding the health plan's member rights and responsibilities.

Your responsibilities

- You should provide accurate and complete information about your health.
- You should report unexpected changes in your condition.
- You should report that you understand your care and what is expected of you.
- You should follow the treatment plan recommended.
- You should keep appointments.
- You should follow your doctor's instructions.
- You should make sure your health care bills are paid.
- You should follow health care facility rules and regulations.

Emergency room or urgent care?

Know where to go for care

Do you have an emergency?

Only very serious health problems should bring you to an emergency room. These problems might make you think that someone will die or be severely hurt if they don't get treatment right away. Problems might include:

- Severe bleeding
- Head injuries
- Passing out
- Severe trouble breathing
- Chest pain
- Sudden vision problems

When to use urgent care

Go to an urgent care center if you need help for a minor health problem and your doctor's office is closed. Also, if you need medical help when you are not close to your doctor's office, go to urgent care. You will usually have a shorter wait for care. The doctors can treat problems like these:

- Broken bones
- Sprains
- Ear infections
- Sinus infections
- Sore throats
- Allergic reactions
- Mild asthma
- Fever or rash
- Animal bites
- Minor burns

Disease Management

You can have a disease care manager which we call a care manager. They help you take care of yourself if you have diabetes, asthma or other conditions. This is part of our care management program. The program is voluntary, which means you can decide to participate or not. You will receive information in the mail to help you take care of yourself. Your care manager is here to help you find the care and services you need. Your disease care manager works with you, your doctors and other providers to make sure you receive the right care and services. Our goal is to help you live a healthier life.

If you have a special condition, you are eligible for the program if:

- You're going to the emergency room a lot
- You're having trouble getting things your doctor has ordered

- Your doctor just told you that you have a disease such as heart failure or diabetes and you'd like to know more about the illness or the treatment
- You need services to help you at home
- Your doctor wants you to see a specialist, but you don't know what to do

Do you have questions for a care manager, or are you interested in participating? If so, please call Member Services at **1-844-528-5815**.

If you would no longer like to receive Disease Management mailings and want to opt out of the program, please call Member Services at **1-844-528-5815** and ask for the care management department.



Learn about your pharmacy benefits

You can access the following pharmacy information on our website at [aetnabetterhealth.com/florida](https://www.aetnabetterhealth.com/florida) by selecting

“For Members,” “Pharmacy Benefits,” “Formulary Drug List,” and then “Formulary.”

- A list of preferred medications, including

any restrictions and/or preferences

- A list of medications which require prior authorization, and applicable coverage criteria
- A list of drugs which require step-therapy, including drugs which must be tried and failed

- A list and explanation of drugs which have limits
- Co-payment and coinsurance requirements, and the medications or classes to which they apply
- Procedures for step-therapy, prior authorization, generic substitution, preferred-

- brand interchange and therapeutic interchange
- Information on the use of pharmaceutical management procedures
- Criteria used during the evaluation of new medications for coverage on the formulary
- A process for requesting a drug coverage exception



Top allergens

Here's a list of common allergens and how to avoid them this season.

Indoors:

- **Cat dander.** You can try bathing your cat once a week or using pet wipes. Vacuum your home often.
- **Insect or mice droppings.** Keep food sealed and seal wall cracks. Keep your home clean and uncluttered. Call a pest control expert if necessary.

- **Dust mites.** If you can, replace carpets with hard flooring. Use sheet and pillow case protectors to prevent dust mites. Wash and dry bedding on hot.

Outdoors:

- **Pollen.** Check the news for pollen counts, and stay inside when it's high. Keep windows closed at home and in the car. Shower before going to bed at night to wash off pollen.
- **Mold.** Also check the news for mold counts—stay indoors when it's high.

Out-of-network services

If you need care from a doctor that is not in our network, it must first be approved by us. We may cover services provided by a doctor outside of our network at no cost to you:

- If no doctor is available in network
- In order to make sure that your care is not interrupted (for example, new members who are pregnant at the time of enrollment)

Services received outside the network must be approved by the plan.

Coping with a behavioral health crisis

A crisis is any situation in which a person's behaviors put them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available. Possible causes of a mental health crisis:

- Increased stress
- Physical illness
- Problems at work or at school
- Changes in family situations
- Trauma/violence in the community
- Substance abuse

While there are triggers and signs, a crisis can occur without warning. It can occur even when a person is following their treatment or crisis prevention plan and using techniques learned from mental health professionals. Warning signs of a mental health crisis can include:

- Changes in a person's behaviors
- Unusual reaction to daily tasks
- Increase in stress level
- Change in daily living skills and activities
- Rapid mood swings
- Increased agitation
- Displaying abusive behavior
- Loss of touch with reality



If you find yourself needing help, please contact Beacon Health Options at **1-800-221-5487** and they can assist. Other options include contacting your Aetna care manager or your outpatient counselor and, in an emergency, calling **911** or going to your nearest emergency room.

- Isolation from school, work, family or friends
- Unexplained physical symptoms

Aetna Better Health of Florida has supports in place if you find yourself experiencing a mental health crisis. A 24-hour behavioral

health crisis line is available to you staffed with licensed health care professionals with expertise in crisis intervention. Information can be found on the back of your insurance card.

Your privacy matters

Aetna Better Health of Florida works hard to keep members' personal and health information secure and private. We need information about you to help you receive your benefits. We collect

your information from many places.

Keeping your information safe is one of our most important jobs. We make sure that only people who need to use your information have access to it.

We may use and share your information for:

- Treatment
- Payment
- Health care operations

These uses are covered under state and federal laws. Our policies will

follow these laws to protect your information.

If you would like to receive a detailed copy of our privacy practices, please call Member Services at **1-844-528-5815**.

Sure shots for healthy kids

Childhood immunizations are safe ways to prevent disease. Your children need you to protect them. You do all you can to keep them safe from accidents. You can also help keep them safe from disease by making sure they get all their shots.

These shots help their bodies fight off deadly diseases like hepatitis, polio, measles and others. The shots

are safe. They usually have no side effects other than soreness where the shot is given.

Children start their shots when they are about 2 months old. Most are finished by age 5 or 6. After that, older kids and teens need a booster.

You can keep your kids protected by knowing their shot schedule. Ask your doctor to help you stay up-to-date with the shots that can keep your kids healthy.

Age	Check-ups, screenings, and immunizations recommended
0 to 2 weeks	Child health check-up, hepatitis B shot, hearing screen (if not already done)
1 month	Child health check-up, hepatitis B shot (catch-up)
2 months	Child health check-up, hepatitis B shot, rotavirus shot, diphtheria/tetanus/pertussis (DTaP) shot, <i>Haemophilus influenzae</i> type B (Hib) shot, pneumococcal (PCV) shot, polio (IPV) shot
4 months	Child health check-up, rotavirus, DTaP, Hib, PCV shots
6 months	Child health check-up, rotavirus, DTaP, Hib, PCV, yearly flu shot beginning at 6 months to 5 years old
9 months	Child health check-up, hemoglobin test, blood lead screening test (either at 9 months or 12 months)
12 months	Child health check-up, blood lead screening test (catch-up), hepatitis A, chickenpox shot, PCV, Hib shots (either at 12 months or at 15 months)
15 months	Child health check-up, DTaP, Hib (catch-up), measles/mumps/rubella (MMR) shot
18 months	Child health check-up, hepatitis A shot
2 years	Child health check-up, blood lead screening test
3 years	Child health check-up, begin routine vision test, hearing test, blood pressure check, and dental visits
4 to 6 years	Yearly child health check-up, MMR/DTaP/IPV/chickenpox booster shots once between 4 to 6 years of age; urine test at age 5, yearly dental visit
7 to 10 years	Child health check-up at ages 8 and 10, yearly dental visit
11 to 12 years	Yearly child health check-up, adult tetanus/pertussis (Tdap) shot, human papillomavirus shot (3-shot series for females only), meningococcal (MCV4) shot, measles/mumps/rubella (MMR) booster, yearly dental visit
13 to 21 years	Yearly child health check-up, urine test at age 16, catch-up immunizations, yearly dental visit



You can keep your kids protected by knowing their shot schedule. Ask your doctor to help you stay up-to-date with the shots that can keep your kids healthy.

Patient safety

Take steps to stop medical errors

Health care providers try to keep you as safe as possible. But mistakes can happen.

Read on to learn how to protect yourself.

Medical errors can happen anywhere in the health care system. That includes hospitals, clinics, surgery centers, doctors' offices, nursing homes, pharmacies and patients' homes.

Mistakes may involve:

- Medicine
- Surgery
- Diagnosis
- Equipment
- Lab tests

Or they can happen during routine tasks. For example, a patient may be fed food he or she shouldn't eat.

What you can do

Take an active role in your health care. It's the best way to help prevent errors. You can:



 We're here to help. If you have questions about your benefits, call Member Services at **1-844-528-5815**.

1. **Ask questions.** If you have questions, speak up. It's OK to ask about drugs, treatment and tests.

Here are some questions you might ask:

- Why do I need this treatment?
- What are my options?

- What are the side effects and risks?

2. **Know what medicines you take and why you take them.** Make sure your provider has a complete list. Include over-the-counter drugs and supplements too.

3. **Know your hospital.** If there's more than one hospital, find out which is best for your needs.

4. **If you are having an operation, learn about it.** Talk with the surgeon. Ask how many times he or she has performed the surgery. And ask what to expect during and after the procedure.

Source: Agency for Healthcare Research and Quality

Get answers with the Nurse Helpline

It's best to work with your primary care physician for your health care needs. But if you have a medical question and don't know what to do, call our 24-hour

Nurse Helpline. The Nurse Helpline can answer your health questions.

They can help you decide what to do when you need

health care. They can tell you if you should call your primary care physician, make an appointment or go immediately to the emergency room.

The toll-free number for the Nurse Helpline is **1-844-528-5815**. This number is on the back of your ID card.

Screen your teen

The teen years are a time of change: Changing skin, changing bodies and changing health needs.

They are also a time for questions—questions your teen may not want to ask you.

For these reasons and more, teens should have an annual health checkup. This is the time when teens can have important health screenings and talk to their doctors.

Depending on family and personal history, a teen may be screened for:

- Skin cancer
- Diabetes
- Obesity
- Substance abuse

Doctors also make sure teens have had all their shots. These immunizations are

recommended for teens who didn't get them as preteens:

- HPV (human papillomavirus)
- Measles and mumps
- Hepatitis

Teens also need a booster shot at age 16 to prevent meningitis.


Many doctors now talk to teens about health and safety. Do they wear a seat belt? Do they use tobacco? Are they dating? Teens who are having sex may be tested for sexually transmitted diseases.

Screenings help parents and health providers guide teens as they prepare to become adults.


Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention; National Institutes of Health

Healthy Behaviors programs

We offer programs to our members who want to stop smoking, lose weight or address any substance use problems. We also offer prenatal and after delivery programs. We reward members who join and meet certain goals. If you participate and meet certain goals, you can earn gift cards. You do not have to join the Healthy Behaviors program. The choice is yours to be a part of the program.

 To learn more about the Healthy Behaviors programs, call us toll-free at **1-844-528-5815**.



 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. 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 Florida is a Managed Care Plan with a Florida Medicaid Contract. Health or wellness or prevention information.

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AETNA BETTER HEALTH® OF FLORIDA

Nondiscrimination Notice

Aetna 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:

- 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 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
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
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 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 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**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **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**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**)。

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**).

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**).

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**).

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**).

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**).

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.

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.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: **711**).

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