



Aetna Better Health® of Florida



Spring 2018

Healthy teeth

Your teeth are meant to last a lifetime. It's important to keep your teeth healthy. Preventive care can stop problems, like cavities, before they start. Here are some tips for you and your child to keep your teeth healthy:

- Brush twice a day.
- Floss at least once a day.
- Rinse with mouthwash.
- Chew sugar-free gum.
- Get a checkup with the dentist twice a year.

You should start good dental care when your child's first tooth comes in or by age 1.

Watch what you eat for the sake of your teeth

You probably know that what you eat (and don't eat) affects the health of your mouth. But how, why and what can you do about it? The second you eat certain foods, chemical changes occur in your mouth. Bacteria begin changing sugar and carbs into acid, and the acid eats away at

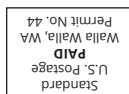
tooth enamel. That's what causes tooth decay and cavities. You've been told since you were a kid to cut down on sweets to avoid cavities. That's why.

But there are foods that are good for oral health because they can actually protect and even restore tooth enamel, a process called remineralization.

These foods include chicken and other meats, cheese, nuts, and milk. Crunchy fruits and most vegetables are good because they have a high water content and promote saliva flow. This naturally dilutes the effect of sugars and can buffer the acids in food.

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Watch what you eat

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The best beverage for oral health? Water. It helps cleanse your teeth of sugars and acids. Milk and unsweetened tea are good too. Avoid soft drinks, lemonade, and coffee or tea with sugar—especially if you tend to sip all day. Every time you sip a sugar-containing drink, that acid attack starts right up again!

Need help finding a dentist or scheduling an appointment? Call MCNA at **1-800-281-9724** or Relay **711**. Or visit their website at **MCNA.net**.

Why does your BMI matter?

Staying at a healthy weight is part of staying in good health. And one way to keep an eye on your weight is by calculating your body mass index, also known as BMI.

Your BMI is a number based on your height and weight. It can give you a good idea of how much body fat you have.

A BMI of:
• Less than 18.5 is underweight.

- 18.5 to 24.9 is normal weight.
- 25.0 to 29.9 is overweight.
- 30.0 or higher is obese.

The higher your BMI is, the greater your risk for developing a serious health problem, such as diabetes, heart disease and even cancer.

Your doctor can tell you what your BMI is. You can also check it online at **morehealth.org/BMicalculator**.

Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention



Interpreter services

If you need an interpreter, please call Member Services toll-free at **1-800-441-5501**.

This service is free of charge for all languages. You can call Member Services from 8 a.m. to 7 p.m. EST, Monday through Friday.

If you have trouble hearing or speaking, use your TTY or dial **711** on your phone. You will be transferred to a service operator.

Eat smart for better blood pressure

Some foods may cause blood pressure to go up. But some help keep blood pressure down—or even lower it.

Eat more

Focus on foods that help control your weight. Good choices give your body nutrients it needs without empty calories. These include:

- Whole grains
- Beans
- Fruits and vegetables
- Low-fat milk

Many of these foods provide fiber that helps fill you up. They can also be good sources of potassium, magnesium, calcium and protein. All of these help with blood pressure control.

Eat less

Foods to avoid include those high in sugar and salt. Much of the salt we get comes from prepackaged and processed foods. These include:

- Breads and rolls
- Cold cuts and cured meats
- Pizza
- Restaurant foods

If you prefer a structured guide for controlling blood pressure, consider the DASH eating plan. Learn more at **morehealth.org/DASH**.

Sources: American Heart Association; National Institutes of Health



Live well with a disability

When you're living with a disability, you may have some unique health challenges.

In some ways, taking good care of yourself is no different for you than for anyone else. The same things that help keep most people healthy are likely to help you stay healthy as well.

Here are 10 tips that can help:

1. Get checkups. Be sure you talk with your health care provider about when to get screenings.
2. Always be honest with your health care team.
3. If you have questions or concerns about your health, let your provider know.
4. Make sure you know how to take your medicines.
5. Eat healthy foods in the right amounts.
6. Be active each day. Follow your provider's guidance.
7. Don't smoke or use drugs.
8. Know the risks of alcohol.
9. Don't get too much sun.
10. Stay in touch with family and friends.

Source: Centers for Disease Control and Prevention

Why did my doctor send me a bill?

It's never fun to get bills in the mail. Doctor bills can be costly and scary. We have some tips for you to keep them out of your mailbox.

- Always use a provider in the Aetna Better Health Network.
- You may have to pay for bills from providers who are not in network with Aetna Better Health.
- Carry your Aetna Better Health card with you everywhere.
- Be sure to show the doctor or hospital your Aetna Better Health card when you arrive or before you leave.
- Make sure the name on the card matches what your doctor has on your file.
- Check with the provider to make sure the spelling of your name matches your Aetna Better Health card. A wrong spelling can cause the doctor's bill to be rejected.



If you ever get a bill, please call our Member Services department toll-free at **1-800-441-5501** and we will assist you.



Vaccines for kids

Checkups and vaccines are important to keep your child healthy.

Vaccines make a big difference in kids' lives. They work by prompting the body to make special proteins called antibodies. These proteins guard the body. They attack when they detect disease.

Some are good for a lifetime. Some need a nudge—a booster shot—to keep working as kids grow older.

We give babies shots to get those antibodies in place early. Shots are timed for the age when they work best in little bodies. And of course, they are carefully tested for safety. Your child should get a checkup at:

- Birth
- 2–4 days for newborns discharged in less than 48 hours after delivery
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Once every year for ages 3 to 20

Source: American Academy of Pediatrics

 **If you need help finding a doctor** for your child, call us toll-free at **1-800-441-5501**. You can also look for a doctor on our website at aetnabetterhealth.com/florida.

Does your child need a mental health expert?

You probably know right away when your child is getting a cold. Maybe even before the first sneeze. That's because you know your child better than anyone else does.

And that gives you an edge when it comes to spotting emotional or mental health issues. Such problems may need a doctor's help. That's why it's important to know the signs of a serious problem. Here's what to watch for:

- Changes in sleeping habits
- Nightmares
- Changes in eating habits
- More physical problems than usual
- Trouble handling everyday problems
- More anxiety or sadness
- Frequent bursts of anger
- Strange feelings or actions
- Thoughts of death
- A big drop in grades
- Refusal to go to school
- Stopping normal social activities
- Being disobedient or aggressive for more than six months
- Threatening to hurt self or others
- Stealing or damaging other people's belongings

Some things on this list could be caused by normal issues, like a new baby in the family. Every child is different. But you know yours. So be watchful. And if you think your child is in trouble, talk to your pediatrician. He or she can help you find expert care.

Outgrowing pediatrics

When your child is ready for adult health care

You've seen your child pass many milestones. Now he or she is nearing adulthood. And there's a milestone coming up you may not have thought about.

Your child will need to switch from pediatric to adult care—and may need to find a new doctor.

This change should occur between the ages of 18 and 21. You can help your

child prepare by making sure he or she knows the answers to these questions:

- What kind of health insurance do I have?
- Do I know my medical history?

- What medicines do I take, and why?
- Am I allergic to any medicines?

Make sure your child knows how to talk to a doctor without you being in the room. Talk with your son or daughter about what it means to be in charge of one's own health. And ask your pediatric doctor for help in making this change.

You can find more information at gottransition.org.

Source: The National Alliance to Advance Adolescent Health



Quality matters

It is important to us that you receive quality health care and member services.

Have a problem? Our goal is to correct any problems our members may have. If you have a problem, call Member Services toll-free at **1-800-441-5501**.

What is a complaint? A complaint is when you are not happy with a service you received. An example may be a long wait time at your doctor's office. Another example may be your overall satisfaction with the health care services you received.

Who can file a complaint? Members or member representative with the member's consent (a friend, family member or doctor).

When and how can I file a complaint?

You can file a complaint any time you are unhappy with the care and services you get. To file a complaint, call or write to us. Call Member Services toll-free at **1-800-441-5501** or write to:

Aetna Better Health of Florida
Attention: Florida Medicaid Appeals
and Grievances
1340 Concord Terrace
Sunrise, FL 33323

Your letter must have:

- Your name
- Your mailing address
- Your Member ID number (from your Aetna Better Health card)
- The reason why you are filing the complaint and what you want Aetna Better Health of Florida to do

Get the Member Handbook online

We review the Aetna Better Health Member Handbook each year. The Member Handbook can help you be an active and informed member. It can help when making your or your child's health care choices.

Your Member Handbook includes:

- Your rights and responsibilities
- How to access care and services
- Information about our quality and case management programs
- Pharmacy benefits
- Privacy information
- How to choose a primary care provider (PCP) and specialist
- How to report fraud and abuse

The Member Handbook is available online. Visit aetnabetterhealth.com/florida. You can call Member Services if you need a Member Handbook mailed to you. Call **1-800-441-5501** or TTY **711**.

You can also request the handbook in another language or format.

Headed to the doctor?

Health care can be complex. A lot of people struggle to understand what they need to know when going to the doctor. Here's a way to make things easier. Every time you go to the doctor, be sure to ask—and understand—the answers to these three questions:

1. What is my main health problem?
2. What do I need to do?
3. Why is it important for me to do this?

Knowing this information will make it easier for you to follow the treatment plan from your doctor. You'll be more likely to:

- Take your medicines the way you should
- Get ready for a medical procedure
- Get well sooner
- Better manage a long-term health issue
- Avoid a hospital visit
- Keep your health costs down

Make an asthma action plan

Asthma has a variety of symptoms, like wheezing and chest tightness. But there's one thing it shouldn't make you feel: powerless.

In fact, there's a lot you can do to keep asthma from flaring up in the first place. Your doctor can show you how.

Find your triggers

The first step is to know your asthma triggers. These are things like dust or smoke that cause your asthma symptoms. Triggers vary from person to person. Once you know yours, you can avoid them.



Keep symptoms in check

The next step is to take your meds the right way. Most people with asthma use both long-term and fast-relief medicines.

Long-term: These help keep the airways open and prevent flare-ups. They come in both inhaled and pill form.

Fast-relief: These can help control asthma symptoms when they occur. Keep your inhaler with you at all times.

Your doctor may also suggest a peak flow meter. This tool shows how well your lungs are working. Your doctor will help you find your personal best peak flow number. That way you know when your asthma is under control.

Be prepared

You'll also need to know what to do if you have a serious asthma attack. Call your doctor if:

- Your meds don't seem to be working.
- Your peak flow number is less than half of your personal best.

And you should call 911 if:

- You have trouble walking or talking because you're out of breath.
- Your lips or fingernails are blue.

Check with the experts

Get checkups regularly. These visits are a good time for you to ask any questions about your asthma treatment.

Sources: American College of Allergy, Asthma and Immunology; National Heart, Lung, and Blood Institute



Second medical opinion. You have the right to a second medical opinion at no cost to you. For assistance, please contact Member Services toll-free at **1-800-441-5501**.

Prenatal care for moms-to-be

If you're pregnant, the health of your baby is likely at the top of your mind. And to keep your baby well, it's important to take care of yourself.

Regular prenatal care by your medical provider can help prevent problems or find them early.

Schedule your doctor's appointments

As soon as you think you're pregnant, call your provider. He or she will tell you how often to come in. You will most likely visit:

- Once a month for weeks 4 to 28
- Twice a month for weeks 28 to 36
- Once a week from week 36 until birth

Some women may need to see their provider more often.

Remember: It's important to go to every appointment, even if you feel fine.

What to expect

Each time you see your doctor, he or she will:

- Weigh you
- Take your blood pressure
- Measure your belly
- Listen to the baby's heartbeat

We want our members to have a healthy pregnancy and deliver a healthy baby.



 If you need help finding a doctor, call us toll-free at **1-800-441-5501**. You can also look for a doctor on our website at aetnabetterhealth.com/florida.


Choose healthy. Choose WIC!

The Florida Department of Health Women, Infants and Children (WIC) Program helps eligible pregnant, postpartum and breastfeeding women, infants and children under age 5.

Did you know?

- WIC provides free nutrition information, healthy foods, breastfeeding support and referrals to other helpful programs.

- If you receive SNAP, MA or TANF, you may also apply for WIC.
- WIC allowable income is higher than SNAP and some other programs.
- Foster children under age 5 qualify for WIC.
- WIC helps working families and the unemployed.
- U.S. citizenship is not required.

 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.



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 કોલ કરો (TTY: **711**).

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