



Aetna Better Health® of New Jersey



# Enjoy life

Spring/Summer 2019

## Four ways to ease arthritis pain

It's true what they say: Arthritis can be a real pain in any joint it occupies. However, arthritis pain can be tamed — or at least managed.

Start by checking with your provider. The best arthritis treatment depends on many things, including the type of arthritis you have. In general, these self-care steps may help you feel better:

**1. Stay active.** It may sound strange, but moving your joints can help them hurt less. Your provider can tell you about safe ways to exercise. Options might include strengthening activities, water workouts, walking, cycling or gentle stretches.

**2. Shed extra pounds.** Excess weight puts excess strain and pain on joints, especially hips and knees. Losing even a little weight could help bring joint relief.

Watching your portion sizes and being active can help you reach or keep a healthy weight.

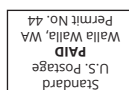
**3. Mind your meds.** Medicines, including some you can buy over the counter (OTC), can ease arthritis pain and stiffness. If you take OTC or prescription medicines, do so as directed.

**4. Use hot and cold remedies.**

Warm morning showers — or cold ice packs — can soothe sore, stiff joints. You can even make your own ice pack by wrapping frozen veggies in a towel.

*Sources: American Academy of Orthopaedic Surgeons; Arthritis Foundation; National Institute of Arthritis and Musculoskeletal and Skin Diseases*

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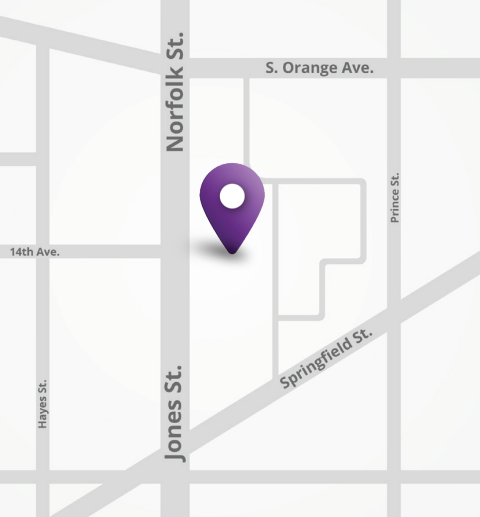
AETNA BETTER HEALTH<sup>®</sup>  
OF NEW JERSEY



Visit us at

# Healthcare Central

Medicaid Guidance Center



**48A Jones St., Suite C-101  
Newark, NJ 07103** | **1-959-299-3102  
(TTY/TDD 711)**

Visit the Healthcare Central location on the west side of the Springfield Avenue Marketplace. We are here to help guide you through your Aetna Better Health of New Jersey benefits and answer any questions you may have. Stop by during our business hours or call for more information. Aetna Better Health of New Jersey is a statewide NJ FamilyCare plan.

**Hours of operation – Monday – Friday 10 A.M. to 6 P.M.**



Aetna Better Health<sup>®</sup> of New Jersey  
a statewide NJ FamilyCare plan

[AetnaNewarkHealthCareCentral.com](http://AetnaNewarkHealthCareCentral.com)

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[aetnabetterhealth.com/newjersey](http://aetnabetterhealth.com/newjersey)



## Nutrition for people with special needs

People with intellectual, cognitive or developmental disabilities can find it hard to eat healthy, or manage their weight. This could be due to difficulty chewing or swallowing or a preference for certain textures.

Some tips to help with eating a healthy diet:

- Cut food in bite-size pieces.
- Serve soft foods like yogurt, applesauce, mashed potatoes or blended soups.
- Avoid foods that might cause choking, such as nuts, popcorn or raw carrots.
- Allow enough time for each meal, and do not rush.

**Remember:** Any special diet recommendations or supplements should come from your provider or a registered dietitian.

### Chicken stew

Prep time: 20 minutes  
Cook time: 45 minutes  
Total time: 65 minutes  
Number of servings: 8

#### Ingredients

- 8 chicken pieces (breasts or legs)
- 1 cup water
- 2 small garlic cloves, minced
- 1 small onion, chopped
- 1½ teaspoons salt
- ½ teaspoon ground black pepper

- 3 medium tomatoes, chopped
- 1 teaspoon chopped parsley
- ¼ cup finely chopped celery
- 2 medium potatoes, peeled and chopped
- 2 small carrots, chopped
- 2 bay leaves

#### Directions

Remove the skin and any extra fat from the chicken. In a large skillet, combine the

chicken, water, garlic, onion, salt, black pepper, tomatoes and parsley. Tightly cover and cook over low heat for 25 minutes.

Add celery, potatoes, carrots and bay leaves, and continue to cook for 15 more minutes or until chicken and vegetables are tender. Remove bay leaves before serving.

*Source: National Institutes of Health*

## Opioids: Use with caution

Every day about 130 people die from opioid overdoses in the U.S. These medicines ease pain. They also have serious risks. You can get addicted to them. That's especially true if you take them at high doses.

How can you stay safe? If your provider advises opioids:

Ask about alternatives. See if there are other ways to ease your pain. Less risky medicine may help. Exercise or physical therapy might help, too.

Be honest. Tell your provider if you've misused — or been addicted to — alcohol or other drugs. If so, opioids could be very risky for you.

Speak up about other medicines. Tell your provider about all the medicines you take. Some medicines are dangerous to use with opioids.

Take them exactly as prescribed. Don't take an extra or higher dose if you're still in pain. Call your provider instead.

Keep others safe too. Never share opioids. Store them out of the reach of curious kids, from teens to toddlers. You might even consider a lockbox for your medicine.

*Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration*



## When drinking becomes a problem

Are you worried that your drinking is getting out of control?

You don't have to be severely dependent on alcohol to have a problem. If alcohol causes issues in any area of your life, it's a problem. For example, you or someone you know could have a drinking problem if you noticed some of these signs during the past year. You (or a loved one):

Drank more than you planned to.

Tried to cut down or stop drinking but couldn't.

Spent a lot of time drinking or being hungover.

Found that drinking or a hangover got in the way of your home, family or work life.

Had a strong urge to drink.

Kept drinking even though it caused you trouble.

Avoided other things so you could drink.

Were in situations before or after drinking where you could have been hurt, such as driving a car or having unsafe sex.

Kept drinking even though it made you feel bad.

Needed to drink more to get the same effect.

Had withdrawal symptoms when you sobered up. This can include things like feeling anxious, shaky, sweaty or sick to your stomach.

### Treatment helps

Treatment can help people stop drinking. Options may include counseling, medicines and support groups.

If you think you or someone you love has a drinking problem, reach out for help. Your primary care provider is a good place to start.

*Source: National Institute on Alcohol Abuse and Alcoholism*

## Do you need these screenings?

Maybe you've heard it before: If you smoke, eat poorly or don't exercise much, you could be at risk for health problems down the road. Those include heart disease and diabetes. That's why it's important to make healthy choices and see your provider for preventive care.

Preventive care includes talking with your provider about ways to stay healthy. It also includes screening tests. Some may help find problems early, when they're easier to treat. Most are based on your age, but other risk factors (like whether you smoke or carry excess weight) may come into play.

Here are some screenings your provider may order and how they help you safeguard your health:

**Yearly physical exam.** Make sure you schedule a yearly check-up with your provider where you can express any health concerns you have.

**Dental visit.** Visit your dentist once every six months for a check-up and dental cleaning. Make sure to complete treatment plans recommended by your dentist.

**Blood pressure checks.** High blood pressure can harm your heart and other organs. You'll probably have it checked at each provider visit.

**Cholesterol screening.** Too much of this fat-like substance can clog arteries and cause heart disease.

**Body mass index.** This can help show if you're at a healthy weight or if you should slim down.

**Blood glucose tests.** These tests check for high blood sugar, which can be a sign of diabetes. You may especially need this test if you're 40 or older and overweight.

**Lung cancer screening.** If you're a current or former heavy smoker 55 or older, your provider may suggest this test.

**Osteoporosis screening.** This x-ray test checks for bones that have become brittle and may break easily. Older women usually need this test, but men and younger people can be at risk too.

**Breast cancer screening.** Regular mammograms can help find cancer in its early stages. Finding cancer early can help give you a head start on treatment. Women should have a baseline screening between the ages of 35 and 40. Women age 40 and older should have a yearly mammogram.

**Cervical cancer screening.** Women 20 or older should get a Pap test once every three years. As an alternative, you can choose to have an HPV combined with a Pap test once every five years after age 30.

**Prostate cancer screening.** Men 50 and older at average risk and men 40 and older who have a history of cancer should talk to their provider about their screening options.

*Sources: Centers for Disease Control and Prevention; U.S. Preventive Services Task Force*



**Remember:** If you don't know why your provider orders a test, it's OK to ask. Staying informed can help you stay healthy.

# Rashes

## Avoiding poison ivy, poison oak and poison sumac

Poison oak, poison ivy and poison sumac are plants that can cause skin rashes. These plants contain a sap oil called urushiol. If you're allergic to urushiol, touching one of these plants may cause your skin to react. Within hours or days, you may have a red, swollen, itchy rash. You can't stop the rash, but you can soothe the itching.

### Recognizing these plants

You can help prevent a poison oak, poison ivy or poison sumac rash by knowing what these plants look like and avoiding them. They

grow in the form of vines, small plants and large bushes. In most cases, poison oak and poison ivy have three leaves per stem. Poison sumac has from 7 leaves to 13 leaves per stem. Watch out for these plants when you go to any outdoor area, from a friend's overgrown backyard to the wilderness. Urushiol is present in these plants year-round, even when the leaves are gone. Always be on the lookout.

### What causes a reaction?

Poison oak, poison ivy and poison sumac thrive

mainly in unmaintained outdoor areas. If you touch these plants, you may get a rash. You may also react if you touch something that came in contact with urushiol. This could be a dog or cat, clothing, or equipment. The rash caused by these plants is not contagious.

### Steps to prevention

When heading outdoors, take these preventive steps:

Avoid touching any of these plants.

Wear long pants and a long-sleeved shirt.

If you're going to a heavily wooded or brushy area,

also put on gloves, a hat, and boots.

If you are very sensitive, apply bentoquatam 5 percent topical cream to all exposed areas of your skin. This creates a layer of protection between your skin and any sap oil you may touch.

If you come in contact with these plants or the oil, wash with soap and water as soon as possible.

Wash clothing and animals that come in contact with these plants as well. Urushiol may stay on them and cause a rash when you touch them in the future.

*Source: Krames*

### PLANTS TO AVOID

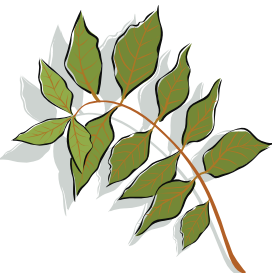
Poison Oak



Poison Ivy



Poison Sumac



## Have a safe summer

Summer is a laid-back time — think flip-flops, T-shirts and picnics.

It's easy to be casual about many things in the summer. Don't be casual about safety, though. Warm weather brings the risk for certain injuries and health problems. Some are serious enough to be life-threatening.

Here are some steps for keeping your family safe:

**Secure home windows.** Opening the windows is a must if you don't have air conditioning. They're a falling hazard for kids though. You can't depend on screens to keep children safe. Your best choice is to install window guards or window stops. You can buy them online or at hardware stores. Keep furniture away from windows if you can. That way kids can't climb up to them.

**Make helmets a priority.** Many kids practically live on their bikes during the summer. Before yours hop on theirs, make sure they're wearing a helmet. (The same applies to you.) Helmets help reduce the risk of head injury and death from bicycle crashes.

**Watch out for heatstroke.** It's a medical emergency. Signs include:  
Body temperature of 103 degrees or higher.  
Hot, red, dry or damp skin.  
A rapid and strong pulse.  
Passing out.

Call **911** immediately if you think someone has heatstroke. Move the person to a cooler environment, and try to bring their temperature down with cool cloths or a bath. Do not give the person fluids.



**Know the signs of anaphylaxis.** This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings and medications. Signs may include:  
A red rash (usually itchy) with hives or welts.  
Swelling in the throat or other areas of the body.

Wheezing.  
Trouble breathing or swallowing.  
Anaphylaxis requires immediate medical attention.

*Sources: American Academy of Allergy, Asthma & Immunology; Centers for Disease Control and Prevention; Safe Kids Worldwide; U.S. Consumer Product Safety Commission*

## Could it be asthma? How to spot the symptoms

Think about how hard it would be to breathe through a straw for minutes or hours on end.

That's how breathing can sometimes feel for people who have asthma. Asthma is a chronic lung disease that causes the airways to narrow. This can make it hard to breathe.

More than 25 million Americans now live with asthma, and that number continues to rise. While asthma affects people of all ages, it most often starts when you're a kid.

It's important to spot the symptoms of asthma and to get medical help for it.

### What are the signs?

Sometimes asthma symptoms are mild and go away on their own. At other times, symptoms can get worse. When this happens, it could bring on an asthma attack.

Common asthma symptoms include:

- Coughing.
- Wheezing.
- Chest tightness.
- Shortness of breath.



Not all people with asthma have the same symptoms — and having these symptoms doesn't always mean someone has the disease.

If you think you have asthma, see your provider. He or she can find out if you have the disease by:

- Looking at your health history.
- Doing a physical exam.
- Performing a simple lung function test.

### What causes it?

The cause of someone's asthma isn't always known. A number of things — known as triggers — can bring on symptoms or make them worse. Common triggers include:

- Allergens, such as dust mites; animal dander; mold; and pollens from trees, grasses and flowers.
- Cigarette smoke, air pollution and certain chemicals.
- Respiratory infections.
- Physical activity.
- Stress.

If you do have asthma, your provider can help you find out what your triggers are. You can then learn how to avoid them.

### Treating asthma

There is no cure for asthma, but it can be managed well. It's important to get ongoing care and watch for signs that the disease is getting worse.

Asthma is treated with two types of drugs:

**Quick-relief drugs.** These provide temporary relief from asthma symptoms.

**Long-term control drugs.** These are taken daily to control airway swelling.

It's important to take your asthma drugs the right way. Be sure to follow your provider's instructions.

Most of the time you can treat asthma symptoms on your own, but get medical help right away if you:

- Have trouble walking or talking because you are out of breath.
- Develop blue lips or fingernails.

By working with your provider and learning how to manage your asthma, you can breathe freely and live an active life.

*Sources: American Academy of Allergy, Asthma & Immunology; National Heart, Lung, and Blood Institute*





## To your good health — simple things help make healthy aging possible

Have you noticed that the numbers in the phone book seem to be getting smaller? Do you find it harder to get down on your knees to look under the bed — and to get up again?

There's no question that age brings changes to our lives. Some of them we'd prefer to avoid.

Physically, for example, stiffening joints can make it harder to get around. Many people find that their short-term memory just isn't what it used to be. Often, difficult personal situations, such as the death of a spouse, can add to the negative changes.

Age can bring positive changes too. Many older people say they

have less stress and more time for family, interests and hobbies than they used to. In fact, the majority of older people report they are satisfied with their lives.

To a great extent, what older age will be like for you depends on how you live now. It also depends on how you cope with the changes that come your way. You can't turn back time. Still, you can take steps to help make getting older easier and more pleasant. Here are a few tips:

**Decide to have an active mind and body.** Remember the saying "Use it or lose it."

**Opt to be involved.** Isolation can contribute to depression and other health problems. Keep connected

to family and friends. Social connections can help ensure that you have physical and emotional support for what comes your way.

**Choose a healthy lifestyle.** Try to:

Eat well.

Stay at a healthy weight.

Get enough rest.

Quit smoking if you do.

Do what you can to stay safe.

See your provider regularly.

**Make the most of your spare time.** Do things you enjoy, and allow yourself some downtime. Too much stress can bring on a host of health problems.

*Sources: AARP; AGS Foundation for Health in Aging; Mental Health America; National Institutes of Health*

Practice healthy ways to cope. Believe in yourself, and remember: You can handle whatever comes your way.



## What is lead poisoning?

Lead exposure can cause a lot of health problems in kids. It may harm their bodies and their brains which can cause problems with:  
Learning;  
Behavior; and/or  
Growth.

A simple blood test can measure the level of lead in your child's blood. This is the only way to know if your child has been exposed to lead.

### How is the test done?

A small amount of blood is taken from your child's arm, finger or heel. Sometimes, blood is taken from an arm vein (called a venous blood test). However, a "finger-stick" test is used in children more often

and is approved by the Centers for Disease Control and Prevention (CDC). This test is available to your child at no cost to you.

### What are the effects of lead poisoning?

Signs of lead poisoning are not always easy to see. Most children have had some contact with lead in old paint, soil, plumbing or another source. Even very low levels of lead can affect a child's brain development, growth and hearing. A lead blood test will detect levels that are too high. High blood lead levels can be treated. There are resources and organizations near you that can help.

### How to identify the source of lead in the home

For children identified with a high blood lead level, your child's provider may order an environmental lead investigation (ELI) at your home to find the sources of lead. An ELI may do any or all of the following:  
Look at all painted surfaces.  
Ask you questions about the child's habits.  
Make recommendations to remove the sources of lead in the home.

Be sure to ask your child's health care provider if you have any questions about lead poisoning or your child's lead test result.

## Quality improvement at Aetna Better Health of New Jersey

Our Quality Management department wants to make sure you receive good health care and services.

That includes:

- Health management programs that work for you.
- Easy access to quality medical, dental and behavioral health care.
- Help with any complex or chronic conditions or illnesses.
- Support when you need it most.
- High satisfaction with your providers and with us.

Our quality improvement activities each year include:

- Contacting you to remind you to get care (like well-child check-ups).
- Sending you postcards or newsletters about health topics.

Reviewing the number, quality and kinds of services you receive.

Reminding your providers and you about preventive health care.

Making sure you're continuing to get the care you need.

Checking that your calls are answered quickly and that you get the right information.

Ensuring your provider has all the information needed to care for you or your child.

We have many quality programs. You can call Member Services at **1-855-232-3596 (TTY: 711)** to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing. You can read updates on our website at [aetnabetterhealth.com/newjersey](http://aetnabetterhealth.com/newjersey).

## Be #Fit4Function with Go4Life®

Exercise and be active every day so you can keep doing what's most important to you.

Practice all four types of exercise for the most benefits.

**Endurance.** So you can:

- Climb steps.
- Dance the night away.

**Strength.** So you can:

- Lift groceries.
- Carry grandchildren.

**Balance.** So you can:

- Prevent falls and related injuries.

**TIP** Use a chair or the wall for support.

**Flexibility.** So you can:

- Drive.
- Get dressed.

*Source: National Institutes of Health*



 **Visit [go4life.nia.nih.gov](http://go4life.nia.nih.gov)** and be #Fit4Function. Get exercise ideas, motivational tips and more from Go4Life, an exercise and physical activity campaign for older adults from the National Institute on Aging at NIH.

## Go H<sub>2</sub>O!

If plain water doesn't entice you, how about giving it a refreshing change? Here are some naturally healthy flavor enhancers — and you can also have fun experimenting with what you have on hand.

### Stay hydrated with these tasty twists on water

Break the ice	Fruit forward	Herbal infusion	One sweet pairing:	One cool combo:
Make flavored ice cubes with 100 percent fruit juice, unsweetened tea or chopped fruit.	Add cubed melon or fresh or frozen berries. Add slices of orange, lemon or lime, or squeeze in some juice.	Fresh herbs, like basil and mint leaves, add unique and flavorful notes.	Mint and watermelon	Lime and cucumber

Sources: American Diabetes Association; American Institute for Cancer Research

## 24-hour nurse line.

Our members can call our toll-free medical advice line at **1-855-232-3596 (TTY: 711)**, 24 hours a day, 7 days a week. Trained medical professionals answer every call. They are always ready to help with medical questions and problems. You and your family can get health advice whenever you need it, at no cost to you.

V A S O H R E C X P X S J  
 G B Z K E Y O O B W Z B G  
 C E E B A F E N E R G Y N  
 S T G X L N I C E N O X Z  
 O T O K T A L E S N U A L  
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 S D L W G E W I Y M H D C  
 C E T E H K V O H X E G X  
 Q S H X T T Q N K K J L A

Just for kids

## Yay for breakfast!

Discover five ways that a healthy breakfast helps you.

Find these words:

- Energy.**
- Good health.**
- Concentration.**
- Better grades.**
- Healthy weight.**





## Family planning and STDs

### Family planning

Family planning services help you plan or control pregnancy. You do not need a referral from your primary care provider to receive family planning services or supplies. If you are under age 18, you do not have to get permission from your parent to get family planning services or supplies. You can get family planning services from your primary care provider, or you can go to any family planning provider who is in our Provider Directory or who takes NJ FamilyCare.

### Sexually transmitted diseases (STDs)

A sexually transmitted disease (STD) is a disease that is spread during sex. (An STD can also be called STI, for sexually transmitted infection.)

You can get an STD any time you have close contact with any body fluids of an infected person (like touching, kissing or sex). Some people do not know they are infected. It is important to use safe sex practices such as

condoms. You can be tested if you think you were exposed to an STD. See your provider for help.

### What are the types of services available for family planning?

A yearly check-up.  
An office or clinic visit for a problem, counseling or advice.  
Laboratory tests.  
Prescriptions and contraceptive supplies like birth control pills, diaphragms and condoms.  
Pregnancy testing.

## Interpreter services: Just ask!

To get the best possible health care, it's important that you and your provider speak to each other clearly. What if your provider doesn't speak the language you know best? We can help.

Member services can:  
Find a provider who speaks your language.  
Plan for an interpreter to be with you at your appointments.  
Provide an interpreter for phone calls with your provider.



**You can call**  
Member

Services at  
**1-855-232-3596**  
**(TTY: 711).**



## AETNA BETTER HEALTH® OF NEW JERSEY

### 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](mailto: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.

NJ-17-08-13

## Multi-language Interpreter Services

**ENGLISH: ATTENTION:** If you speak a language other than 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)**。

**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.

**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)**.

**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).

**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)**.

**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)**.

**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)**.

**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)**.

**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)**.

**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।

**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)**.

**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)**.

**URDU:** توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104 (TTY: 711)** پر رابطہ کریں۔

## Provider search: Make the right choice

Everyone needs a primary care provider. That's the doctor, nurse practitioner or physician assistant who sees you for check-ups and also when you get sick. He or she gets to know you and your health history — and can help you stay well. Think of your primary care provider as your partner in health.

Kids need a provider too for well-child visits. Here are three reasons why well-child visits are a good idea:

These check-ups let your provider see how well your child is growing.

They are a good way to make sure your child is up-to-date on vaccinations.

They give you a chance to talk with your provider about anything that's on your mind. That's hard to do if you made an appointment because your child is sick.

If you and your kids don't have a provider yet, it's time to start your search. It isn't always easy finding a provider who's just the right fit for you. Keeping these questions in mind as you search could help you make the right choice:

- Does the provider accept your insurance?
- Is the provider accepting new patients?
- How far from your home or work is the provider's office?
- Is there parking available?
- Do the office hours work for you?



- If the provider is away or booked, who would you see?
- What hospital does the provider work with? Is it close to you?
- What if you need to talk to your provider outside of office hours?
- How quickly can you get an appointment?
- Are same-day appointments available?

You may meet with several providers before making a choice. It's time worth taking — for your health's sake.

*Sources: American Academy of Family Physicians; U.S. Department of Health and Human Services; American Academy of Pediatrics*


### Contact us



Member Services  
**1-855-232-3596**  
24 hours a day, 7 days a week  
**TTY: 711**  
**[aetnabetterhealth.com/newjersey](http://aetnabetterhealth.com/newjersey)**  
  
24-hour nurse line  
**1-855-232-3596**  
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March Vision  
**1-844-686-2724**  
**TTY: 1-877-627-2456**  
  
DentaQuest  
**1-855-225-1727**  
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LogistiCare  
(medical transportation only)  
**1-866-527-9933**  
**(TTY: 1-866-288-3133)**  
  
Access Link  
(non-medical transportation — initial approval may take up to 30 days)  
**1-800-955-2321**

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