



MyCareOhio
Connecting Medicare + Medicaid

Aetna Better Health® of Ohio | a MyCare Ohio plan



Fun and fit

Summer 2019

SilverSneakers

Join the fun with fitness and friends

Is exercise a chore? Do you find it boring? Expensive? Now you can have fun, feel good and stay at a healthy weight with SilverSneakers.

The best part about this fitness program is no extra cost. It's easy to get started. After you choose Aetna Better Health of Ohio for both your Medicare and Medicaid coverage, you will get your SilverSneakers ID number:

- Online at silversneakers.com/card
- By phone at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week

Being active has a lot of perks, like feeling good. Exercise helps improve your memory and thinking, as well as your sleep and mood. You can also get stronger, more flexible and steadier on your feet.

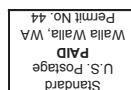
With this program, you can join a fitness center or gym at no extra cost. Enjoy classes, pools, exercise tools and more. You can even pick more than one fitness center. Go anywhere, anytime.

Join to meet new fit friends

People who get fit with friends are more likely to stay active than those who do it alone. Millions of people are already active with SilverSneakers. Why not make some new fit friends and join the fun today?

Join the fun with fitness and friends. Join to feel good.

APPROVED
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Aetna Better Health® of Ohio
7400 W. Campus Road
New Albany, OH 43054

Statewide hepatitis A outbreak

The Ohio Department of Health has declared a statewide hepatitis A outbreak with recorded cases steadily climbing. We want our members to be aware of the symptoms of hepatitis A, how to avoid the disease, how to seek treatment if you are infected and how to vaccinate yourself against the disease if you are not infected.

Aetna Better Health of Ohio covers the hepatitis A vaccine at no cost to you and does not require any prior authorization. If you have not been vaccinated, visit your local participating pharmacy and ask about the hepatitis A vaccine or contact your primary care physician. You can also call your care manager at **1-855-364-0974 (TTY: 711)** to ask for help.

How is hepatitis A spread?

Hepatitis A is a liver infection caused by the hepatitis A virus and is very contagious amongst people who have not been vaccinated. The virus is found in the blood and stool of an infected person, and can be spread by:

- Not washing your hands after using the bathroom
- Drug use
- Having sex with an infected partner(s)
- Eating or drinking foods that have been contaminated

What are the symptoms?

If you are experiencing the symptoms below, you should contact your primary care physician:

- Yellowing of eyes and skin
- Pale stool or dark urine
- High fever
- Nausea or vomiting
- Diarrhea
- Stomach pain
- Joint pain
- Feeling tired
- Loss of appetite

To learn more about hepatitis A and the current outbreak, visit the Ohio Department of Health's website at **odh.ohio.gov**.

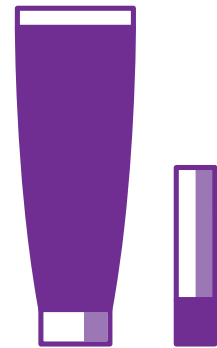
Source: Ohio Department of Health

Sun safety

Tips to beat the burn

Use sunscreen

Choose a broad-spectrum, water-resistant sunscreen with a sun protection factor (SPF) of 30 or more. Apply it generously. Reapply at least every two hours and after swimming or sweating.



Cover up

Cover as much of your skin as possible. Choose a hat that shades your face, ears and neck — and wear sunglasses that block 99 to 100 percent of UV rays.



Seek shade

Take extra care near reflective surfaces like water, sand and snow. They increase the likelihood of sunburn.



Sources: American Academy of Dermatology; American Cancer Society



Summer veggie soup

Makes 6 servings.

Ingredients

- | | | | |
|----|--|---|---|
| 1 | tablespoon extra-virgin olive oil | 2 | medium potatoes, diced into ½-inch pieces |
| 1 | medium onion, chopped | 1 | cup corn kernels, fresh or frozen |
| 4 | cloves garlic, minced | | Salt and freshly ground black pepper to taste |
| 2 | carrots, sliced into ¼-inch pieces | 6 | asparagus spears, cut into 1-inch pieces |
| 32 | ounces reduced-sodium chicken broth (vegetable broth may be substituted) | 2 | plum or Roma tomatoes, coarsely chopped |
| 1 | can (15 ounces) chickpeas, drained and rinsed | ¼ | cup fresh basil, finely chopped |
| 2 | medium yellow squash, sliced into ¼-inch pieces | ¼ | cup fresh chives, coarsely chopped |
| 1 | medium zucchini, sliced into ¼-inch pieces | | |

Directions

- In soup pot, heat oil over medium heat. Add onion and garlic, and sauté about 6 to 8 minutes.
- Add carrots, and cook until softened, about 5 minutes.

- Stir in broth, chickpeas, squash, zucchini, potatoes, corn, salt and pepper. Bring to boil.
- Reduce heat, and simmer about 5 minutes. Stir in asparagus, and cook 2 minutes, or until squash and potatoes are tender but not mushy.
- Then stir in tomatoes and cook 2 minutes.
- Place in bowls, garnish with basil and chives, and serve.

Nutrition information

Serving size: ⅓ recipe.
Amount per serving:
210 calories, 3.5g total fat (0g saturated fat), 38g carbohydrates, 9g protein, 7g dietary fiber, 340mg sodium.

Source: American Institute for Cancer Research

National Coverage Determinations

The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit [aetnabetterhealth.com/ohio](https://www.aetnabetterhealth.com/ohio). Then go to For Members > Aetna Better Health of Ohio (Medicare-Medicaid) > Member Materials and Benefits. You can also visit [cms.gov](https://www.cms.gov) for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box. Or call us at the number on your member ID card.

Member rights and responsibilities

As an Aetna Better Health of Ohio member, you have these rights:

- A right to receive information about Aetna, our services, our practitioners and providers, and member rights and responsibilities
- A right to be treated with respect and recognition of your dignity and your right to privacy
- A right to participate with practitioners in making decisions about your health care
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- A right to voice complaints or appeals about Aetna or the care we provide
- A right to make recommendations regarding Aetna's member rights and responsibilities policy



You also have responsibilities:

- A responsibility to supply information (to the extent possible) that Aetna and our practitioners and providers need in order to provide care
- A responsibility to follow plans and instructions for care that you have agreed to with your practitioners
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible

List of Covered Drugs

Our List of Covered Drugs (or “Drug List” for short) tells you which prescription drugs are covered by Aetna Better Health of Ohio.

The Drug List also tells you if there are any rules or restrictions on any drugs, such as a limit on the amount you can get. See Chapter 5 of your Member Handbook for more information on these rules and restrictions.

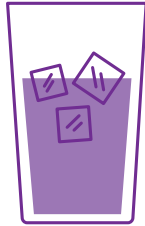
Each year, we will send you a copy of the Drug List, but some changes may occur during the year. To get the most up-to-date information about which drugs are covered, you can visit the plan's website at [aetnabetterhealth.com/ohio](https://www.aetnabetterhealth.com/ohio) or call Member Services at **1-855-364-0974, (TTY: 711)** 24 hours a day, 7 days a week. You will also find information about:

- Covered drugs
- Copayment information, including tiers
- Drugs that require prior authorization
- Limits on refills, doses or prescriptions
- Use of generic substitution, therapeutic interchange or step-therapy processes

Go H2O!

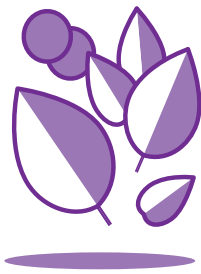
Stay hydrated with these tasty twists on water

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.



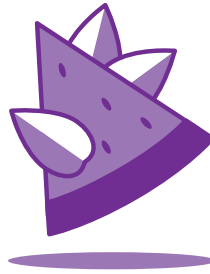
Break the ice

Make flavored ice cubes with 100 percent fruit juice, unsweetened tea or chopped fruit.



Herbal infusion

Fresh herbs, like basil and mint leaves, add unique and flavorful notes.



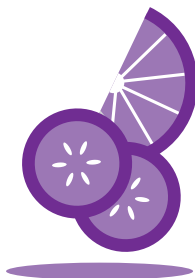
One sweet pairing:

Mint and watermelon



Fruit forward

Add cubed melon or fresh or frozen berries. Add slices of orange, lemon or lime, or squeeze in some juice.



One cool combo:

Lime and cucumber

Sources: American Diabetes Association; American Institute for Cancer Research

Your Member Handbook has answers

Check out the following information in your Member Handbook and on our website at aetnabetterhealth.com/ohio:

- Benefits and services included in your health plan as well as those not covered
- Pharmaceutical management procedures
- Copayments
- Benefit restrictions outside Aetna's service area
- How to get language assistance
- How to submit a claim
- How to get information about doctors in Aetna's network
- How to get primary care services
- How to get specialty care and behavioral health care services
- How to get emergency care
- How to get care and coverage outside of Aetna's service area
- How to submit a complaint
- How to appeal a decision
- How Aetna evaluates new technology to include in coverage

Go mobile

Aetna Better Health's mobile app allows you to:

- Find doctors and hospitals
- View your ID card or order a new ID card if you've lost your old one
- View your medical claims and pharmacy claims
- View your medications
- Stay connected with our staff
- And more!



Download the Aetna Better Health app today from the Apple App Store or Google Play Store.

AETNA BETTER HEALTH® OF OHIO

7400 W. Campus Road
New Albany, OH 43054



Aetna, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna, Inc.:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Aetna Medicaid Civil Rights Coordinator

If you believe that Aetna, Inc. 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 Medicaid Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667 (fax), MedicaidCRCoordinator@aetna.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aetna Medicaid 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, 800-537-7697 (TDD)

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

www.aetnabetterhealth.com/ohio

OH-16-09-12

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame 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 **1-800-385-4104** (TTY: **711**)。

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: **711**).

Pennsylvania Dutch: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzsch, kansch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schpooch. Ruf selli Nummer uff: Call **1-800-385-4104** (TTY: **711**).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-385-4104** (ATS: **711**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104** (TTY: **711**).

Cushite (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-385-4104** (TTY: **711**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Japanese: 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-385-4104** (TTY: **711**) まで、お電話にてご連絡ください。

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel **1-800-385-4104** (TTY: **711**).

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-385-4104** (телетайп: **711**).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-385-4104** (TTY: **711**).

Somali: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

Nepali: ध्यान दनुहोस्: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-385-4104** (टटिवाइ: **711**) ।

The emotional benefits of mindfulness

Maybe you've heard this before: "Enjoy every moment. Life is short." It's a well-meaning cliché. It turns out, though, to be great advice.

Being fully in the moment is actually good for your emotional health. It's also the idea behind an ancient practice called mindfulness. Studies show this practice helps ease stress and depression. It can be a good way to calm down when you're feeling stressed — or move forward when you feel stuck.

Letting worries go

Mindfulness helps you be totally aware of what's happening in the present — instead of worrying about the past or future. It means accepting every moment, good and bad, without judgment.

There are many ways to practice mindfulness. It can be as simple as taking a walk. Become more aware of your breath, your feet on the ground, and the sights and sounds around you. If a worry crops up, that's OK. Notice it, then refocus on the present. You can also:

- Sit quietly and repeat a word or phrase. Concentrate on your natural breathing. If thoughts distract you, try to let them go without judgment. Then return to your breathing or mantra.



- Focus on how your body feels. Check in with each part of your body, from head to toe. Notice and welcome all sensations, such as warmth, lightness, itching and tingling.

Be patient

Mindfulness takes practice. It's called a practice, after all. Try not to

be discouraged if it doesn't come easily at first. Many people who stick with it say it helps them feel calm and content.

Sources: Helpguide.org; National Institutes of Health


Contact us



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 Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook. 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.