

# AETNA BETTER HEALTH<sup>®</sup> OF OHIO

## a MyCare Ohio plan



Summer 2017

### 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.

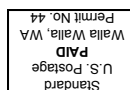
To get the most up-to-date information about which drugs are covered, you can visit the plan’s website at **www.aetnabetterhealth.com/ohio** or call Member Services at **1-855-364-0974, Option 1 (TTY: 711)**,

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

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

## Check it out

### Some must-do screenings and self-exams

There's no denying how popular DIY projects are today. We love to roll up our sleeves and get it done. But what about health screenings that can alert us to possible health problems? Can we tackle some of those ourselves too?

You'll need a doctor for most screening tests and exams, of course. But you can do some checks yourself, often with a doctor's input or recommendation. Examples of both are below. Keep in mind, these are generalized guidelines. You may need screenings earlier, more often or not at all. Ask your doctor what's right for you.

#### At home

- Step on a scale. Type the result (plus your height) into a body mass index (BMI) calculator, like this one, to see if you're overweight or obese: [www.morehealth.org/bmi](http://www.morehealth.org/bmi).
- Measure your waist. Place a tape just above your hipbones, exhale and measure. A waist greater

than 40 inches for men or 35 for women boosts type 2 diabetes and heart disease risks.

- Check your feet if you have diabetes. Your doctor may have you look for and report any sores or other problems before they become major infections.
- Check your skin for cancer. Frequent (such as monthly) self-skin checks may help you find cancer early. Changing moles, blemishes or other worrisome-looking areas on your skin should be shown to your doctor.
- Monitor your blood pressure. Your doctor may have you use a portable monitor at home if, for instance, you have borderline high blood pressure or your readings might be high only at the doctor's office.

#### At a provider's office

- Mammograms. From ages 45 to 54, women should have yearly breast cancer screenings, switching to every two years after that.



- Colonoscopy. Starting at age 50, colonoscopies or other screening tests are recommended for both men and women to help prevent colorectal cancer or find it early.
- Pap tests. Starting at 21, regular Pap smears help guard against cervical cancer in women.
- Blood pressure checks. Have your doctor check your blood pressure at least every two years—and more often if you have certain conditions, such as heart disease or diabetes.

- Cholesterol blood tests. Start at 35, or age 20 if you have risk factors such as diabetes, high blood pressure or heart disease.

Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians; American Cancer Society; U.S. National Library of Medicine

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## A note about how we make coverage decisions

Aetna Better Health of Ohio's decisions are made based only on appropriateness of care and service and benefit coverage. We do not reward staff for issuing denials of

coverage. In addition, there are no financial incentives for clinical decision-makers.

## Unsolved problems? Call an ombudsman!

While long-term care ombudsmen are best known for advocacy for nursing home residents, the program does much more. The mission of the Office of the State Long-Term Care Ombudsman is to advocate for excellence in long-term services and supports wherever consumers live. Ombudsmen seek resolution of problems and advocate for consumers, including MyCare Ohio members. Ombudsman services are no-cost and confidential.

In the last few years, ombudsmen have helped thousands of MyCare Ohio members understand their benefits and rights, as well as resolve complaints with MyCare Ohio plans and providers. They have helped with issues such as transportation, equipment in the home, in-home care services and access to quality health care. Ombudsmen also inform the Ohio Department of Medicaid and managed care plans of trending issues and suggestions for change.

Contact the State Long-Term Care Ombudsman at **1-800-282-1206** for assistance or learn more at: **[www.aging.ohio.gov/services/ombudsman](http://www.aging.ohio.gov/services/ombudsman)**.

## 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 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 **[www.morehealth.org/BMicalculator](http://www.morehealth.org/BMicalculator)**.

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

## What's in cigarette smoke



### Known to cause cancer

- Arsenic** Found in rat poison and pesticides .....
- Benzene** Found in rubber cement and gasoline .....
- Cadmium** Found in battery acid .....
- Formaldehyde** Used in embalming fluid .....

### May cause cancer

- Lead** Used in batteries .....
- Naphthalene** Found in moth balls .....
- Toluene** Used to make paint thinners .....

### Some of the other harmful chemicals

- Acetone** Found in nail polish removers .....
- Acetic acid** Found in hair dye .....
- Ammonia** Used in household cleaners .....
- Butane** Found in lighter fluid .....
- Carbon monoxide** Found in car exhaust fumes .....
- Hexamine** Found in barbecue lighter fluid .....
- Hydrogen cyanide** Used as a chemical weapon .....
- Methanol** Found in rocket fuel and antifreeze .....
- Nicotine** used as insecticide .....

## Member Handbook

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

## 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 these 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



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## Don't forget your ID card

Remember to show your Aetna Better Health of Ohio ID card to the front desk every time you visit your doctor. Your ID card contains all the necessary information doctors' offices need to bill Aetna Better Health of Ohio for your medical services.

If you receive a bill from a doctor's office, or any other health care provider, be sure to call our Member Services Department at **1-855-364-0974** (TTY: **711**). We are available 24 hours a day, 7 days a week.

The information on your ID card is confidential and should never be shared with anyone except your health care providers, authorized representatives or Aetna Better Health of Ohio staff.

**AETNA BETTER HEALTH OF OHIO**

7400 W. Campus Rd.  
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 Cotton Center Blvd., Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667, 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](http://www.aetnabetterhealth.com/ohio)**

OH-16-09-04

## Multi-language Interpreter Services

**ENGLISH:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

**SPANISH:** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

**CHINESE:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

**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.

**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**).

**PENN DUTCH:** Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **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:** 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**).

**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**).

**SOMALI (CUSHITE):** FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

**OROMO (CUSHITE):** Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalitti bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **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.

**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**).

**JAPANESE:** 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

**DUTCH:** AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel het nummer op de achterkant van uw ID-kaart of **1-800-385-4104** (TTY: **711**).

**UKRAINIAN:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби підтримки. Зателефонуйте за номером, указаним на зворотному боці ідентифікаційної картки, або **1-800-385-4104** (телетайп: **711**).

**ROMANIAN:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la numărul de pe spatele cardului dumneavoastră de identificare sau la **1-800-385-4104** (TTY: **711**).

**NEPALI:** ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

## High temperatures can increase risk for those with behavioral health conditions

Individuals with behavioral health conditions who are taking psychotropic medications or using certain substances are at a higher risk for heatstroke and heat-related illnesses. These medications and substances can interfere with the body's ability to regulate heat, and with an individual's awareness that their body temperature is rising.

According to the Centers for Disease Control and Prevention

(CDC), effective methods to prevent heat exhaustion include drinking plenty of fluids; wearing sunscreen; replacing salt and minerals that may be removed due to heavy sweating; wearing loose, light-colored clothing; staying cool indoors with air conditioning; and monitoring those at high risk.



For more information on heat-related illness prevention, go to [www.cdc.gov/extremeheat/warning.html](http://www.cdc.gov/extremeheat/warning.html).

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.

Limitations and restrictions may apply. 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.

Benefits may change on Jan. 1 of each year.

You can get this information at no cost in other languages. Call **1-855-364-0974**

(TTY: **711**), 24 hours a day, 7 days a week. The call is at no cost.

Puede obtener esta información en otros idiomas de manera gratuita. Llame al **1-855-364-0974** y TTY al **711**, 24 horas al día, 7 días de la semana. Esta llamada es gratuita.

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.

Aetna Better Health® of Ohio, a MyCare Ohio plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this information at no cost in other languages. Call **1-855-364-0974** or TTY: **711**, 24 hours a day, 7 days a week. The call is at no cost.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974** or read

the Aetna Better Health® of Ohio Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

Models may be used in photos and illustrations.

### Contact us

7400 W. Campus Road,  
New Albany, OH 43054

**1-855-364-0974**

TTY: **711**

**[www.aetnabetterhealth.com/ohio](http://www.aetnabetterhealth.com/ohio)**

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