



Fall 2015/Winter 2016

Member portal

Get the most out of your health plan. Sign up for our personalized, secure member website. You can use the site to manage your plan benefits and meet your health goals. The site lets you:

- Change your doctor
- Update your contact information
- Find forms or get new member ID cards
- View your personal health history
- Track your health goals
- See the status of your claim
- Get personalized health information
- Research prescription drugs
- Find support

Sign up today. It's easy.

If you're ready to start using this secure online tool, you can register online. Or you can sign up over the phone by calling Member Services at **1-855-242-0802**.

Keep in mind you'll need your health plan member ID and a current e-mail address to create an account.

My motto is "Stay healthy and fit while teaching members about wellness." Please check our website for upcoming member events and member orientations dates.



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Aetna Better Health
2400 Veterans Memorial Blvd.,
Suite 200
Kenner, LA 70062

Our services help you stay well

Value added benefits

Unlimited, free over-the-counter (OTC) medicines and products with prescription
Aetna Better Health of Louisiana offers unlimited OTC medicines and products with a doctor's prescription to all members. Remember to tell your doctor you need a prescription, even for OTC medicines.

OTC drug catalog program

We also offer members an OTC drug catalog program with a \$50 benefit limit every month per household. This is an easy way to get your OTC drugs and supplies by mail, phone, fax or online. Get your copy of the OTC Drug Catalog by calling Member Services at **1-855-242-0802**, TTY **711**, or by going to Added Benefits on **www.aetnabetterhealth.com/louisiana**.

Unlimited visits to providers in our network, as needed

Receive gift cards after completing annual adult wellness visits:

- \$25 wellness visit with STI screening (women 16+)
- \$15 diabetic dilated eye exam
- \$15 woman's mammogram
- \$15 diabetic blood testing
- \$15 cervical cancer screening
- \$25 initial colonoscopy

Accupuncture

\$150 per member per year reimbursement benefit for members over 19.

Dental care for adults

Dental benefits (for 2x a year exam and cleaning and x-rays plus up to \$275 for fillings and extractions).



Eyeglasses for adults

Free annual eye exam and \$80 toward eyewear (frames, glasses or contacts).

Promise program for pregnant members

Complete more visits to earn gifts:

- \$10 for a prenatal visit within the first trimester and \$10 for a postpartum visit
- \$80 in baby products for 7 prenatal visits
- \$125 in baby products for 8 to 10 prenatal visits
- \$150 in baby products for 11-plus prenatal visits
- Free circumcisions for newborn boys.

Ted E. Bear, M.D., Kids Club

- Weight management program: Kids who are overweight set goals to earn \$15-\$30 gift cards.
- Free Boy Scout or Girl Scout annual membership.

Asthma management program

Free one-time in-home environmental assessment; earn \$15 gift cards for managing your asthma.

Care4Life diabetes coaching program

- Text reminders, education, goal setting and tracking

Stop smoking help

Including medications and coaching.

LogistiCare

If you need a ride to the primary care provider's office, call LogistiCare at **1-877-917-4150**, TTY **1-866-288-3133**.

There is no limit on the number of trips provided. You can call Monday through Friday, 8 a.m. to 5 p.m. Call for ride 3 days before date needed. This service is free to you.

Member Services

Toll-free lines with extended hours available 24/7.

Text4baby

If you're pregnant or a new mom or dad, there is a service called text4baby that can help keep you and your baby healthy. Text4baby offers FREE messages on your cell phone to help you through your pregnancy and baby's first year. Signing up is easy! Text **BABY (BEBE en Español)** to **511411**. You can also sign up and find out more at **www.text4baby.org**.

SafeLink/TracFone

Get a free cell phone, free minutes and unlimited texting with SafeLink. We want you to be safe and keep well. Now you can stay connected with those who care about you. Call your doctor, your family and your friends. Visit **www.safelink.com** or call **1-877-631-2550** to sign up, and let them know you are an Aetna Better Health of Louisiana member.

Nurse Advice Line

If you're sick or have an injury, and unsure if you should go to the hospital, call **1-855-242-0802**, TTY **711**, 24 hours a day, 7 days a week, and select the option for Nurse Advice Line. The nurse can help you decide if you need to go to the emergency room or urgent care.

Be a voice in your community

We're always looking for members to help us find better ways to do things. You're welcome to join our Member Advisory Committee. There are only three requirements. You must be:

- At least 18 years of age
- A member of Aetna Better Health of Louisiana for at least the last 90 days

- Willing to attend meetings in person or by phone 4 to 6 times a year (if you attend the meetings in person, you'll be reimbursed for your transportation cost)

If you're interested in joining, call Member Services. Please complete an application on our website **www.aetnabetterhealth.com/louisiana**.

Quality Management

Quality is in all we do at Aetna Better Health of Louisiana. Our Quality Management Program focuses on improving medical care and the delivery of services to you. Visit us at www.aetnabetterhealth.com/louisiana to get information about Quality Management Program.

Access to women's health services

Female members have direct access to an Aetna Better Health of Louisiana women's health specialist without an OK from their doctor or from Aetna Better Health of Louisiana for covered services such as:

- Prenatal care
- Breast exams
- Mammograms
- Pap tests

Aetna Better Health of Louisiana also covers these services for women:

- Well-women visits, including routine prenatal care

- Family planning methods and counseling
- Human papillomavirus (HPV) testing
- Counseling for sexually transmitted infections
- Counseling and screening for human immunodeficiency virus (HIV)
- Screening for diabetes, if you are pregnant
- WIC referral for support of breastfeeding

Questions about your benefits?

Call Member Services toll free at **1-855-242-0802, TTY 711.**

Look what's new

We have a new and improved website! It's easy to use, with lots of great information for you and your family. Visit us at www.aetnabetterhealth.com/louisiana.

This is the place where you can learn more about:

- Your benefits
- Special programs for children, women, men and seniors

- How to find a provider
- Your rights and responsibilities
- Helpful health care resources

It is designed to work well on both smartphones and personal computers. So if you have a smartphone, check us out on that too!

We want you to know

We review our member information yearly:

- Member handbook
- Member rights and responsibilities
- Privacy practices
- How we deal with protected health information

We will let you know when we make changes. Visit our website at www.aetnabetterhealth.com/louisiana to view or print member information. You can also call Member Services toll-free at **1-855-242-0802, TTY 711.**

Working with your doctor for a healthier pregnancy

Regular visits with your doctor will help keep your pregnancy on track.

Along with the care you'll receive, your doctor can also help you learn more about your pregnancy.

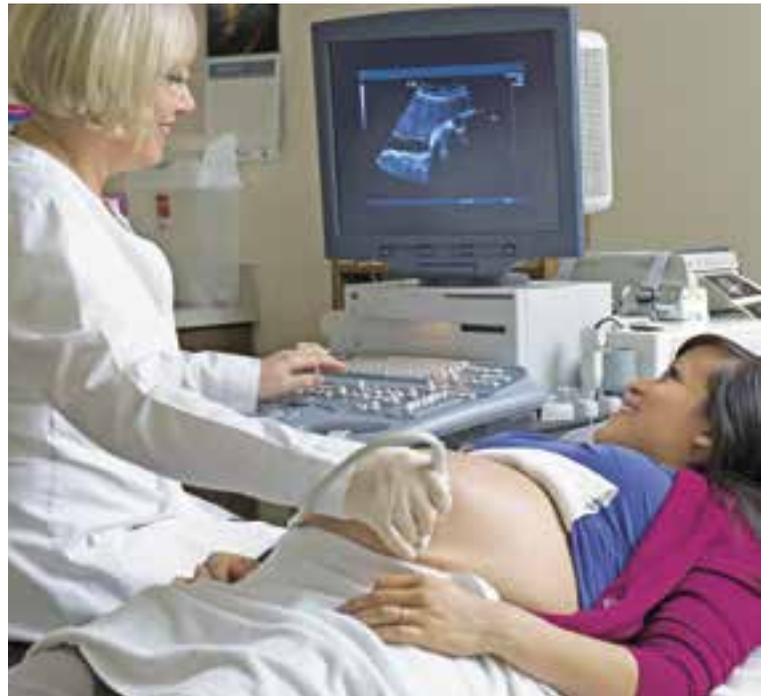
And you can get counseling and support as needed.

So be sure to follow your doctor's advice about how often you should be seen. A common schedule is:

- **Weeks 4 to 28:** A visit at least every 4 weeks
- **Weeks 29 to 36:** A visit at least every 2 weeks
- **Weeks 37 to 40:** A visit at least every week

You'll get a physical checkup at each visit. Your doctor will also decide which tests you need and when they'll be done. Keep in mind that all pregnant women have their blood drawn at the first visit. Your blood needs to be checked for problems that can complicate a pregnancy.

If you're identified as "high-risk" by your doctor, you may need more visits or closer monitoring. And we may also get you a case manager who can help you.



Visit our website at www.aetnabetterhealth.com/louisiana for a list of upcoming events.

My emergency preparedness plan

• I have made a plan to **COMMUNICATE WITH FAMILY MEMBERS** through this out-of-state contact and have asked my family to keep this name and number with them at all times.

Name: _____

Phone: _____

• I plan **NOT TO EVACUATE** and will go to a friend or family member's home in the area. I have notified them and made all of the arrangements.

Name: _____

Address: _____

Phone: _____

• I plan **TO EVACUATE** and will go to a friend or family member's home out of the area. I have notified them and made all of the arrangements.

Name: _____

Address: _____

Phone: _____

• I plan to stay in a **HOTEL/MOTEL** as far north of I-10 as possible.

Hotel/Motel: _____

City/State: _____

Phone: _____

• **ALTERNATE HOTEL/MOTEL** as far north of I-10 as possible.

Hotel/Motel: _____

City/State: _____

Phone: _____

• I plan to go to a **PUBLIC SHELTER** in:

City/State: _____

• I have calculated the **DRIVING TIME** to my destination north of I-10 at least four (4) times the normal driving time, and it is:

Normal drive time:
 _____ hours × 4 = _____ hours

• If our family is separated and we need to regroup, the following location is **WHERE WE WILL MEET:**

In the area: _____

Out-of-town: _____

• I have made plans for my **SPECIAL MEDICAL NEEDS** family members.
 My plans are the following: _____

• My special needs family members have registered on the **SPECIAL MEDICAL NEEDS REGISTRY** with our parish's Office of Homeland Security and Emergency Preparedness as possibly needing assistance and/or a special needs shelter during an emergency: **Yes/No**

• I have made copies of **VITAL RECORDS:**
 _____ Identification cards
 _____ Social Security cards
 _____ Birth certificates
 _____ Insurance cards/policies
 _____ Medical/prescription information
 _____ Other: _____

• I have identified any anticipated **EXTRA EXPENSES** due to disaster, and I have calculated an approximate amount of money that will be required to see my family and myself through.

\$ _____ Gas/transportation

\$ _____ Food

\$ _____ Hotel or friend's home

\$ _____ Baby supplies

\$ _____ Laundry supplies/wash

• I have studied the **EVACUATION ROUTE** that best fits my needs. My evacuation route will include travelling the following highways: _____

Alternate route: _____

If you have a chronic condition, please tell your primary care provider where you will be if there is an emergency.

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Make a checklist

It's hurricane season. We want to be sure you and your family are safe. An emergency checklist helps you to be ready. A few basics to include are:

- Food
- Baby supplies
- Personal items
- Clothing, bedding and gear
- Children's supplies

Visit our website at www.aetnabetterhealth.com/louisiana/wellness/emergency-preparedness for more ideas:

- What to put in your emergency kit
 - How to protect your home
 - How to care for pets
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This newsletter is published as a community service for the friends and members of **Aetna Better Health of Louisiana**, 2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062.

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.

Contact us

1-855-242-0802
 TTY: 711

www.aetnabetterhealth.com/louisiana

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