



Aetna Better Health® of Louisiana



A smart life

Winter 2018



Manage your health on your phone

Members with smartphones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your primary care provider
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if a covered benefit)
- Send a message to Member Services
- View your benefits

An easy-to-use wellness tool for a healthier you

You deserve to lead a healthy life. And we can help. We offer a health application that is an easy way to take charge of your health. So you can feel better for good. You can get this health application at no cost to you.

Getting started is easy. And it just takes a few simple steps. First, sign in to the

“Member Portal” section of our website aetnabetterhealth.com/louisiana. Once you’re signed in, go to “Tasks” and choose “Manage My Health.” From this page, you’ll be able to access the health application tools and sign up for a new account.

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

A family affair: When your child has diabetes

If your child has diabetes, it affects the whole family. If you have more than one child, these tips can help everyone adjust to life with diabetes:

Teach siblings about diabetes. But don't overload them with responsibility. Educating them about diabetes can calm their fears and engage them in ways they can help. But it's also crucial not to give them too much responsibility. That can be stressful — even for teens.

Talk about other things. Reserve a part of every day — say, after dinner — to chat about something besides diabetes and health. Kids need to know that

family life is not all about an illness.

Make the switch to good nutrition as a household. Healthy eating will benefit your whole family — and keep

your child with diabetes from feeling singled out. Your child with diabetes can enjoy the same foods everyone else eats:

- Vegetables
- Whole grains

- Fruits
- Nonfat dairy products
- Beans
- Lean meats
- Poultry
- Fish

You might even consult a registered dietitian to create a meal plan for your child that meshes with a diet for your whole family.

Help everybody move more. Playing and staying active are important for every child, whether they play sports or just run around. And be a good role model too. Kids learn by following their parents' lead.

Sources: American Diabetes Association; JDRF



Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ Smartphone

We know how important it is to stay connected to healthcare, jobs, emergency services and family. That's why Aetna Better Health of Louisiana is partnering with Assurance Wireless Lifeline service.

Each month eligible Assurance Wireless customers receive, at no cost:

- Data
- Unlimited Texts
- Voice Minutes

Plus an Android Smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more, visit aetnabetterhealth.com/louisiana.

When you apply, you'll be able to receive health extras from Aetna:

- Health tips and reminders by texts
- One-on-one texting with your health care team
- Unlimited calls with our member services team

Already have Lifeline? It's easy to switch to Assurance Wireless and receive Aetna health extras at no cost.



To learn more, go to aetnabetterhealth.com/louisiana.

aetnabetterhealth.com/louisiana



Website information

Our website is **aetnabetterhealth.com/louisiana**. It gives you easy access to:

- Finding a PCP or specialist in your area
- Sending us questions through email
- Learning about your benefits and health information
- Viewing your Member Handbook
- Learning about your rights and responsibilities

Disease management

We have a disease management program to help if you have certain conditions. We have programs for:

- Asthma
- Bipolar disorder
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Depression
- Diabetes
- HIV/AIDS
- Obesity
- Schizophrenia/schizoaffective disorder
- Sickle cell anemia
- Hepatitis C

Call us at **1-855-242-0802 (TTY: 711)** for help in managing your disease. We can help you or your child learn to manage these chronic conditions and lead a healthier life. You can learn about these programs in your Member Handbook and online at **aetnabetterhealth.com/louisiana**.

As a member, you are eligible to participate

If you are diagnosed with any of these chronic conditions, or at risk for them, you may be enrolled in our disease management program.

You can also ask your provider to request a referral. Call us if you want to know more about our disease management programs.

'I do not want to participate'

You have the right to make decisions about your health care. If we contact you to join in one of our programs, you may refuse. If you are already in one of our programs, you may choose to stop at any time by contacting us at **1-855-242-0802 (TTY: 711)**. You will continue to get all covered benefits if you do not want to participate in our programs.

Contact us



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



24 hours a day, 7 days a week
1-855-242-0802 (TTY: 711)
aetnabetterhealth.com/louisiana

 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.



AETNA BETTER HEALTH® OF LOUISIANA

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
Hours of operation: 8:00 a.m. – 5:00 p.m.

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: 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).

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)。

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).

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).

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (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。

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۔

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.

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: 711) تماس بگیرید.

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).

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