



Aetna Better Health® of California



# Better together

Winter 2018

## Understand your health insurance

Make it work for you

Knowing how your health insurance works can help you and your doctor find the best health care options for you.

Health insurance covers the cost of certain tests, drugs and treatments that you may need. There are also some services that are not covered. If you choose to receive these services, you may have to pay the costs yourself.

To help make sure you and your doctor choose medical care that is covered in your health plan:

- Read your policy carefully.
- Call Member Services if you have any questions.

One of the best ways to make the most of your health plan is to see your doctor for regular checkups.

- Check which doctors, hospitals and clinics are part of your health plan network.
- Find out if your health plan has to approve a hospital stay, surgery or certain tests before they are done.
- Ask if you need to be referred by your doctor to see another doctor.
- Ask your doctor to prescribe medicines your health plan covers.

Some of your health plan benefits may help you and your family stay healthy. Ask your doctor about:

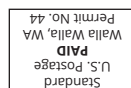
- Mammograms
- Pap tests

- Blood pressure tests
- Cholesterol tests
- Shots, such as a flu shot
- Well-child visits

Talk with your doctor about healthy choices you can make about diet and exercise.

And remember, one of the best ways to make the most of your health plan is to see your doctor for regular checkups.

*Source: American Academy of Family Physicians*



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## A good time to consider breast health

As of yet, there is no sure way to prevent breast cancer.

Even so, there are steps you can take to lower your risk.

One key step? Stay at a healthy body weight. This is even more important in midlife and later. Here's why:

After a woman's periods stop, most of her estrogen comes from fat cells. Estrogen can spur the growth of many breast tumors. That's why too many pounds later in life could raise breast cancer risk. This seems to be especially true if those pounds end up on your waist.

There are a number of other steps you can take to help prevent breast cancer. These include:

**Avoid alcohol.** Drinking can raise your risk of getting breast cancer. In fact, your risk goes up the more you drink.

**Move more.** Exercise may be able to help lower your risk. Try to get 150 minutes of moderate exercise or 75 minutes of vigorous exercise each week.

**Know the risks of hormone therapy.** There are risks and benefits of taking hormone therapy. Talk to your doctor to learn more.

### Finding breast cancer early

Breast cancer can still develop even with the above safeguards. So be sure to talk to your doctor about when to have mammograms.

Regular mammograms can help find cancer in its early stages. Finding cancer early can help give you a head start on treatment.

Some women may have certain risk factors. So you may need to talk with your doctor about additional screening tests, such as an MRI scan.

*Source: American Cancer Society*

## Don't let COPD get you down

Chronic obstructive pulmonary disease (COPD) can take a toll. This disease, which affects your lungs, makes it hard to breathe. But it can also make you sad, anxious and afraid.

These feelings are normal. And it's important not to ignore them. If you do, they can make your other symptoms worse.

Often, it's good to talk to others about how you're feeling. It's important to tell your doctor too. He or she may have suggestions to help you.

Some people also find it helpful to:

- Join a support group
- Try deep breathing or listening to relaxing music
- Focus on thoughts that help you relax

Different things may work better for different people. So it may take some time to find the strategy that's best for you. If one thing doesn't work, try something else. It will be good for your overall health.

*Sources: American College of Chest Physicians; National Heart, Lung, and Blood Institute*

COPD doesn't go away. So it's good to have a doctor who's easy to talk to. You'll need to work closely with him or her on an ongoing basis.

## Opioids: Use with caution

Every day about 115 people die from opioid overdoses in the U.S. And often the opioids doctors prescribe are to blame.

These medicines ease pain. But they also have serious risks. You can get addicted to them. And they can make people stop breathing. That's especially true if you take them at high doses.

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

- **Ask about alternatives.** See if there are other ways to ease your pain. Less risky medicine may help. So might exercise or physical therapy.
- **Be honest.** Tell your doctor 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.** Also tell your doctor 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 doctor instead.
- **Keep others safe too.** Never share opioids. And 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 shaky, sweaty or sick to your stomach, or seeing things that aren't there.

### Treatment helps

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

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

Source: National Institute on Alcohol Abuse and Alcoholism

## The anatomy of smoking

# How tobacco affects your body

If you're a smoker, you may know you should stop. That's a good start toward quitting.

But you need a powerful reason to quit for good. Knowing the truth about how smoking harms your health may be what it takes.

It's a fact that smoking is bad for nearly every part of your body. Here are a few places smoking does damage.

**Airways.** When you smoke, the soft tissues in your lungs are inflamed. This can lead to serious disorders. One is chronic obstructive pulmonary disease. Smoking can also bring on cancer in your:

- Lungs
- Throat
- Mouth

**Heart.** Smoking harms the cells lining the blood vessels and heart. And it can raise the risk of clots that cause heart attacks.

Smoking can also play a part in causing an abdominal aortic aneurysm. This is when the larger artery near the stomach grows weak.

**Other blood vessels.** Damage to vessel linings can cause them to narrow.



This means not enough blood flows to the:

- Kidneys
- Stomach
- Arms, legs and feet

This can lead to problems like pain and gangrene.

**Brain.** Blood clots that form in damaged arteries can travel to your brain. This can cause a stroke that may be deadly.

**Bones and tendons.** Smoking raises the risk for osteoporosis in both men and women. This is when bones grow weak and are more likely to break.

Smokers are also at higher risk of:

- Overuse injuries, like tendinitis
- Traumatic injuries, such as sprains

**Immune system.** Smokers have smaller

amounts than nonsmokers of some types of cells that destroy germs. That leaves you more vulnerable to infections.

In addition, smoking can cause cancer of the:

- Pancreas
- Kidneys
- Cervix
- Stomach
- Blood (leukemia)

And smoking raises your risk for eye disease and dental problems.

Women who smoke tend to have more problems with pregnancy. These include:

- Premature births
- Low-birth-weight babies
- Stillbirths

And their babies are more likely to die of SIDS (sudden infant

death syndrome) than babies whose mothers don't smoke.

### Turn your risks around

On the bright side, there are many benefits to giving up smoking. They are listed at [morehealth.org/quit4good](https://www.morehealth.org/quit4good). There you'll also find a guide to help you quit.

Why wait? If you quit now, your health risks start dropping now too. And they keep going down, no matter how long you've smoked.

A tobacco quitline can also help you quit for good. Call **1-800-QUIT-NOW (1-800-784-8669)**.

*Sources: American Academy of Orthopaedic Surgeons; Centers for Disease Control and Prevention*

## Robots in the operating room

### What to know about robotic surgery

Have you heard of robotic surgery? It's becoming more common. This high-tech procedure is now being used for surgeries like hip replacements and heart surgeries.

But what is it exactly? And what is it not? Its name suggests that robots perform the surgery. But that's not the case. Doctors do. And that's just one important fact to know about robotic surgery. Here are a few more.

#### Behind the scenes

During robotic surgery, the surgeon sits at a computer station and controls the robot's arms. A tiny camera shows the surgeon a magnified 3D image as the surgery takes place.

The robotic arms match the surgeon's hand motions. That means the surgeon is in control.

#### Tiny cuts, big benefits

Robotic surgery is similar to laparoscopic surgery. It's a way of working through small incisions. For both procedures, surgeons use a few small cuts. That's rather than one big cut. This approach allows:

- Faster healing
- Less pain and bleeding
- Reduced risks of infection
- Shorter hospital stays
- Smaller scars

Always talk to your doctor about the risks and benefits of any surgery. Robotic surgery isn't the right choice in every case. But if it's right for you, it can have a lot of benefits.

*Sources: Agency for Healthcare Research and Quality; American College of Obstetricians and Gynecologists; National Institutes of Health; U.S. Food and Drug Administration*



#### Contact us



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Member Services: **1-855-772-9076 (TTY: 711)**  
24 hours, 7 days a week  
[aetnabetterhealth.com/california](https://aetnabetterhealth.com/california)



*Here For You* is published as a community service for the friends and members of Aetna Better Health® of California. 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 CALIFORNIA**  
Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**How to file a grievance**

If you believe that Aetna Better Health of California 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 Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**In writing:** Fill out a complaint form or write a letter and send it to:

Aetna Better Health of California  
10260 Meanley Drive  
San Diego, CA 92131

**In person:** Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

**Electronically:** Visit Aetna Better Health of California website at [aetnabetterhealth.com/california](http://aetnabetterhealth.com/california)

### **Office of Civil Rights**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

**By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

**In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

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

**Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

## 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**)。

**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**).

**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.

**ARMENIAN:** Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակազմի անվճար ծառայություններ: Ձանգահարե՛ք ձեր ID քարտի հետևի մասում գտնվող հեռախոսահամարով կամ **1-800-385-4104** (TTY (հեռախոսիլ)՝ **711**):

**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**).

**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。

**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**)

**PANJABI:** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਆਪਣੇ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਨੰਬਰ ਜਾਂ **1-800-385-4104** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**MON KHMER:** ប្រយ័ត្ន: បសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេ វាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ ទៅលេខនៅខាងក្រោយនៃ អត្តសញ្ញាណប័ណ្ណ (ID Card) របស់អ្នក ឬ **1-800-385-4104** (TTY: **711**) ។

**HMONG:** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau tus nab npawb xov tooj nyob rau sab qab ntawm koj daim ID lossis **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।

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