



Aetna Better Health[®] of California



Fall 2019

Spread hope in your world

We can each make the world a kinder, brighter place with our everyday actions. Here are some ideas to inspire you to make a difference, even in the smallest ways.

Share something hopeful.

Tell someone about a charitable cause that's doing good work. Post or share an upbeat news story.

Say "I believe in you."

Encourage someone who's working toward a goal. Let them know that you see them succeeding.

Reach out to someone who seems to be struggling.

Ask, "What can I do now to help and support you?" Let them know you care and you're there to listen.

Offer a helping hand. Maybe you know a family caregiver or elderly neighbor who could use help with tasks or errands.

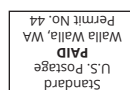
Connect with a friend face-to-face. Online friends are fine, but it's not the same as giving real hugs or taking soup to someone who's sick.

Express regret. If you're truly sorry for something you said or did to someone, apologize. Take responsibility without excuses.

Do acts of kindness. Hold the door for someone. Buy a stranger a cup of coffee. Leave extra coins at the laundry. Donate used books to a shelter or nursing home.

Expect good things to happen. You'll feel more optimistic and hopeful — and that's sure to lift up those around you too.

Sources: American Psychological Association; HelpGuide



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Breast cancer

Five facts you may not know

Of all the diseases we face as women, few may concern us more than breast cancer. Chances are you know someone whose life has been touched by the disease. It might be a loved one, a friend, a neighbor or even you.

Even though breast cancer is far too common, some facts about it may still surprise you. Here's a look at five of them:

1. **Breast cancer is not the top health threat to women.**

Heart disease is far deadlier for women. In the U.S., breast cancer causes 1 in 31 female deaths each year. But heart disease causes 1 in 8.

And looking only at cancer deaths, lung cancer kills more women in the U.S. than breast cancer does.

2. **Most breast cancer isn't genetic.**

Only about 5% to 10% of all breast cancers appear to develop directly from gene defects — such as those in the BRCA1 or BRCA2 gene — passed on from a parent.

What's more, even a family history of breast cancer is not as concerning as many women might fear. While having a close relative with breast cancer



does raise your risk, less than 15% of women who get breast cancer have a family history of the disease.

3. **A preventive mastectomy doesn't completely remove the risk of breast cancer.**

Some women who are at high risk for breast cancer opt to have both breasts removed to avoid the disease. This can reduce the risk of developing breast cancer by 90% or more. But some risk still remains, since even a mastectomy can't remove all breast tissue.

4. **Dense breasts are a risk.**

Dense breasts have more fibrous and glandular tissue and less fatty tissue. Women with dense breasts have up to twice the risk of breast cancer as a woman with average breast density. Dense breasts

may also make mammograms less accurate.

Ask your doctor if your breasts are considered dense. You can't tell by touching them. If the answer is yes, the two of you can discuss whether you need extra imaging tests, such as an ultrasound or MRI.

5. **The effects of diet aren't clear.**

Many studies show that breast cancer is less common in countries where the typical diet is low in fat. But so far studies haven't found a clear link between high-fat diets, like those eaten in the U.S., and breast cancer.

Sources: American Cancer Society; National Cancer Institute

Antibiotics

When they help and when they don't

It's important not to overuse antibiotics. Using them too much helps bacteria grow resistant to them. That means germs can make you sick with infections that some medicine can no longer help.

That's why it's so crucial to only use antibiotics when they're necessary. When's that? When you have an infection caused by bacteria, like strep throat or a urinary tract infection. Antibiotics only work against bacteria.

They won't help anything caused by a virus. This includes:

- Colds
- The flu
- Most sore throats (other than strep)
- Most coughs and cases of bronchitis
- Many sinus infections

So don't insist on antibiotics when you don't need them. They won't help you get better. And you could wind up with an illness that's hard to treat.

Now, two final tips:

- If a doctor prescribes antibiotics, take the full course as directed — even if you feel better before you're done.
- Wash your hands often. That's one of the best ways to keep from getting sick in the first place.

Sources: American College of Physicians; Centers for Disease Control and Prevention



Prediabetes

Three must-know facts

You might know someone with type 2 diabetes. It's the most common form of diabetes. Millions of Americans have it. But have you heard of something called prediabetes?

It also affects millions of Americans. And everyone should learn about it.

Here are three things you need to know to help protect your health:

1. **Prediabetes isn't the same as diabetes — yet.**

Prediabetes is a serious warning that type 2 diabetes is on its way. If you're told you have prediabetes, it means your blood sugar level is higher than normal. It's not quite high enough to be type 2 diabetes. But if your blood sugar level

continues to go up — and you don't take steps to bring it down — you're likely to develop full-blown diabetes.

2. **You could have it but not know it.** You can't count on having symptoms to warn you of prediabetes. Often there are none. The only way to know for sure is to have your blood sugar level measured.

Your doctor may recommend that you be tested if you're 45 or older. Even if you're younger than 45, your doctor might also want you to get tested if you are overweight and have other risk factors, such as:

- A family history of diabetes
- African American, Asian American or Hispanic/Latino ethnicity
- High blood pressure
- An inactive lifestyle

3. **Small steps can go a long way toward reversing it.**

There is good news: Prediabetes can often be turned around with lifestyle changes. Losing some weight — even 7% of your body weight — can help. So can exercising regularly and eating less fat and calories. These steps can help prevent or delay type 2 diabetes.

Sources: American Diabetes Association; National Institute of Diabetes and Digestive and Kidney Diseases



Vaping Your questions answered

E-cigarettes have become a common substitute for traditional tobacco. But the long-term health effects of vaping (using e-cigarettes) are not yet fully known. Here are some common questions about vaping and how it compares to smoking tobacco.

Q: *How does vaping work?*

A: E-cigarettes are also called vaporizers, vape pens, mods or electronic nicotine delivery systems (ENDS). They vary in shape and size. But they all contain a liquid that is heated until it turns into a mist you can breathe.

Q: *Is vaping addictive?*

A: Most e-cigarettes contain nicotine. It is highly addictive. Studies have also shown that some e-liquids contain other addictive ingredients and cancer-causing chemicals.

Q: *What other health concerns are there?*

A: One major concern is the number of young people who use e-cigarettes. Studies suggest that teens who vape are more likely to move on to tobacco or other drugs. This is because of the effect nicotine has on the brain's reward system. Nicotine is dangerous for a teen's brain in other ways too. It can cause problems with attention span and learning. It may raise the risk for mood disorders. And it could lead to long-term problems with impulse control.

Q: *Is vaping healthier than traditional smoking?*

A: Vaping is not good for your health. But it is less harmful than smoking if it replaces tobacco completely. Because vaping can encourage the brain to become addicted to other drugs, experts say you shouldn't start using e-cigarettes if you have never smoked before.

Q: *Can vaping help you quit smoking?*

A: There is not enough evidence that e-cigarettes help smokers quit. In fact, some studies have found that people who used e-cigarettes as a quit aid were less likely to quit smoking than those who didn't. There are many other methods approved by the U.S. Food and Drug Administration that can help you quit safely. Ask your doctor.

Sources: Centers for Disease Control and Prevention; National Institute on Drug Abuse; U.S. Food and Drug Administration

Ten ways to add more joy to your life

Henry Wadsworth Longfellow once wrote, "Into each life some rain must fall."

If you sometimes feel like your life is one downpour after another, it's time to find some joy. And it's easier than you might think.

Being joyful has the power to help you bounce back from stressful events, solve problems, think flexibly and even fend off diseases.

So without further ado, here are 10 simple ways to make your days brighter:

1. **Do something you loved as a kid.** Sing silly songs, splash in puddles or see how high you can swing.
2. **Laugh at life's hassles.** No day is perfect. But there's often something at least a bit amusing in challenging situations if you look for it.
3. **Collect sayings or photos that make you smile.** Then stick them where they're visible — on your refrigerator or at your desk, for instance —
4. **Play a song you love.** Imaging tests of brains show that music can release feel-good hormones.
5. **Go for it.** Stop putting experiences you want to try on hold. Bake a pie from scratch, learn to crochet or sign up for an indoor climbing class — explore what intrigues you.
6. **Take a nature break.** Look up at the sky, and see how blue it really is. Go on an early-morning walk, and delight in the dew on the grass. Let nature's beauty soothe you.
7. **Take a mental break.** Close your eyes and imagine a




to look at when you need a pick-me-up.


place you love. Use all of your senses. Are you drawn to the beach? Smell the salt water, feel the sun on your back and hear the crashing waves.

8. **Spread happiness.** When you get good news, don't keep it to yourself — tell a friend. You'll relive the moment and have the extra pleasure of your friend's reaction.
9. **Seek out happy people.** Good moods are contagious.
10. **Develop your playful side.** Joke with strangers in line, arrange nights out with friends or have a regular game night with your family.

Sources: *HelpGuide*; *Mental Health America*

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

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

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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

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: Ու՛շԱ՛յն՝ Յո՛ւրի՛նք՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգախարե՛ք ձեր ID քարտի հետևի մասում գտնվող հեռախոսահամարով կամ **1-800-385-4104** (TTY (հեռախոսիչ)՝ **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 ដោយមិនគិតល្បួល 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**)