



Living well



AetnaBetterHealth.com/Kentucky

Aetna Better Health® of Kentucky

Is your child growing up?

- If you have a child turning 18, we can help your child find an adult primary care provider (PCP) or specialist.
- Aetna Better Health of Kentucky can help your child find the continued care they need. We can refer you to community resources, which will help your child get continued care after becoming an adult.

We want to make sure your child has a healthy transition into adulthood. Just call us at **1-855-300-5528 (TTY: 711)**, Monday through Friday, 7 AM to 7 PM Eastern Time.

Open enrollment.

Open enrollment is Nov. 2 through Dec. 15. Aetna Better Health of Kentucky wants you to know about new benefits for you. Remember, if you are happy with your benefits, you don't need to do anything to stay with us.

Here are some new benefits for 2021:

- **Momentum**—help with needs such as food delivery, utility bills and dental for some chronic conditions
- **CampusEd**—GED and job skills
- **Maternity Matters**—help for pregnant women and new mothers to get healthy foods, maternity supplies and diapers
- **Asthma Home Care**—one set of allergy-free bedding and once a year carpet cleaning

Fall 2020

AEKY000080 F/K5.2
72.22.323.0-FA

Standard
U.S. Postage
PAID
Walla Walla, WA
Permit No. 82

Aetna Better Health® of Kentucky
9900 Corporate Campus Drive,
Suite 1000
Louisville, KY 40223

Online support for quitting tobacco use.

Tobacco contains nicotine. Nicotine is a strong drug that is very addictive. Without help, smokers are less likely to stop smoking. Many smokers say they look online for inspiration and ideas. This is an easy way to get your questions answered. Stop smoking programs provide help. This includes medications like Nicotine Replacement Therapy (NRT), reading materials, and face to face or telephone counseling.

Online resources are useful. These can work well as you try to stop smoking. If you have a smartphone, you can use it to find more information. If you do not have one, please call Member Services at **1-855-300-5528** to see if you can get a free phone.

Here is a list of no-cost smartphone apps to help you be successful. Many of these apps have tools that help you notice when you smoke so that you can learn about patterns, locations or times you smoke. There are groups that offer support. Text messages can also help you stay on track.

- **BecomeAnEX.org** helps with plans to stop smoking, text messages, advice and chats with smokers who have stopped. Register online for this free service at **BecomeAnEx.org/create-profile**.
- **ThisisQuitting** is a program to help teenagers stop vaping.

It includes texts and reasons for and against vaping. It also gives proven tips, along with ways to quit and stay that way. Just text **DITCHJUUL** to **88709**.

- **QuitGuide** is an app that helps you understand your smoking patterns. It builds the skills you need to become and stay smoke-free. Look for it in your Android phone's Play Store or the iPhone's App Store.
- **quitSTART** is an app that uses your smoking history information and gives you tailored tips, inspiration and challenges to help you become smoke-free. Look for it in your Android phone's Play Store or the iPhone's App Store.
- **SmokefreeMOM** is a mobile text messaging program that provides tips, advice

and encouragement to help pregnant women who want to quit smoking. Text **MOM** to **222888**.

The American Cancer Society's Great American Smokeout is celebrated on the third Thursday in November. On this day smokers everywhere are encouraged to make a quit plan and stop smoking. Please take advantage of the time you have now to develop your quit plan. On Nov. 19, 2020, you will be joining thousands of people across the country who are taking the first step toward a healthier lifestyle.

In addition, the Commonwealth of Kentucky has a free program called Quitnow Kentucky. Call them at **1-800-QUIT-NOW (1-800-784-8669)**.





Is it time for a mammogram?

Not sure if you're due for a mammogram? It's easy to lose track. If in doubt, be sure to check with your doctor. This isn't a test you want to miss. Here's why:

These x-ray pictures of your breasts take only a few minutes of your time, but they could add years to your life.

That's because mammograms can find cancer early.

Sometimes that's up to three years before you or your doctor could feel a lump. When breast cancer is caught early, it's easier to treat.

In fact, research shows that women who have regular mammograms:

- Are more likely to be cured if they have breast cancer.
- Need less aggressive treatments. They may be able to avoid chemotherapy or surgery to remove the breasts.

That's why even if your last mammogram was normal, you shouldn't skip the next one.

When to start screening

There's no one-size-fits-all schedule for mammograms. When to start and how often you should get screened depends on a few things. These include your family history of breast cancer and your own preferences. Talk to your doctor about the best schedule for you.

While no screening test is perfect, mammograms are still the best way to find breast cancer before it spreads.

Sources: American Cancer Society; Centers for Disease Control and Prevention; U.S. Preventive Services Task Force

COVID-19.

Stay well.

COVID-19 is having a dramatic impact on the lives of all Kentuckians. It is limiting our activities. It is changing the way we educate our children. Aetna Better Health of Kentucky is here to help you. Here are the basics for staying well.

- Wear a face covering in public if you are over the age of 2. Cover your nose and your mouth.
- Wash your hands often. Use soap and clean water for 20 seconds.
- If you do not have access to soap and water, use an alcohol-based hand sanitizer that is at least 60% alcohol.
- Sneeze or cough into a tissue or the bend of your elbow.
- Stay at least 6 feet away from all people (social distancing).
- Avoid sick people.
- Avoid touching public surfaces such as doorknobs, elevator buttons, cabinet and door handles, light switches, etc.

If you have questions or concerns, call Member Services at **1-855-300-5528 (TTY: 711)**. You can also find information on the web at **KYCOVID19.KY.gov** or by calling the COVID-19 Hotline at **1-800-722-5725**.

Sources: KramesonDemand.com; GovStatus.eGov.com/kycovid19

Great reasons to get your flu vaccine.

Immunization is the No. 1 best way to prevent the flu.

With rare exceptions, everyone 6 months and older needs a yearly flu vaccine.

Flu shots are especially important for:

- Children 6 months through 4 years old
- People 50 and older
- People with some chronic diseases

- People with weak immune systems, such as those being treated for HIV
- Pregnant women

Spare yourself. The flu can bring miserable symptoms and lead to missing work or school.

Influenza makes some people seriously ill. Every year, flu complications lead to hospital stays — and even deaths.

Viruses tend to change each flu season. Scientists review U.S. flu vaccines yearly to make sure they best match circulating viruses.

Influenza spreads. Be ready — get vaccinated as promptly as possible.

It's best to get your shot as soon as it's available before the end of October. However, you can still get one later if you missed it.

Flu vaccines have a solid safety record. Vaccines can't give you the flu — and serious side effects are very rare.

Shot or spray? You can have it your way. Flu vaccines are available as shots or nasal sprays.*

**The nasal spray is an option for healthy people ages 2 through 49 years who are not pregnant.*

And the best part — there is no cost to you.

Source: Centers for Disease Control and Prevention



Hear ye! Hear ye!

We are conducting our annual Behavioral Health (BH) Member Survey. This survey gives you an opportunity to let us know about your experiences with your BH provider. We need to hear your thoughts to improve the services

provided to you. If you receive a letter or a phone call asking for your participation, please take a few minutes to tell us. Every survey is read, studied, and reported. This is your chance to be heard.



If you see something, say something.

Fraud is a crime. It means getting money by tricking or fooling someone else. It is stealing.

Waste means not using something wisely. If two medications do the same thing, using the more expensive medicine would be waste.

Abuse means not using something properly. This could be ordering a test even though it is not needed.

Medicaid only has a limited amount of money. When someone commits fraud, they are stealing from Medicaid. This means there is less money to treat other people in Medicaid. If you think something does not seem right, it is okay to report it.

If you suspect fraud, waste or abuse by an Aetna Better Health member or provider, please report it.


Aetna Better Health has devoted fraud, waste, and abuse investigators. You have access to these investigators three ways:

1. Member Services phone line: The Member Services team is trained to address your concerns. Call **1-855-300-5528 (TTY: 711)**.
2. Medicaid Fraud and Abuse Hotline: Call **1-800-372-2970**. This toll-free line instructs the caller to leave as much information as possible regarding the fraud, waste or abuse concern.
3. Aetna Better Health website: Visit **AetnaBetterHealth.com/Kentucky**, then click on "Fraud & Abuse" in the upper right-hand corner.

Help us to help you.

Your voice and your ideas matter! We want to hear your thoughts about how to improve your health plan. We invite you to join our Quality Member Advisory Committee (QMAC). QMAC meets to talk about plan coverage, upcoming changes, and programs that are offered. We share new ideas and review the plan coverage you have now.

To join QMAC you must be 18 years of age. You must be a member of Aetna Better Health of Kentucky or be a caregiver to a member. We meet four times a year, and we ask that you commit to joining us for each one. While we will be meeting by telephone for now, meetings will have an in-person option when we can do so safely. Phone calls are toll free and there is no cost to you to join QMAC. What you have to say is important and can make things better for everyone. Call Member Services at **1-855-300-5528 (TTY: 711)** to join. We look forward to hearing what you have to say.

 Did you know you may be able to get Lifeline cell service plus a smartphone at no cost to you? Go to **AetnaBetterHealth.com/Kentucky** or call Member Services at **1-855-300-5528 (TTY: 711)** and ask about the Assurance Wireless Lifeline program.

Type 2 diabetes?

Learning you have type 2 diabetes can be scary. Still, there's good news. Diabetes is manageable.

Most of the food you eat is broken down into a type of sugar. Your body uses it for energy. To process that sugar, your body needs insulin. That's a hormone made by the pancreas.

Type 2 diabetes means your body doesn't use insulin as it should. Because your body isn't using insulin well, the sugar builds up in your blood, which can cause problems.

To manage your diabetes, you'll need to keep an eye on your blood sugar. You can keep your blood sugar in a healthy range. Healthy eating, regular exercise and medicine can all help.

You aren't alone. You'll have an entire health care team to help you.

Your team may include:

- Your doctor
- A nurse
- A dietitian
- A pharmacist
- A diabetes educator

You will learn how to check your blood sugar, make healthy choices and understand what you need to do to stay well.

There's no cure for type 2 diabetes, but you can live a long and healthy life with help from your health care team.

Sources: American Diabetes Association; Centers for Disease Control and Prevention



Contact us



For additional details or if you have questions, please call Member Services at **1-855-300-5528 (TTY: 711 or TDD: 1-800-627-4702)**.

This newsletter is published as a community service for the friends and members of Aetna Better Health of Kentucky. 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.

2020 © Coffey Communications, Inc. All rights reserved.

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.

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**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو عل **1-800-385-4104** (للصم والبكم: **711**).

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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。

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**).

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.

PENN DUTCH: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzscht, 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**).

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।

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

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**).

KIRUNDI (BANTU): ICITONDERWA: Namba uvuga Ikirundi, serivisi zigufasha kugusigurira ururimi, ku buntu, ziraboneka ushobora kuzironswa. Hamagara inomero iri inyuma ku gakarata k'akarangamuntu kawe canke iyi numero **1-800-385-4104** (Ufise ubumuga bwo kutumva neza ifashishe (TTY): **711**).

AETNA BETTER HEALTH® OF KENTUCKY

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

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.