



Aetna Better Health® of Florida



Time together

Spring 2019

Manage your health on your phone

Members with smart phones (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 (PCP)
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your benefits

Your health to-do list

Put your health first this year and make a “to-do” list for good health.

Get a checkup. Regular health exams allow your doctor and your dentist to give you the right services, treatments and screenings. They also can help find health problems before they start.

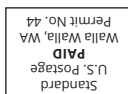
Be organized. Organize your health paperwork and review your family

health history. Be aware of any screenings or vaccinations needed for the upcoming year.

Quit bad habits. Stop smoking, get more sleep and make healthier food choices.

Shake up your exercise routine. Make sure to try different activities you enjoy. This will keep you from getting bored and quitting.

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Aetna Better Health® of Florida
1340 Concord Terrace
Sunrise, FL 33323

Your feedback helps us improve our quality

Aetna Better Health of Florida works hard to give our members high-quality service. It is important that we measure our performance to make sure that we are meeting your needs. We do this in many ways throughout the year.

One way is to conduct surveys. Our surveys can be done by phone or mail. One of the surveys we do each year is to gauge member satisfaction. That survey is called CAHPS. It tells us how you feel about your doctor and your health plan services.

Thank you for your feedback. If you get a survey like this in the future, please take the time to complete it. We will continue to work hard to offer you access to good health care and good customer service.

We also measure

through HEDIS. HEDIS stands for Healthcare Effectiveness Data and Information Set. It is a tool that looks at many aspects of the services you get from the doctors in our network. It checks how well our doctors do in giving you/your family services such as:

- Well-child and adolescent PCP visits
- Pregnancy visits



- Dental visits
- Diabetes care

We use the results of the CAHPS survey and our HEDIS rates to improve the

quality, efficiency and availability of the care and services we provide to you and to make sure we have good doctors to serve you.

Here is how you rated us in 2018 on the CAHPS survey (see chart below).

Our goal is to reach 85% for each domain assessed. The questions were scored with a 0 (lowest) to 10 (highest); yes or no; or never, sometimes, usually or always.

	2017 NCQA National Average		Aetna Better Health of Florida	
	Adults	Children	Adults	Children
Rating health care overall	74.36%	86.72%	80.93%	90.71%
Rating health plan overall	75.88%	85.84%	74.30%	86.77%
Rating personal doctor overall	81.18%	89.27%	83.50%	92.16%
Customer service	88.15%	88.09%	83.50%	89.38%
Getting care quickly	81.83%	88.83%	80.33%	92.64%
Getting needed care	81.98%	84.50%	79.71%	89.00%
How well doctors communicate	91.38%	93.49%	91.70%	96.49%

 **Are you seeing a behavioral health provider or another specialist?** It is important to let your PCP know. They will work together to provide the best possible care for you.

Does your child need a mental health expert?

You probably know right away when your child is getting a cold. Maybe even before the first sneeze. That's because you know your child better than anyone else does.

And that gives you an edge when it comes to spotting emotional or mental health issues. Such problems may need a doctor's help. That's why it's important to know the signs of a serious problem. Here's what to watch for:

- Changes in sleeping habits
- Nightmares
- Changes in eating habits
- More physical problems than usual
- Trouble handling everyday problems
- More anxiety or sadness
- Frequent bursts of anger
- Strange feelings or actions
- Thoughts of death

- A big drop in grades
- Refusal to go to school
- Stopping normal social activities
- Being disobedient or aggressive for more than six months
- Threatening to hurt self or others
- Stealing or damaging other people's belongings

Some things on this list could be caused by normal issues, like a new baby in the family. Every child is different. But you know yours. So be watchful. And if you think your child is in trouble, talk to your pediatrician. He or she can help you find expert care.

Sources: American Academy of Child and Adolescent Psychiatry; National Institute of Mental Health

Pharmacy

Find important prescription drug information on our website.

You can find the formulary on our website at www.aetnabetterhealth.com/florida. Select "For Members." Choose "Pharmacy Benefits." Click "Formulary Drug List."

Updates are made regularly to the formulary and Agency for Health Care Administration Preferred Drug List (PDL). You can find these changes on our website at www.aetnabetterhealth.com/florida. Select "For Members." Choose "Pharmacy Benefits." Click "Preferred Drug List & Formulary Updates."

Aetna Better Health of Florida also covers drugs and products that are not on the AHCA PDL. This list is called the supplemental formulary.

 **You can find this list and updates** to the list on our website at www.aetnabetterhealth.com/florida. Select "For Members." Choose "Pharmacy Benefits." Click "Formulary Drug List."

Protect kids from lead

Lead can be dangerous for kids. Where is it found? Lead can be in old paint and in older homes. It can be found in old pipes. The dust from these surfaces can also contain lead.

Dust and paint chips can be found in dirt

and sand too. Children get lead in their bodies by swallowing or breathing lead dust. Low lead exposure can make learning hard for children. High levels can cause coma, seizures or even death.

Some possible signs and symptoms of lead poisoning in children are:

- Tiredness
- Hyperactivity
- Crankiness
- Reduced attention span
- Stomach pain
- Loss of appetite
- Sleep trouble
- Constipation



Children can recover from lead poisoning. Ask your doctor if your child should get tested.

Help stop fraud

Fraud, waste and abuse are widespread in the health care industry and generally result in the increase of health care costs. Aetna Better Health of Florida is dedicated to fighting fraud, waste and abuse through its Fraud Prevention Program. This program is designed to detect and eliminate health care fraud, waste and abuse.

The most common types of health care fraud, waste and abuse are:

- Billing for services never provided
- Billing for more expensive services than were actually provided
- Incorrectly stating a diagnosis to get higher payments
- Performing unnecessary services to get higher payments
- Misrepresenting non-covered procedures as medically necessary
- Selling or sharing a member's identification number for the purpose of filing false claims

To report suspected fraud or abuse, call our fraud and abuse hotline at **1-888-419-3456**. Or you can fill out the fraud, waste and abuse form on our website at **www.aetnabetterhealth.com/florida**.

Our Fraud Prevention Department will review the information and will maintain the highest level of confidentiality as permitted by law.

You can help support our mission to reduce and eliminate fraud in the health care industry by following a few simple guidelines:

- Be careful when providing your health care information, including your member identification number.
- Be cautious of "free" medical treatments where you are required to provide them with your health care information.

Aetna Better Health of Florida receives bills from your providers to pay. This includes doctor visits, inpatient and outpatient services, and equipment and supplies. There will be times when you receive a letter telling you how we paid for these services. These letters are called "explanation of benefits" or EOBs. If you receive a letter, please fill it out and return it as soon as possible in the postage-paid envelope provided.

 **To understand your benefit plan** and what types of treatments, drugs, services, etc., are covered, please read your Member Handbook. You can see a copy on our website at **www.aetnabetterhealth.com/florida** or call us at **1-844-528-5815 (TTY/TDD: 711)**.

Helping you live well

If you have asthma, diabetes, heart problems or COPD (lung disease), we have help for you. Members with these types of problems are placed in our disease management program. In this program, you may get mailings, reminders and telephone calls from one of our health coaches. Participating in this program is important for

your health. If you do not want to be in the program, you can opt out by calling **1-844-528-5815**.

We also help our members who have serious or long-term medical needs. One way we do this is through our case management programs. Case managers are registered nurses who work for us. They are here



to help members manage their care. They can help you make appointments and discuss your care with your doctor.

www.aetnabetterhealth.com/florida

A portal to a world of information!

Aetna Better Health of Florida members are able to use a secure online web portal to access health management tools. Submit questions and obtain information about benefits. The web portal can be accessed on our website. It requires you to register and create a login. Some of the services offered on the portal are:

Access to educational resources and programs — self-help tools for topics like breaking the smoking habit and weight management.

View the status of claims — view your claims from start to finish.

Access to pharmacy benefit services — view information on costs for drugs. Request an exception for a drug not covered by your plan. Locate a pharmacy. Obtain information on medications from a pharmacist.

Access personalized information on health plan services — request an ID card and change your PCP. Get information on referrals and authorizations.



Access to innovative services — complete an online personal health record and complete a screening to see if you are eligible for disease management or wellness programs.

Access to a health information line — ability to send a question to a nurse about a health issue. Receive a response within 24 hours.

For information, visit our website at www.aetnabetterhealth.com/florida via either computer or your mobile smartphone. You can also contact Member Services at **1-844-528-5815 (TTY/TDD: 711)** and we will be happy to assist you.

Making sure you get the right care

Our utilization management (UM) program ensures you get the right care when you need it. UM staff can help you and your doctors make decisions about your health care. Our UM program helps make sure you get the right services at the right place. When we make decisions, it's important for you to remember the following:

We make UM decisions by looking at your benefits

and choosing the most appropriate care and service. We don't reward doctors or other people for denying coverage or care. Our employees do not get any incentives to reduce the services you get.

You can speak to a person to ask questions about UM by calling Member Services at **1-844-528-5815**.

ID cards

You should have already received your new Aetna Better Health of Florida ID card.

Always carry your Aetna Better Health of Florida ID card. Always show your card when you go for appointments. This card will show you are an Aetna Better Health of Florida member.



If you need an Aetna Better Health of Florida ID card, call Member Services at **1-844-528-5815 (TTY/TDD: 711)**. If a card is lost or stolen, please call us immediately.

Care Management

Let us help you get the care you need!

We have an Integrated Care Management program that supports people with special



health care needs. This includes:

- Needs when you are pregnant
- Behavioral health needs, such as for depression or anxiety
- Long-term illness, such as diabetes
- Other health care needs

We are here to help as much or as little as you would like.

If you are enrolled in the program, your team may include the following people:

- A care manager
- A care management associate

If you are our member and you would like to participate in this program, then you can. Providers, family members or caregivers can also refer a member for care management. Call Member Services at **1-844-528-5815 (TTY/TDD: 711)** and ask for Care Management.

Your team members are here to help you. They will work with you and your providers. They will help you meet the health goals that are important to you. They will provide information about the program that includes:

- How to use the services
- How to be eligible to participate
- How to opt in or opt out

They will also:

- Provide you with resources
- Provide educational handouts
- Help with access to other services

Speak up and be heard!

Annual member satisfaction survey

Every year, we send out several satisfaction surveys, such as the Consumer Assessment Health Plan Survey (CAHPS®) to a large number of our members. These surveys are your chance to speak up and tell us what you like and what you feel we can do to improve our services. If you receive any of these surveys, please take a moment to complete it and return it to us. Your opinion is important and allows us to provide the best quality of care and service. Speak up and allow your voice to be heard!

Take your Health Risk Assessment

Every new Aetna Better Health member will get a health survey call from Aetna Better Health. The name on your caller ID may show as "Aetna Medicaid." During this call you will be asked health questions.

These questions will help us better serve you. Your answers are private.

Our nurses use this information to provide you with health-related education. This educational material may be mailed to you about a specific condition you have. You may also get a call from an Aetna Better Health nurse. The goal of these materials and calls is to help you stay healthy.

If you do not want a telephone health survey, call Member Services at **1-844-528-5815 (TTY/TDD: 711)**.

What to do if the doctor's office is closed and you or your child is not feeling well

Call your doctor for after-hours care!


Call your doctor first if your child gets sick after your doctor's office is closed, except in an emergency. An answering service will make sure your doctor gets your message. The doctor will call you back to tell you what to do. Be sure your phone accepts blocked calls.

Otherwise, the doctor may not be able to reach you.

You can even call the doctor in the middle of the night. You might have to leave a message with the answering service. It may take a while, but the doctor will call you back to tell you what to do.

Aetna Better Health of Florida has a Nurse Line available to help answer your medical questions.

This number is available 24 hours a day, 7 days a week. Call Member Services at **1-844-528-5815 (TTY/TDD: 711)** and listen for the option for the Nurse Line.

 If your child is having an emergency, you should *always* call **911** or go to the nearest emergency room.

Five facts to help combat childhood obesity

Obesity among kids is on the rise. To help an overweight child become healthy, you need to know a few facts. Start with these five:

Neither the parent nor the child is to blame.

Children put on weight for many reasons. Focus on solutions, not guilt.

There is no quick fix. Diets that promise fast results can be dangerous. A pediatrician can help you create a plan for safe and lasting weight loss.

Kids don't simply outgrow weight problems.

Growth spurts rarely take care of weight issues. Changes in eating and exercise habits are needed to slow weight gain.

Height and weight charts apply to all kids.

Any child outside the normal range for weight is considered overweight. Being "big-boned" doesn't change this.

A heavy child does not need more food than the average kid does. Larger portions add to a child's weight problem. Feed a child the amount of food he or she needs to stay at a healthy weight.



Talk with your child's doctor about proper portion sizes and any concerns you have about your child's weight.

Source: American Academy of Pediatrics

The asthma-allergy connection

What's the link?

If you have asthma, your airways are swollen and sensitive. Asthma triggers cause the airways to tighten further and make breathing more difficult. There is no cure for asthma, but medicines — and avoiding asthma triggers — can help you manage the disease.

Not everyone who has allergies has asthma, but many people with asthma also have allergies. Allergies can trigger your airways to narrow. It's important to know your allergy triggers, or allergens, so you can avoid them.

Common allergens that make asthma worse:

- Cockroaches
- Dust mites
- Pollen
- Animal dander
- Indoor mold
- Outdoor mold

Other asthma triggers may include:

- Cold air
- Some illnesses
- Tobacco smoke,
- Exercise
- and medicines
- air pollution and
- strong odors

Testing for asthma

Spirometry	This test measures air flow in your lungs — how much air you can breathe in and how fast you can blow it out.
Physical exam	Your doctor will probably ask questions about your symptoms and check your breathing.
Your doctor may also recommend	<ul style="list-style-type: none">• Allergy testing to see what allergens might affect you• A test to check how sensitive your airways are• Tests to see if other medical problems, such as sleep apnea, are causing your asthma symptoms

Testing for allergies

Most common and reliable method:

Skin testing	Small amounts of specific allergens are placed in the skin to determine if there are any reactions.
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Sources: American Academy of Allergy, Asthma & Immunology; National Heart, Lung, and Blood Institute



Matters of the heart

We all want to avoid heart disease. There's no one answer. But start by keeping your blood pressure in a healthy range. How do you know if your numbers are OK? Your doctor can run tests to find out. Here's more about this important heart health test:

Blood pressure screening — every 1 to 2 years. You've probably had this simple test before. A doctor or nurse will wrap a cuff around your upper arm. The cuff will inflate and tighten for a few seconds then quickly loosen. This one-minute test measures how much pressure is being put on your arteries. A healthy blood pressure is 120/80 mm Hg or less. You should have this test at every doctor's visit.

Strike up a conversation

Talk to your kids about not smoking

You can't count on being there to help your child say no if someone offers him or her a cigarette. Speaking up early and often about smoking may help you snuff out a habit before it starts.

Most smokers pick up the habit before their 18th birthday. That's why experts recommend you start talking to your kids about the dangers of smoking long before then.

With a kindergartner, for instance, you might start by saying something as simple as, "Smoking is bad for your body."

As your child gets older, try the following:

Make your feelings known. Be sure your kids know where you



stand. Tell them that you don't want them to smoke because you love them and don't want them harmed. Let them know that you'll be disappointed if they smoke.

Put a face on it. Kids need to know how dangerous smoking is. If you know someone who became ill due to smoking, mention what happened to that person.

Play up the ugly stuff. Kids may worry less about getting lung cancer someday and more about what might happen to them now if they smoke. Let them know that smoking causes stained teeth, bad breath, a nagging cough, and smelly clothes and hair.

Build a relationship on trust and communication. When children feel like they can talk with you, they'll be more likely to speak up if they're pressured to smoke. Listen to what your kids say about their lives, and get to know their friends.

Be a role model. When parents smoke, their kids are more likely to become smokers too. If you smoke, set an example by quitting for good! Until then, don't let your kids see you smoke and don't let anyone smoke in your car or home.

Sources: American Academy of Pediatrics; Campaign for Tobacco-Free Kids



As a member of Aetna Better Health of Florida, there are care managers available to assist you with all of your health care needs. Every member has the option to opt in or out of care management. To enroll in care management, please contact us at **1-844-528-5815**.



This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. 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 Florida is a Managed Care Plan with a Florida Medicaid Contract. Health or wellness or prevention information.



AETNA BETTER HEALTH® OF FLORIDA

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.

FL-16-07-19

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 CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **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**).

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**).

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**)。

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**).

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**).

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**).

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

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti 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.

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.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

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

FL-16-07-19