



Aetna Better Health® of Kansas



Fall 2019

Don't skip doctor visits

Doctor visits aren't just for sick days. You need routine checkups too — even when you're feeling fine.

Checkups are also known as wellness visits. These appointments are meant to prevent problems so you can stay well. They may even help you live longer.

During your checkup, your doctor may:

- Find some health issues before you have pain or notice a problem. That's when they're often easier to treat.
- Give you shots to keep you up-to-date.
- Discuss any changes with your body or new conditions or diseases in your family.
- Give you advice about diet, exercise, tobacco, alcohol or stress.

Your doctor can help you get any screening tests that may be right for you at this time. For instance, it might be time for a blood pressure,

cholesterol or cancer screening test. Which tests you may need depends on things like your age and family health history. Your doctor can help you sort it out.

Get wise about wellness

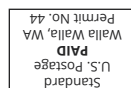
Checkups are also a good time to ask any questions you might have. Write them down beforehand. Have you noticed a new ache or other symptom? Would you like to eat right, exercise more or quit smoking? Your doctor is

there to give you good advice and quality care.

Make an appointment today

Your doctor can give you a routine checkup. It's a good idea to schedule a visit once a year. Write down the date or set a reminder on your cellphone in case you forget. Regular checkups are too important to miss or skip.

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



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Caregivers: Seek the help you deserve

Are you taking care of a loved one? It can be amazing — but it's also hard work. And it can be stressful. So don't be afraid to reach out for help. It's easier to care for your loved one when you have support.

Here are some ways to get that help:

Ask family and friends.

Others in your family might help if you ask. Be clear about what you need.

Seek a support group.

There you can talk with other caregivers who know what you're going through. Your doctor or local hospital may point you to such a group.

Take a break. Have you looked into respite care or adult day centers? They can give you a break from daily caregiving. A senior center or aging-services department may be able to help you find a program near you.

Tell a doctor. Ask your loved one's doctor about services for caregivers. And tell your doctor if you feel overwhelmed, sad or burned out.

Check out the Family Caregiver Alliance at caregiver.org too.

Sources: Helpguide.org;
National Association of Area Agencies on Aging

Is it simply aging or is it Alzheimer's?

You've misplaced your car keys — again. Or you can't remember a word you've used many times, yet it's right there on the tip of your tongue. The older you get, the more likely you're apt to wonder: Are memory slips like this early signs of Alzheimer's disease?

The first thing to know is that mild forgetfulness can be a normal part of aging. The concern is when memory problems become serious — you can't retrace your steps and find those car keys, for instance. Or you don't eventually come up with the right word.

Know the signs

Alzheimer's is a disorder of the brain that affects memory, thinking and reasoning. It gets worse over time. Most people display their first signs and symptoms when they're in their mid-60s. Those signs and symptoms can include:

- Getting lost in familiar places
- Having trouble paying bills or managing money
- Misplacing things in odd places — for example, putting mail in the freezer
- Repeating questions

- Taking longer to complete normal daily tasks
- Losing track of the day or year
- Having trouble following a conversation or recognizing familiar people
- Having difficulties carrying out multistep tasks, such as getting dressed
- Engaging in impulsive behavior, such as undressing at inappropriate times or places or using vulgar language

Get help

If you or a loved one has memory problems, or you're concerned about changes in memory and behavior, your first step is to talk to a doctor. It's important to know that these signs and symptoms may be caused by problems other than Alzheimer's, and the right care could improve or reverse them.

There is no cure for Alzheimer's. But there are medications that might delay progression of the disease. Acting quickly is to your advantage.

Sources: *Alzheimer's Association*;
National Institute on Aging



Lead poisoning: What parents need to know

Lead used to be all around us — and it still lingers in a lot of things. It can be in old paint, water pipes and even the soil. That's a problem because when children swallow lead, it can harm their brains.

Now there are laws designed to help keep lead out of people's homes. If you live in an older building, however, your child might still be exposed. As a parent, there's plenty you can do to lower the risk of lead poisoning. For instance:

- **Find out if your home has been tested.** Talk with your local health department about getting your home tested for lead if it was built before 1978. That's when lead in paint was banned. If you rent, ask your landlord about lead, ideally before you sign a lease.
- **Reduce lead in the water.** If you haven't used the tap in more than six hours, run the water for several minutes before using it. Use cold water for making baby formula, drinking and cooking. Hot water contains more lead from aging pipes than cold.

- **Clean older homes often.**

Use a wet mop or rag to dust floors and windowsills. This helps keep lead dust from spreading.

- **Keep kids away from peeling paint.** Cover it with duct tape or contact paper until it can be safely removed.

- **Renovate carefully.** Repairs that aren't done the right way can create lead dust. Make sure the contractor is certified by the Environmental Protection Agency.

- **Watch where your child plays.** If you live near older homes, there might be lead in the soil. Kids shouldn't play in that dirt.

Should your child be tested?

A blood test is the only way to know if your children have lead poisoning. If there's any chance they've come into contact with lead, ask your doctor if it's time for a test.

Sources: American Academy of Family Physicians; American Academy of Pediatrics; Centers for Disease Control and Prevention

Have your kids had the HPV vaccine?

What if you could help stop your kids from getting cancer when they get older? You may be able to do just that. How? By making sure they get the human papillomavirus (HPV) vaccine.


HPV is a virus that causes some types of cancer. This includes cervical cancer in women and throat cancer in men and women. HPV is passed during sex. When given on time, the HPV vaccine helps prevent certain cancers.


For the best protection, both girls and boys need the HPV vaccine long before they start having sex. Make sure they get the vaccine when they're 11 or 12 years old.

Source: Centers for Disease Control and Prevention



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 Member Services: **1-855-221-5656 (TTY: 711)**
24 hours a day, 7 days a week
Nurse Line: **1-855-221-5656 (TTY: 711)**
Transportation: **1-866-252-5634 (TTY: 711)**

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

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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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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.

Aviso sobre la no discriminación

Aetna cumple con las leyes de derechos civiles federales aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo. Tampoco excluye a las personas ni las trata de forma diferente por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo.

Aetna brinda lo siguiente:

- Asistencia y servicios gratuitos a personas con discapacidad para que puedan comunicarse con nosotros de manera eficaz, como los siguientes:
 - Intérpretes del lenguaje de señas calificados.
 - Información escrita en otros formatos (en letra grande, audio, formatos electrónicos accesibles, etc.).
- Servicios de idiomas gratuitos a personas cuyo idioma primario no es el inglés, como los siguientes:
 - Intérpretes calificados.
 - Información escrita en otros idiomas.

Si necesita un intérprete calificado, información escrita en otros formatos, traducciones u otros servicios, llame al número de teléfono que figura en su tarjeta de identificación o al **1-800-385-4104**.

Si cree que Aetna no le ha brindado estos servicios o lo ha discriminado de alguna otra forma por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo, puede presentar una reclamación a nuestro coordinador de derechos civiles a la siguiente dirección:

Dirección: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard, Phoenix, AZ 85040

Teléfono: 1-888-234-7358 (TTY: 711)

Correo electrónico: MedicaidCRCoordinator@aetna.com

Usted puede presentar una reclamación personalmente, por correo postal o correo electrónico. Si necesita ayuda para presentar una reclamación, nuestro coordinador de derechos civiles está disponible para ayudarlo.

También puede presentar una queja sobre derechos civiles en el portal para quejas de la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos ingresando en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**. Además, puede hacerlo por correo postal o por teléfono: 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). Los formularios de quejas se encuentran disponibles en **<http://www.hhs.gov/ocr/office/file/index.html>**.

“Aetna” es el nombre comercial que se utiliza en los productos y servicios proporcionados por una o más de las compañías subsidiarias del grupo Aetna, entre las que se incluyen Aetna Life Insurance Company y sus filiales.

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Lao	ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Burmese	သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Hmong	Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.
Persian Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.
Swahili	Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.