

# Take care



[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)

Aetna Better Health® of Kentucky

## 3 things to do during and after an ER visit

The emergency room (ER) is there when you need it. But that doesn't mean you want to go back anytime soon. There are steps you can take to avoid a return trip. Here are three things you can do to help yourself heal — and stay out of the hospital.

**1. Ask questions.** Make sure you understand your condition and test results. If you aren't sure, ask again. Find out if there is anything you need to do to stay well

when you are home. If you are prescribed medicine, ask how and when you should take it.

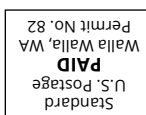
**2. Tell your provider.** Your provider might not know that you went to the ER. Let them know what happened and schedule a follow-up visit if needed. They can help you manage your health conditions.

**3. Take medicines safely.** Taking medicines on time can help you stay well. Make sure to follow any instructions you got at the hospital. And tell your primary care provider or pharmacist about any new medicine. They can check to make sure it doesn't interact with your other medications.

*Sources: AARP; National Committee for Quality Assurance; UpToDate*

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## Utilization Management (UM)

If you have questions about a UM process or a UM issue, you can call our UM staff. They are available 8 hours a day during normal working business hours for inbound, collect or toll-free calls. Our staff can also receive inbound communication about UM issues after normal business hours. Our staff will identify themselves by name, title and organization name when initiating or returning calls about UM issues. Call **1-855-300-5528 (TTY: 711)**. Free interpreter services are available for all languages.



## Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

Our EPSDT team is here to help your children from birth to age 21 get the care they need. This includes well-child checkups, immunizations, vision and dental care, hearing, and lead testing. Other medical services may be necessary and may also be included. Our EPSDT team can help you schedule your child's doctor visit. They can assist with transportation to appointments as needed.

### Important appointments for your child

- **Vision:** Your child must have an eye exam before they start school. Your child is eligible for eyeglasses once a year with a prescription.
- **Dental:** Your child's first dental visit is recommended before their first birthday. A good time for this is after their first tooth appears. Your child's basic dental services are covered through age 21.

## Important member information

Check out the latest Member Handbook online at [AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky).


The Member Handbook includes:

- Information about our quality and care management programs
- Pharmacy benefits
- Your rights and responsibilities
- Benefits and services included and excluded from your coverage
- When you may have to pay for services
- How we evaluate new technology
- How to file a complaint or an appeal
- Benefit restrictions for services out of network
- Translation or interpreter services
- How to file a claim
- Information about your providers
- How to choose a primary care provider, specialist, behavioral health provider and hospital services
- How to obtain after-hours care, emergency department care or **911** services
- How to obtain care when in an out-of-service area

## Do you need care management or disease management?

If you have a past history of health problems or problems getting health care, we want to work with you and your doctor to meet your health care needs. Our care managers will work with you to develop a plan of care that will focus on helping you with your health problems or any barriers you may have in reaching your health goal.

Aetna Better Health of Kentucky has a disease management program for our members with asthma, diabetes, heart failure, chronic obstructive pulmonary disease, chronic kidney disease and depression. These programs help you care for yourself through education.

 If you think you need care or disease management help or have any questions about these services, call Member Services at **1-855-300-5528 (TTY: 711)** and ask to speak to care management. Our office is open Monday through Friday, 7 AM to 7 PM ET. You can also look for us online at **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/betterhealth/kentucky)**. If you call after hours, you can leave a message, and someone will call you the next business day.



## Pyx Health is here for you with support and resources

Everyone can use a little extra support, so we've partnered with Pyx Health to help make each day better with companionship, connection and empowering wellness activities! Sign up and get real-time help finding resources, or have a friendly chat with one of their compassionate staff members.

Plus, receive uplifting support with mood, anxiety, motivation and more with a personalized app experience. It's safe and secure, and there's no cost to you. Get connected to the help you need to stay happy and healthy. Just search "Pyx Health" in the Apple App store or Google Play, or simply go to **[HiPyx.com](https://HiPyx.com)**.

### Privacy and your medical information

For information about how your medical information may be used and disclosed and how you can get access to this information, please review the notice of privacy practices at **[AetnaBetterHealth.com/kentucky/footer/privacy.html](https://www.aetna.com/betterhealth/kentucky/footer/privacy.html)**.



## My doctor visit checklist

This list can help you talk to your doctor. Fill it out and take it with you to your visit.

### What the doctor needs to know

I am most concerned about:

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I have these new or worsening symptoms:

---

My health has changed (new medications, surgery, etc.):

---

I have these limitations (poor vision, difficulty walking, etc.):

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### Questions to ask

- Do you have any follow-up instructions for me?
- When will I get my test results?
- When should I schedule my next appointment?
- When should I expect to see improvement?
- If there is no improvement, what should I do?

clip and save



## How to choose a disability-friendly doctor

Seeing a doctor for regular checkups is a key part of living well with a disability.

A primary care doctor can help you stay healthy and feel your best. You can get help with things that matter to you, like:

- Staying active
- Getting around
- Easing pain
- Managing stress

### Is your doctor a good fit?

You deserve a doctor you trust and feel at ease with. Here are a few things to look for:

- Are the office and exam rooms easy to get to? What about parking spaces? Are there ramps or elevators?

- Are the exam rooms disability-friendly? Is it safe and easy for you to get to and from the exam table or chair?
- Is the office staff helpful? Do they make you feel comfortable?
- Do they provide information in a way you can understand?
- Does the doctor have experience with your disability?
- Does the doctor spend enough time with you?

For help finding a doctor, call Member Services.

*Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention; National Institute on Aging*



## Keep kids with chronic conditions healthy at school

There's a lot to do to get kids ready for school. They may need new clothes and supplies. But what if they happen to have a chronic health condition or disability?

In that case, your back-to-school list may include one more thing: a plan for how the school will help your child stay healthy and get an equal chance to learn.

### Be an advocate

From asthma to autism, diabetes to cerebral palsy, many conditions can affect how much help kids may need in school. No two kids are alike. But some may need help with:

- Taking medicines at school
- Following a special diet
- Learning in the classroom
- Safely using the playground or participating in sports and other physical activities

### Work with the school

You can help make sure your child's needs are met.

Schedule a meeting with the school staff to talk about your child's needs. You can invite their doctor to this meeting. Or



the doctor can give the school written health instructions.

This information can be used to make a plan for your child. Sometimes this is called either a 504 plan or an individual education plan (IEP). It will describe what services your child needs. And it may include learning goals for your child too.


Over time, keep revisiting the plan with the school staff. You can continue to adjust it based on how your child is doing.

### Dealing with urgent issues

Your child's care plan should also describe what to do in case your child has a health emergency at school.

Make sure the school knows how to contact you and your child's doctor with questions. And be sure to tell the school any time your child's doctor changes.

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

 Between birth and 18 years old, children and teens should receive a variety of vaccines. Not sure if your child is up-to-date? Check in with your child's doctor. Need a family doctor or pediatrician? We can help. Call Member Services at **1-855-300-5528 (TTY: 711)**.



## Without delay!

### 7 great reasons to get your flu vaccine

1. Immunization is the No. 1 best way to prevent the flu. With rare exceptions, everyone 6 months and older needs a yearly flu vaccine.
2. Spare yourself. The flu can bring miserable symptoms and lead to missing work or school.
3. Influenza makes some people seriously ill. Every year, flu

4. Viruses tend to change each flu season. Scientists review U.S. flu vaccines yearly to make sure they best match circulating viruses.
5. Influenza spreads. Be ready — get vaccinated as promptly as possible.
6. Flu vaccines have a solid safety record. Vaccines can't give you the flu — and serious side effects are very rare.
7. 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.*

*Source: 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.

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### 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 poledini 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 आइडी 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, kaffaalitii 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](mailto: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>.

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