



# Together



[AetnaBetterHealth.com/Kentucky](https://AetnaBetterHealth.com/Kentucky)

Aetna Better Health® of Kentucky

## Important member information

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

The Member Handbook includes:

- Information about our quality and care management programs
- Pharmacy benefits
- Your rights and responsibilities

*Continued on next page*

## Get up to \$100 for COVID-19 vaccines

Aetna Better Health of Kentucky members ages 16 and older get a \$50 Visa gift card for each dose of a COVID-19 vaccine they get, or \$100 in Visa gift cards for the Johnson & Johnson vaccine.\*

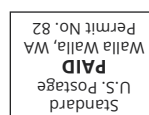
Call Aetna's Member Services team at **1-855-300-5528 (TTY:**

**711)** to get help scheduling an appointment or finding a vaccine site. Aetna can also help with getting a ride to COVID-19 vaccine appointments.

*\*Doses received on or after May 24, 2021, are eligible for Visa gift card rewards.*

Fall 2021

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## Important member information

*Continued from front page*

- Benefits and services included and excluded from your coverage
- When you may have to pay for services
- How we evaluate new technology
- Benefit restrictions for services out of the 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 file a complaint or an appeal
- How to obtain care when out of the service area



## Utilization Management

If you have questions about a Utilization Management (UM) process or a UM issue, you can call our UM staff. They are available eight 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 making or returning calls about UM issues. Call **1-855-300-5528 (TTY: 711)**. Free interpreter services are available for all languages.

## Life isn't always easy... we're here to help



Health starts in our homes and communities.



Are any of these a worry for you or your family?



Access to healthy food



Substance abuse



Family or social support



Transportation to health visits



Housing



Violence or crime



We're standing by to help. Let us assist you in finding resources and solutions. Call **1-855-300-5528 (TTY: 711)**.

## 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.

## The Great American Smokeout

It's a great day to become a quitter

If you smoke, find your calendar and draw a big red circle around November 18. That's the date for this year's Great American Smokeout — a day that everyone who smokes is encouraged to quit.

The Smokeout has fallen on the third Thursday in November since 1976, when the California division of the American Cancer Society (ACS) convinced nearly 1 million smokers to quit for the day. The ACS took the event nationwide in 1977.

Millions more people have quit smoking over the years. According to the American Lung Association, slightly more than 34% of American adults smoked in 1978. Today that number is down to less than 14%.

That's a big drop. Still, smoking remains the No. 1 preventable cause of premature death and



disease, says the Centers for Disease Control and Prevention.

### You can quit too

No doubt, it's hard to give up smoking. But there are many more resources available today for stopping smoking than there were in 1976.

For example:

- Over-the-counter nicotine replacement gum, patches and other products.
- Prescription medicine to help ease cravings.
- Free help by phone or online from trained counselors at the National Cancer Institute:

**[Smokefree.gov/Tools-Tips/Speak-Expert](https://www.smokefree.gov/Tools-Tips/Speak-Expert).**

- A national network of tobacco cessation quitlines: **1-800-QUIT-NOW (1-800-784-8669)**.
- Free support and tips by text message. Sign up at **[Smokefree.gov/Tools-Tips/SmokefreeTXT](https://www.smokefree.gov/Tools-Tips/SmokefreeTXT)**.
- Apps for smartphones. Learn more at **[Smokefree.gov/Tools-Tips/Apps](https://www.smokefree.gov/Tools-Tips/Apps)**.
- Free tips and tools from the ACS at **[Cancer.org/Smokeout](https://www.cancer.org/Smokeout)**.

Make this year the one that you finally say good riddance to smoking — forever.



## Welcome home! How to help a foster child settle in

Are you expecting a new foster child in your home? This is an exciting time for you. It may be a very hard time for your foster child, though.

They may be leaving a home and family they love. Plus, they're coming to live with strangers. That can be scary.

Still, there is a lot you can do to make this move more comfortable for them.

### 10 ways to help

Start with these steps:

1. Find out what you can about the child's likes and dislikes before they arrive at your house.
2. Try to have your whole family present to give the child a warm welcome to your home. Introduce everyone.
3. Explain who you are and what you know about how long they'll be with you.
4. Have a small gift to give the child to let them know you're glad to have them there.
5. Give the child a tour of your home. Show them their bedroom and which bathroom to use.
6. Explain the routines of the house — such as mealtimes, bedtimes and screen time.
7. Gently explain your rules, too — such as no swearing, no stealing and no lying.
8. Let the child know it's OK to ask questions about anything.
9. Let them know you understand this might be a hard time for them, but you're so excited to have them at your house.
10. As they settle in, be available to talk, but don't pressure them to open up to you.

It may take foster kids some time to feel safe and at home. Be patient and caring every step along the way. You're doing a good thing for them — and for you.

*Source: American Academy of Pediatrics*





## Put baby safely to bed every time

Sleep is a time when your baby should be super-safe. Make sure every person who puts your baby to sleep knows these steps:

- Put your baby to sleep in their own crib or bassinet. Never share a bed.
- Choose a flat, firm mattress. It should not indent while your baby is lying on it.
- Don't use nests, anti-roll pillows or other sleep positioners.

- Keep crib bumpers, loose bedding, toys and other soft items out of the crib.
- Never put your baby to sleep on a couch, sofa or armchair.
- Put your baby to sleep on their back, not their tummy.
- Try giving your baby a pacifier when you put them down. But it's OK if they don't like it or it falls out while they're sleeping.

Sources: American Academy of Pediatrics; March of Dimes

## A tool for better health

These questions can help you better understand your medical care and what you need to do to stay healthy.

### 4 great questions for your doctor.

1. What treatments or tests do you recommend for me?
2. Why do I need this medicine, therapy or test?
3. Are there possible risks or side effects I should know about?
4. What else can I do to improve my health?

Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians; National Institutes of Health

## If you are a SKY member, you have a designated care manager

Care managers (CMs) are available to assist you with:

- Arranging community supports and referrals to community-based resources
- Ensuring that members have access to primary, dental and specialty care by helping obtain and schedule appointments
- Helping schedule a mental health screening within the

- required time frame
- Arranging for services when screenings indicate further assessment or treatment is needed



To contact your CM, call **1-855-300-5528** and ask to speak to your assigned CM.

## 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 (CHF), chronic obstructive pulmonary disease (COPD), 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 Eastern time.

You can also look for us online at **AetnaBetterHealth.com/Kentucky**. If you call after hours, you can leave a message and someone will call you the next business day.



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### 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)**.

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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 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 Schpooch. 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, 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 nomero **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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