

## HEALTHY LIVING

# Screen today for a healthier tomorrow

Health screenings aren't just for older adults. Start these five in your younger years to take control of your health.



## NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. Visit [aetna.com/su24mi-1](https://aetna.com/su24mi-1) or scan the QR code to learn more.



### Blood pressure

All adults should get their blood pressure checked every three to five years. If you're over 40, get it checked every year.

### Cholesterol

Experts recommend checking your cholesterol every four to six years. Ask your doctor if it's time to get yours checked.

### Cervical cancer

Women 21 to 65 years old should get screened every three to five years.

### Diabetes

The American Diabetes Association recommends that everyone start screening for diabetes at 35 years old. But your doctor may recommend screening earlier if you are at high risk.

### Sexually transmitted infections (STIs)

If you are sexually active, talk to your doctor about getting tested for STIs like HIV, gonorrhea and chlamydia.

We have preventive health guidelines to help you stay healthy. Your doctor will recommend screenings based on your health history. You may need to be screened more often or earlier for certain conditions.

Make an appointment with your doctor today! Don't have one? Visit [AetnaBetterHealth.com/michigan/find-provider](https://AetnaBetterHealth.com/michigan/find-provider) to search our provider directory. Or call Member Services for help.

# Smart strategies for managing multiple health conditions

Juggling different medications, specialists and appointments? These tips and tools can help make it easier to take control of your health and feel your best.

## Review your medications

If you're taking more than one medication, it's a good idea to review them with your doctor each year.

They might suggest a medication that combines the work of two of your drugs, for example. Which means you'll have fewer pills to keep track of. Or they could offer alternatives that help you steer clear of unwanted side effects.

## Keep track of your test results

Ask for copies of your hospital and lab records and doctors' notes. This way, you can track your

progress and watch for changes. And it gives you time to process your health information.

You can track your health history in your online Member Portal or in the Aetna Better Health® app. Visit [AetnaBetterHealth.com/michigan/member-portal.html](https://www.aetna.com/michigan/member-portal.html) to get started.

## Keep a symptom journal

It can be hard to keep track of symptoms, especially if they change or are unpredictable. But those details can help you and your provider make decisions about treatment and lifestyle changes.

Find a notebook or notepad to use as a symptom tracker. Write down what symptoms you have, how often you have them, and how they make you feel. Share this information with your provider each time you meet.

## Educate yourself

We're not talking about going back to high school or college. But you should try to learn as much as you can about the health conditions you have.

Ask your doctor to suggest reliable websites where you can find out more about the latest research and treatments. Once you understand your health situation better, it will be easier to ask the right questions at your doctor appointments.



Your dedicated care manager can help you find providers, manage appointments, learn about your health and more. We also have special programs that can help you manage certain health issues. Call Member Services at **1-866-316-3784 (TTY: 711)** and ask to speak with a care manager to get started.



## Your diabetes checkup checklist

Diabetes affects your whole body. But you can prevent serious problems with regular self-care and checkups. Use these guidelines from the Centers for Disease Control and Prevention to stay on top of your health.

### Get help managing diabetes

We know managing a chronic condition like diabetes isn't easy. But we're here to help. Our population health programs are designed to help members who:

- Have been diagnosed with a chronic condition
- Are pregnant
- Had a recent hospital or ER visit

A case manager may call you if you qualify. Or call us at **1-866-316-3784 (TTY: 711)** and ask to speak with a care manager to get started. We provide services like remote patient monitoring and educational materials to help you meet your goals.

You can opt in or out of care management services at any time by speaking with your case manager or Member Services.

#### Daily checks

- ✓ **Blood sugar.** Talk to your care team about how often to check your blood sugar at home. Write down your numbers and bring them with you to your appointments.
- ✓ **Foot check.** Call your care team if you notice any cuts, sores, blisters, redness or swelling on your feet.
- ✓ **Medications.** Take your medicines as prescribed by your doctor.

#### Biannual checks

- ✓ **Dental exam.** Keep your teeth and gums healthy with twice-a-year cleanings. Tell your dentist you have diabetes.
- ✓ **A1C test.** This blood test measures your average blood sugar levels over the past few months. Your care team may want to test this more often.
- ✓ **Doctor visit.** Talk to your care team about how often you should see your doctor.
- ✓ **Blood pressure.** Get this checked every time you see your doctor.

#### Yearly checks

- ✓ **Dilated eye exam.** A yearly eye exam can help find diabetes-related problems early, when they're easier to treat.
- ✓ **Kidney tests.** Regular kidney checks can help prevent or slow kidney problems.
- ✓ **Cholesterol test.** This helps monitor your risk of heart disease.
- ✓ **Complete foot check.** Have your doctor do a full foot check at least once a year. They may refer you to a podiatrist (foot specialist) if needed.



## Signs your “bad mood” could be something more serious

It’s normal to feel angry or sad sometimes. But it can be hard to tell whether you’re just in a funk or have a more serious issue. Here are four signs that it’s time to reach out for help.

### 1 Your anxiety or sadness is hanging around

Anxiety or sadness can be a normal reaction to stressful situations or life events. But if those feelings stick around for more than several weeks and aren’t getting better, it might be time to seek treatment.

### 2 You need a glass of wine

All addictive behaviors aim at soothing an uncomfortable feeling. That could mean turning to alcohol, prescription medicines or gambling to cope. Even endlessly scrolling through your phone can be a problem.

If you notice an increase in addictive or coping behaviors, it could be a sign of a bigger problem.

### 3 You’re struggling to keep up with responsibilities

Depression and anxiety can make it hard to stay on top of work, household chores and even personal hygiene. Any time your mood starts to interfere with your day-to-day life, it could be a sign that it’s time to seek help.

### 4 Your health habits have changed

Conditions like anxiety and depression don’t just cause changes in your mood. They’re linked to plenty of other health issues, like gastrointestinal problems, headaches, trouble sleeping and changes in your appetite.

Talk to your primary care provider (PCP) if you notice any new health issues. They can help rule out any physical problems and refer you to a mental health provider if needed.

### Help is here for you

Talk to your PCP if you’re concerned about your mental health. They can refer you to a mental health provider if needed to help diagnose the problem. Once you have a diagnosis, your care team can come up with a treatment plan to help you feel better.

If you’re ever having thoughts about harming yourself or someone else, it is an emergency. Call **911** or go to a local emergency room. You can also call or text the Suicide & Crisis Lifeline at **988**. The Lifeline provides free and confidential support 24 hours a day, 7 days a week.

**Get the help you need.** Talking to a counselor or therapist is a great way to treat behavioral health issues. You can go to any behavioral health provider in our network. Call us or visit [AetnaBetterHealth.com/michigan](https://www.aetna.com/betterhealth/michigan) to find a therapist near you.

# Understanding your pharmacy benefits

Prescription drugs are often an important part of your health care plan. As an Aetna Better Health® of Michigan member, you have the right to certain prescription drug benefits.

We cover the prescription medications on the preferred drug list (PDL). These medications need to be medically necessary. This means you need them to manage a health condition. You may or may not have small copays.

Go to [AetnaBetterHealth.com/michigan/pharmacy-prescription-drug-benefits.html](https://www.aetnabetterhealth.com/michigan/pharmacy-prescription-drug-benefits.html) to look at your plan's PDL. You can also call us to ask for a printed copy of the PDL.

Still not sure if we cover your medication? Just call us at **1-866-316-3784 (TTY: 711)**. When you call, have a list of your prescription medications ready. We can check them for you.

Some drugs on the PDL have restrictions such as prior authorization, step therapy or quantity limits. Here's what each of those mean.



## Prior authorization

Some drugs need to be reviewed by us before your doctor can prescribe them. This is called prior authorization. Your doctor will also need prior authorization to prescribe a drug that is not on the PDL.

Your doctor can ask for this by calling or faxing our prior authorization team. We will review the request and make a decision based on information from your doctor.

If you are not happy with our decision, you can ask us to look at your request again. This is called an appeal. You or your doctor can request an appeal by calling us at **1-866-316-3784 (TTY: 711)**.

## Step therapy

The step therapy program requires that certain drugs be prescribed before others. For example, your doctor may need to prescribe a generic drug before trying a more expensive drug to treat your condition. Drugs having step therapy are listed on the PDL with "STEP."

## Quantity limits

Some drugs have limits on how much your doctor can prescribe to you over a certain amount of time. Drugs with quantity limits are listed on the PDL with "QLL."



**Learn more about your plan with your Member Handbook.**

Visit [aet.na/su24mi-2](https://aet.na/su24mi-2) or scan the QR code to view it online. You can also call Member Services at **1-866-316-3784 (TTY: 711)** to have one mailed to you.

## **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, sexual orientation or gender identity.

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 sexual orientation or gender identity, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator  
P.O. Box 818001 Cleveland, OH 44181-8001  
Telephone: **1-888-234-7358 (TTY: 711)**  
Email: [MedicaidCRCordinator@Aetna.com](mailto:MedicaidCRCordinator@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.

## **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)**。

**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)**

**ALBANIAN: VINI RE:** Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **1-800-385-4104 (TTY: 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 연락해주시시오.

**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)**.

**GERMAN: ACHTUNG:** Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservicenutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

**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)**.

**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。



Aetna Better Health® of Michigan  
28588 Northwestern Highway, Suite 380B  
Southfield, MI 48034

<Recipient's Name>

<Mailing Address>

3385422-11-01-SU (MM/YY)

## Your back-to-school checklist

Summer break is a great time to get your or your child's key health checks done. Schedule these appointments before heading back to school:

✔ **Annual well-child visit.** School-aged kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities too.

✔ **Immunizations.** At the well-child visit, ask your child's doctor if they're due for any routine vaccines. Check with your child's school, too, to see if they require certain vaccines.

✔ **Dental cleaning and exam.** Experts recommend dentist visits every six months to prevent cavities and other problems.

✔ **Eye exam.** Your child should have their vision checked every one to two years. If your child wears glasses, they may need to go to the eye doctor more often.



**Rewards you can earn.** Get rewarded for taking healthy actions such as yearly checkups and vaccines. Visit [AetnaBetterHealth.com/michigan/rewards-program.html](https://www.aetna.com/betterhealth/michigan/rewards-program.html) or call us for more information.