



Together



[AetnaBetterHealth.com/NewJersey](https://www.aetna.com/better-health/new-jersey)

Aetna Better Health® of New Jersey

How to choose a disability-friendly provider

Do you have a provider you see for regular check-ups? That's a key part of living well if you have a disability.

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

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

Pre-check-up checklist

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

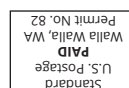
- Are the office and exam rooms easy to get to? What about parking spaces? Are there ramps or elevators for a wheelchair, scooter or walker?
- Are the exam rooms disability-friendly? Is it safe and easy for you to get to and from the exam table or chair?
- Are the office staff members helpful? Do they make you feel comfortable?

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How to choose a disability-friendly provider

Continued from front page

Do they communicate well with you? Do they provide information in a way you can understand?

Does the provider have experience with your disability?

Does the provider spend enough time with you?

For help finding a provider in your network, call **1-855-232-3596 (TTY: 711)**.

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

Caring for an aging parent?

How to reduce your risk of caregiving burnout

Stepping into the role of caregiver for your older parent can be very rewarding. It's heartfelt work. It's also often stressful.

Too much stress can wear anyone down. Over time, you could begin to experience a sense of exhaustion and hopelessness. It might be hard to take care of your own health, much less tend to your parent's health and needs. Experts call that caregiver burnout.

Am I burned out?

The symptoms of caregiver burnout include:

- Eating too much or too little or drinking or smoking more.
- Feeling tired or run down a lot.
- Having trouble concentrating.
- Feeling irritable or resentful toward your parent.
- Neglecting your own needs.

Caregiver stress and burnout can also contribute to mental health problems, like depression, and can even harm your physical health.

Take action

Burnout often happens when caregivers don't take time to care for their own physical and emotional health. These tips can help reduce your risk for burnout. They might even make you a better, happier caregiver.



Ask for caregiving help.

Other family members or even friends may be willing to help with some daily tasks — like driving your parent to medical appointments or running errands.



Nourish your health. Eat a healthy, balanced diet and get enough exercise and sleep. If you can, take your parent on short walks.



Make time for hobbies or other activities you enjoy. Try to take at least a few minutes each day to unwind and recharge.



Get relief. Ask a relative or close friend to stay with your parent, or consider



using a respite service (such as an adult day center) so you can enjoy a break.



Stay connected. It's important to keep up your friendships. If you can't leave the house, invite a friend over for coffee or lunch.



Join a support group in person or online. Share your feelings with other people who may know what you're going through and who can offer encouragement and possible solutions to ongoing problems.



Schedule check-ups with your provider. Speak up if you feel sad, hopeless or overwhelmed.

Sources: American Heart Association; Family Caregiver Alliance; HelpGuide

New Jersey state resources for individuals and caregivers

The Jersey Assistance for Community Caregiving Program (JACC)

The JACC provides in-home services to enable an individual, at risk of placement in a nursing facility and who meets income and resource requirements, to remain in his or her community home. By providing a uniquely designed package of supports for the individual, the JACC delays or prevents placement in a nursing facility.

Call toll-free at **1-877-222-3737** or visit **State.NJ.US/humanservices/doas/services/jacc**.

Stress-Busting Program for Family Caregivers

This nine-week program consists of weekly, 90-minute sessions with a small group of caregivers. Caregivers learn many new skills, including information about the disease process, stress management techniques and a variety of other content. It is designed to improve the quality of life of family caregivers who provide care for persons with chronic diseases and to help caregivers manage their stress and cope better with their lives.

To find a class in your area, call the Division of Aging Services at **609-588-6654** or visit **CaregiverStressBusters.org**.

Statewide Respite Care Program

This program provides respite care services for elderly and functionally impaired persons age 18 and older to relieve their unpaid caregivers of stress arising from the responsibility of providing daily care. A secondary goal of the program is to provide the support necessary to help families avoid making nursing home placement of their relatives.

To reach the Statewide Respite Care Program in your county, call toll-free at **1-877-222-3737** or visit **ADRCNJ.org**.

Project Healthy Bones

This 24-week exercise and education program for people with, or at risk of, osteoporosis includes exercises that target the body's larger muscle groups to improve strength, balance and flexibility.

Call **609-588-6654** or visit **State.NJ.US/humanservices/doas/services/phb/index.html**.

Move Today

Move Today is a 30-minute to 45-minute non-aerobic exercise class designed to improve flexibility, balance and stamina. Participants assess their health, physical well-being and intent to make behavior changes before and upon completion of the program. The exercises and guidelines are based on current nationally recognized standards and science.

Please visit **State.NJ.US/humanservices/doas/services/move/index.html**.





Physical activity can make daily life better.

When you're active and strong, it's easier to:



Do everyday tasks, like chores and shopping



Keep up with the grandkids



Stay independent as you get older

And it has big health benefits, too.

- ✓ Less pain
- ✓ Better mood
- ✓ Lower risk of many diseases

How much activity do I need?

Moderate-intensity aerobic activity

Anything that gets your heart beating faster counts.



Break it up over the whole week however you want!

Physical activity can help manage many health problems.

✓ Reduce symptoms of arthritis, anxiety, and depression

✓ Help keep diabetes and high blood pressure under control

Just getting started?

No problem — start slow and do what you can. **Even a 5-minute walk has real health benefits.** Build up to more activity over time.

Mix in stretches and activities to improve your balance, too! Keep your body flexible and help lower your risk of falls.

And all sorts of activities count.



Even things you have to do anyway



Even things that don't feel like exercise

You can get more active.

No matter your age, you can **find a way that works for you.**



So take the first step. Get a little more active each day. **Move your way.**

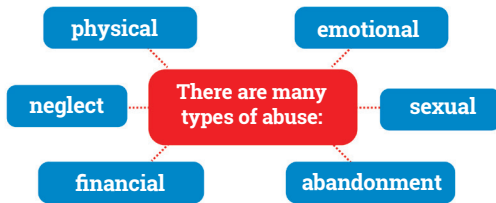
Find tips to get moving and build a weekly activity plan.

health.gov/MoveYourWay/Activity-Planner



SPOTTING THE SIGNS OF ELDER ABUSE

Abuse can happen to any older person, by a loved one, a hired caregiver, or a stranger. Abuse can happen at home, at a relative's home, or in an eldercare facility.



Watch for these signs of abuse:



▶ Seems **depressed, confused, or withdrawn**



▶ **Isolated** from friends and family



▶ Has **unexplained bruises, burns, or scars**



▶ Appears **dirty, underfed, dehydrated, over- or undermedicated,** or not receiving needed care for medical problems



▶ Has **bed sores** or other preventable conditions



▶ Recent **changes in banking or spending patterns**

Talk with the older adult and then contact the local Adult Protective Services, Long-Term Care Ombudsman, or the police.

Visit <https://www.nia.nih.gov/health/topics/elder-abuse> to learn more about elder abuse and how to get help.



Cognitive decline: Take the time to talk

If you have a loved one with dementia or another cognitive problem, talking can be hard.

Misunderstandings can occur on both sides. That can upset everyone.

Try these tips:

- Turn off the radio or TV, or move to a quiet room. You want to lessen distractions.
- Avoid surprise. Look the person in the eyes before touching or speaking to him or her.
- Call the person by name. (You might want to identify yourself too.)
- Speak slowly in a calm voice. Avoid talking to the person like he or she is a child.
- Remember the power of body language. For example, don't cross your arms. Keep your face friendly.

- Ask simple questions that can be answered with a yes or no. If the person doesn't seem to understand, repeat the question using the same wording.
- Use familiar names for people instead of "she" or "they." Pronouns can confuse someone with dementia.
- Be patient. If it seems the person is trying to answer, it's OK to suggest words.
- Use touch and other nonverbal cues. It can help keep the person focused on you and what you're saying.



Ask others for help

Seek support from family members and friends. If you're feeling overwhelmed, reach out to your provider. Ask your loved one's provider for resources.

Sources: Family Caregiver Alliance; National Institutes of Health

Your advance directive: A crucial piece of paperwork

Imagine you're so sick or hurt that you can't speak for yourself. Your providers may be unclear about the type of medical care you want.

That's why you need an advance directive. It's a legal document. No matter how ill you are, it can spell out what care you want — and don't want. It can state your wishes about getting:

- CPR (if your heart stops beating or your breathing stops).
- Feedings through a tube.
- Long-term care on a breathing machine.

- Tests, medicine or surgeries.
- Blood transfusions.

There are two main types of these documents:

A living will. This gives legal instructions for your care. It's not the same as a will when a person dies.

A health care power of attorney. This lets you name someone else to make health care decisions for you if you aren't able to do so. It doesn't give anyone the power to make other financial or legal decisions for you.

Advance directives aren't just for older adults. Serious medical problems can happen at any age.

Your provider can tell you more about advance directives. Once you have one, be sure to give copies to your family, your provider and the person you name as your health care agent.

You can change your decisions at any time. If you make changes in an advance directive, though, be sure to tell your provider and loved ones.

Source: National Institutes of Health

Plan ahead for travel with a service animal

Your guide dog — or other service animal — makes your life easier in a lot of ways. It can make travel a little tricky though.

Here are some tips for your next trip by plane or train.

Before you leave:

- **Call ahead.** Make sure your animal is welcome everywhere you plan to visit.
- **Find out what papers you need.** You may be asked for proof of rabies shots, for instance. You also may want to carry a letter from your provider that says why you need the animal.

- **Talk with your vet.** He or she can provide needed papers for your animal and also offer travel tips.
- **Ask for advice.** Talk with others who have traveled with their service animals.



At the airport or station:

- Arrive early. Alert staff at check-in that you have an animal.
- Let security know your animal is for service and not a pet. Have any papers ready.
- Keep in mind that if your dog needs to go outside after your security screening, you will have to repeat the screening.

- Be sure to keep your animal under control at all times.

Sources: U.S. Department of Transportation; U.S. Department of State



Parmesan rice and pasta pilaf

Makes 6 servings.

Ingredients

- 2 tablespoons olive oil
- ½ cup finely broken vermicelli, uncooked
- 2 tablespoons diced onion
- 1 cup long-grain white rice, uncooked
- 1¼ cup hot chicken broth
- 1¼ cup hot water
- ¼ teaspoon ground white pepper
- 1 bay leaf
- 2 tablespoons grated Parmesan cheese

Directions

- In a large sauté pan, heat oil.
- Sauté vermicelli and onion until golden brown, about 2 to 4 minutes over medium-high heat. Drain off oil.
- Add rice, broth, water, pepper and bay leaf. Cover and simmer 15 to 20 minutes.
- Fluff with fork. Cover and let stand 5 to 20 minutes. Remove bay leaf.
- Sprinkle with cheese and serve immediately.

Nutrition information

Serving size: ⅔ cup. Amount per serving: 208 calories, 6g total fat (1g saturated fat), 2mg cholesterol, 33g carbohydrates, 5g protein, 1g dietary fiber, 140mg sodium.

Source: National Institutes of Health



Lower your risk of falling

You can make small changes to help prevent falls. Each year, 1 in 4 older adults will fall. Falling can lead to broken bones, trouble getting around and other health problems — especially if you are age 65 or older.

A fracture (broken bone) can cause pain and disability. It can also make it hard to do everyday activities without help, like cooking a meal or taking a shower. Broken hips are a major cause of health problems and death among older adults.

You don't have to be afraid of falling — take these steps to prevent falls:

- Talk to your provider about falls and how to prevent them.
- Do exercises to improve your balance and leg strength.
- Review all medicines with your provider or pharmacist. Some medicines can make you dizzy or sleepy.

- Get your vision checked by an eye doctor every one to two years. Update your glasses or contact lenses when your vision changes.
- Make your home safer. For example, add grab bars inside and outside your bathtub or shower — and put railings on both sides of stairs.
- Area rugs can also cause trips, slips or falls. Remove any to avoid getting hurt.
- Keep kitchen items you use often in easy-to-reach cabinets.

Follow these safety tips:

- Always wear shoes with non-slip soles, even inside your home. Don't walk barefoot or wear slippers or socks instead of shoes.
- Stand up slowly after sitting.
- Sit up first and then stand up slowly after lying down.

Source: Health.gov

Mind over stress

How to boost relaxation with mindfulness

Does stress ever get the best of you? We all tend to feel frazzled some days. Since too much stress can be hard on the body and mind, it's important to find ways to cope. One way that can help is practicing mindfulness.

Simply put, mindfulness involves being present in the moment and conscious of your sensations, thoughts and feelings, according to the American Psychological Association. Mindfulness may help counter stress by helping us achieve a state of relaxation, in which the mind and body are calm.

If you want to give mindfulness a try, here are some ways to get started:



Practice slow breathing.

While seated or lying down, gently rest one hand on your stomach. Slowly breathe in through your nose and out your mouth, feeling your stomach rise and fall beneath your hand until you feel relaxed.



Progressively relax your muscles.

Starting with your feet and moving to your shoulders, tense and then relax one muscle group at a time. Notice how good it feels to release the tension. Be aware of the sensations in your body too. Imagine your breath flowing to your feet, knees, arms and so on.



Take a mental vacation.

Visualize a scene (real or imagined) that makes you feel calm. Maybe that's a favorite vacation beach or a mountain lake.



Engage in mindful exercise.

Take a short walk or bike ride, focusing on the rhythm of your movements and the scenes around you.

More stress busters

Consider combining mindfulness with these other stress-reducers:

- Use a journal to pinpoint causes of daily stress. Jot down things you're grateful for to keep stress in perspective.
- Make time for fun, whether that's working on a hobby, watching a movie, playing a game, or doing whatever else you enjoy and makes you feel relaxed.
- Let it out. Talk about your stress — with a loved one, a friend, a spiritual advisor or your provider.

Additional source: HelpGuide



Get ready for your mammogram

Most things go better with a little preparation. Mammograms are no exception.

Whether it's your first mammogram or you've been getting the tests faithfully for years, these tips from the American Cancer Society (ACS) can help the whole process go more smoothly:

Be consistent. Try to go to the same facility every time you get a mammogram. That way your images can be easily compared from year to year. If you've had mammograms elsewhere, get the old images and bring them with you.

Schedule smart. If you're menstruating, try to avoid getting your mammogram the week before your period. Instead schedule a time for when your breasts aren't likely to be tender or swollen.

That will help ease any discomfort and help get better pictures.

Don't wear deodorant the day of the exam. Some contain substances that can show up on x-rays as white spots.

Speak up. Describe any breast symptoms or problems to the technologist doing the mammogram. Also bring up any medical history that could affect your breast cancer risk, such as hormone use or breast cancer in your family.

Ask when to expect the results. If you don't hear, don't assume the results are normal. Get back in touch.

Additional source: Radiological Society of North America

Stay on top of screening

Be sure to talk with your provider about the best mammogram schedule for you. Here's what the ACS advises for women at average risk of breast cancer in the following age ranges:

- **40 to 44.** You have the option to start screening with yearly mammograms.
- **45 to 54.** Get yearly mammograms.
- **55 and older.** You can switch to a mammogram every other year or continue with yearly screening for as long as you're in good health.



Contact us



Member Services

1-855-232-3596

24 hours a day,
7 days a week

TTY: 711

AetnaBetterHealth.com/NewJersey

MARCH Vision

1-844-686-2724

TTY: 1-877-627-2456

LIBERTY Dental Plan

1-855-225-1727

TTY: 711

Medical Transportation (Modivcare)

www.modivcare.com

1-866-527-9933 (TTY: 1-866-288-3133)

Non-medical Transportation

(Access Link — initial approval may take up to 30 days)

973-491-4224 (TTY: 1-800-955-6765)

This newsletter is published as a community service for the friends and members of Aetna Better Health® of New Jersey. This is general health information that 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 BETTER HEALTH® OF NEW JERSEY

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 - 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>.

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Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak a language other than 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)**。

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.

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)**.

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 કૉલ કરો (TTY: 711).

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)**.

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)**.

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

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)**.

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104 (TTY: 711)** पर कॉल करें।

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