

FAMILY HEALTH



Protect yourself with these key vaccines

The flu shot isn't the only vaccine that can help keep you and your family healthy this winter. Here are four vaccines to know about.

Flu

The Centers for Disease Control and Prevention (CDC) says that everyone 6 months and older should get a flu shot every year in the fall.

Pneumonia

Pneumonia is a lung infection that can cause serious illness in young children and older adults. The CDC says that all children under 5 and adults over 65 should get the shot. People with certain medical conditions may

need the vaccine, too. Ask your provider if you or your children should get vaccinated.

COVID-19

New vaccines protect against the latest COVID strains. Ask your provider if there's a new vaccine, and if you should get it.

Respiratory Syncytial Virus (RSV)

RSV is a common virus that can cause cold-like symptoms. Older adults are more likely

to get seriously sick from RSV. Experts say adults 60 and older should get the RSV vaccine. Ask your provider if it's right for you.



Your plan covers these vaccines and others at no extra cost to you. You or your child may even be able to earn rewards for getting certain vaccines. Talk to your care manager or call Member Services for more info.

SCHEDULE YOUR FLU SHOT

You can get your flu shot at your provider's office or a local pharmacy.

To schedule a flu shot, go to aetna.com/fa24ok-3 or scan the QR code.





Caring for kids with ADHD: It's a team effort

It may take a village to raise a child, but it takes a team to help a kid with Attention Deficit Hyperactivity Disorder (ADHD) thrive.

Team-based care, where school staff and health care providers work together, can make managing ADHD easier. Here are some key members to have on your child's ADHD care team.

1 You. You know your child better than anyone else. You can tell when they're doing well or struggling. And you're their number one ally.

2 Your child. Even young kids can be part of their own care team. Make sure your child knows they can tell you

if they're struggling. Or if some part of their care plan isn't working for them.

3 Your child's doctor. That could be either your family physician or your pediatrician. They're in charge of managing your child's medicines, care plan and overall health.

4 School staff. From classroom teachers to coaches, school staff spend a big chunk of the day with your child. They may have insights to offer. Plus, they can help adapt classroom strategies to your child's needs. And don't forget the school nurse. They can help manage their medicines during the school day. And they can check on daily progress.

5 Your child's therapist. Not all kids with ADHD have mental health issues. But a therapist can still help with social skills and managing emotions. With a trained therapist, your child can find healthy ways to cope with what they're going through.

Your opinion matters. You can join a committee to help us improve our services. Call us or go to [AetnaBetterHealth.com/Oklahoma/member-advisory-committee](https://www.aetna.com/better-health/oklahoma/member-advisory-committee) to learn how you can get involved.

Primary care, urgent care or ER?

When you're sick or injured, there are many places you can go for care. But going to the right place can get you the right care at the right time (and for the right price). Learn about your options.

- **Primary care:** Your primary care provider is your go-to source for your health care. You'll go to them for regular checkups and health issues. You can also go to them for non-urgent health concerns.
- **Urgent care:** These clinics can provide care for emergencies that are not life-threatening. You can go here for things like a sprained ankle, minor cuts and burns, or minor illnesses like the flu.
- **Emergency room (ER):** ERs handle life-threatening emergencies. That includes things like serious injuries, major burns, poisoning, or heart attack and stroke symptoms.

Check out this chart for examples of where to go in different situations. Remember to take your member ID card with you wherever you go for care.

Talk to a nurse anytime



Still not sure where to go for care? Call the 24-Hour Nurse Line at **1-800-279-1878 (TTY: 711)** (choose "nurse line"). We'll connect you with a registered nurse who can answer your questions. They can help you decide where to go for care, or help you treat the problem at home. Best of all? You can get this service at no extra cost.

PROBLEM	WHERE TO GET CARE
You've sliced your hand and may need stitches.	Urgent care. They can check to make sure there's no nerve or tendon damage and stitch you up, if you need it.
You've spotted a strange freckle or mole.	Primary care. They can see if the mark is a problem and refer you to a dermatologist (if you need one).
You slipped and fell on your arm, and you're worried it's broken.	Urgent care. Many centers can give you an X-ray and cast (if it's broken). Plus, you can get a prescription for pain medicine if you need it.
You banged your head and lost consciousness (blacked out).	Emergency room. You may need a PET or CT scan to check for serious injury. The providers there can prescribe medicine if you need it.
You're having sudden confusion and weakness in your face, arm or leg.	These could be signs of a stroke. Call 911 right away.









Explore our new health and wellness library. Each month, we'll post new articles packed with tips and resources to help you reach your health goals and feel your best. Visit aet.na/fa24ok-0 or scan the QR code.

Stock a healthy pantry

Eating healthy isn't always easy. But it's key to helping you stay well and feel your best. Luckily, there is a simple trick to make sure your meals are full of nutrients: Stock your pantry with go-to staples that have a long shelf life. Here are six budget-friendly foods that dietitians recommend keeping in the kitchen.



SUPER FOOD	WHY IT'S GOOD FOR YOU	WHAT TO MAKE
 Canned beans	All beans have nutrients like protein, iron, zinc, fiber and potassium. Plus, they can last for up to five years in your pantry.	Make a quick lunch by mashing the canned beans and spreading them on toast with your favorite seasoning.
 Peanut butter	Peanut butter is loaded with protein and amino acids, which give you energy and strengthen your muscles.	A classic peanut butter and jelly sandwich. Use whole-wheat bread for extra nutrients.
 Brown rice	Brown rice is a whole grain that's full of fiber. It breaks down slowly in your body and doesn't raise your blood sugar levels as much as white rice.	Pair your rice with chicken and your favorite veggies for a simple dinner.
 Whole-wheat pasta	Whole-wheat foods are whole grains. Research shows that eating more whole grains lowers the risk of death from stroke and heart attack.	Try some spaghetti with marinara sauce for a quick dinner. Tomato-based sauces are low in calories and saturated fat.
 Canned fish	Fish is a good source of omega-3s, which help keep your heart and arteries healthy.	Mix canned fish with light mayo or Greek yogurt for a simple salad.
 Nuts and seeds	Nuts and seeds are small but mighty. They contain protein and minerals, which you need to keep your bones and muscles healthy.	Keep them in your pantry for an easy, quick and nutritious snack.

Keep your benefits at your fingertips. You can access your plan benefits from anywhere through your online Member Portal or the Aetna Better Health® app. Visit [AetnaBetterHealth.com/oklahoma/member-portal.html](https://www.aetna.com/oklahoma/member-portal.html) to get started.

Support for a healthy pregnancy

Are you pregnant, thinking about becoming pregnant or just had a baby? We'll be right here to support you along the way.

A healthy baby is the best reward. But your plan offers even more. Check out these benefits for you and your baby:

- Up to \$45 in diapers per month for children age 2.5 or younger.
- Up to \$150 per quarter in childcare assistance for those with high-risk pregnancies.
- Rewards for taking healthy steps, including:
 - \$25 for completing a Notice of Pregnancy form.
 - \$25 for completing your first prenatal visit. Plus \$10 for any other prenatal visits (up to 10 visits).
 - \$10 for completing your first dental visit during pregnancy. Plus \$10 for a second dental visit during pregnancy.
 - \$25 for completing a postpartum visit 21 days post-delivery. Plus \$25 for a second visit within 22-84 days post-delivery.
- Up to \$50 per year for activities, sports and after school programs.
- Up to \$40 per year for Oklahoma zoos and state park passes.
- \$25 reward for completing a yearly well-child exam.
- Online support to strengthen emotional health and help with substance use, tobacco cessation, and more.
- \$25 per month for over-the-counter health products.
- Pyx Health app support for loneliness.
- Help with getting rides for grocery shopping, job interviews or community health and social services.

We also offer 24/7 support for you and your baby through Maven. With Maven, you have access to:

- A dedicated Care Advocate to help answer your questions.
- Unlimited appointment and messages with doctors.
- Trusted resources like articles and parenting classes.

You can use Maven at no extra cost as part of your plan.

Go to mavenclinic.com/join/ABH-Oklahoma to sign up.

Your pharmacy benefits

Wondering if your medicines are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at [AetnaBetterHealth.com/oklahoma/pharmacy-prescription-drug-benefits.html](https://aetnaBetterHealth.com/oklahoma/pharmacy-prescription-drug-benefits.html). Or call Member Services to ask for a printed copy. You can find more info on all your pharmacy benefits in your member handbook at aetna.com/fa24ok-2.



Need to renew your coverage?

You must renew your plan coverage every year. Look for your renewal notice in the mail. Visit aetna.com/fa24ok-1 or scan the QR code to learn more.



Aetna Better Health® of Oklahoma

Nondiscrimination Notice

Aetna Better Health 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 Better Health:

- 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 Better Health 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
P.O. Box 818001
Cleveland, OH 44181-8001
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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Find helpful information

Visit AetnaBetterHealth.com/oklahoma or check your member handbook to learn about:

- ✔ Benefits we cover and don't cover
- ✔ How to get primary care, specialty care, emergency care and hospital services
- ✔ How to get care after normal business hours
- ✔ How to get care outside of Aetna's service area.
- ✔ Benefit limits outside Aetna's service area
- ✔ Pharmaceutical management procedures
- ✔ Language help
- ✔ How to submit a claim
- ✔ Copays
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ How we make decisions about new equipment as a covered benefit



Scan the QR code or visit aet.na/fa24ok-2 to view your member handbook online. Prefer a hard copy? Call Member Services at **1-844-365-4385 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.