

wellness & you

Your Aetna® Dual Eligible Special Needs Plan member newsletter

HEALTHY ALL YEAR

Boost your brain health

You swear you put your keys on the table near the front door, but they aren't there. Or in your coat pocket or junk drawer. And you don't know where else they could be. Sound familiar?

Some forgetfulness is normal. But you can strengthen your memory by challenging it every day. Here are four ways you can boost your brain power.



1 Do a jigsaw or crossword puzzle.

Solving puzzles regularly can help keep your mind sharp. Visit a local library for newspapers that often have memory puzzles.

2 Get creative.

Paint, draw, color or journal. Making art can help keep your brain functioning well.

3 Quiz yourself.

Think of a few personal questions. Then, spend a few minutes trying to come up with the answer. A few examples you can try:

What's your best friend's phone number?

Can you name the streets your family members live on?

What are the lyrics to your favorite song?

4 Stay social.

Visit your community center, go to local events or spend time with friends or family. Having conversations and positive interactions with others keeps your brain active.

Find a provider or pharmacy

Looking for a new provider? Or wondering if your current provider is in network? Visit your plan web page at aetna.com/3-jun24 or scan this QR code with your smartphone. Fill out the form to find a medical care provider. Or select "Vision providers" or "Pharmacy providers" to find an in-network optometrist or pharmacy.



Have questions about your plan? Member Services can help. Call them at **1-855-463-0933 (TTY: 711)** from 8 AM to 8 PM, seven days a week. Or visit **AetnaBetterHealth.com/MyDSNP**.

How to stay bug bite-free this summer



Spending time outside is fun and can even be good for your health. But outdoor fun has its challenges. Pesky bugs like mosquitoes, ticks, fleas and flies can be annoying. And some can even carry disease and make you sick.

Luckily, there are ways you can protect yourself from bug bites and have more stress-free fun in the great outdoors.

1 Check your location

Mosquitoes, ticks and fleas are common in many places. But ones that carry sickness usually live in some areas more than others.

Check with your local health department to see if these bug-related illnesses are more common near you. If they are, it is even more important to take these steps.

2 Use insect repellent

Use bug spray, especially if you are outside at night. Follow the product instructions for how often to apply.

If it's daytime, use bug spray after your sunscreen. And be sure to ask your provider any questions you have about repellents.

3 Cover up

Wear long-sleeved shirts and long pants around grassy areas, standing water or wooded areas. Ticks and mosquitoes are more likely to be here.

Look for breathable clothes so you don't overheat during hot summer weather. These include light-weight materials like cotton and linen.

4 Use your Extra Benefits Card to buy bug protection

Your plan includes an Aetna Medicare Extra Benefits Card. You can use it to help pay for eligible over-the-counter (OTC) health and wellness items such as bug spray and itch relief cream.



Our 24-Hour Nurse Line is available anytime to answer your health questions. Call 1-855-463-0933 (TTY: 711) to find out where to go for care, understand your symptoms and more.

BENEFIT SPOTLIGHT



What to know about prior authorization

Sometimes, certain medical procedures, tests and prescriptions need prior authorization (or preapproval). Prior authorization helps us make sure you can get the care you need. And that your treatments are the best fit for your medical needs. Here's what to know.

Where to go

To get prior authorization, visit your primary care provider (PCP). They will check your overall health or any chronic conditions. And then they submit a request to us for a specific procedure, test or prescription that you may need.

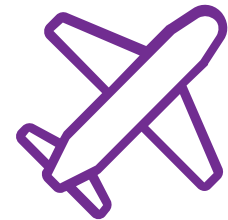
What happens next

Next, we will review the request to make sure it's safe and necessary for your health needs. And we'll keep your PCP updated throughout the review process. Your provider should let you know the

results within 14 days. While you wait, you can call Member Services for an update on the prior authorization status at **1-855-463-0933 (TTY: 711)** from 8 AM to 8 PM, 7 days a week.

Learn more

Have questions about prior authorizations and referrals? Visit aetna.com/5-jun24 to watch our short, helpful video. Or scan this QR code with your smartphone.



Explore more

Heading out of town? Or maybe you're visiting family in another state? While you're enjoying yourself, don't forget about your health needs.

As an Aetna® Dual Eligible Special Needs Plan (D-SNP) member, you're covered for emergency or urgent care services anywhere in — or outside of — the U.S.

An emergency means your health or life is in serious danger and you need care as quickly as possible. Call Member Services for more information about coverage when you travel.



You can use the monthly benefit amount (allowance) on your Extra Benefits Card to buy healthy foods at participating retail stores. Be sure to select credit at checkout.

No PIN is needed. To learn more, visit aetna.com/8-jun24 or scan this QR code with your smartphone.



Health and wellness or prevention information

Questions or concerns about your health and wellness? Reach out to your D-SNP care team at **1-855-463-0933 (TTY: 711)** from 8 AM to 5 PM ET, Monday through Friday. Or visit **AetnaBetterHealth.com/MyDSNP** for more information.

Did you know?



You can help better your brain health and improve your memory with four quick tips.



These four steps can help you stay bug bite-free this summer.



You can use the monthly benefit amount (allowance) on your Extra Benefits Card to buy healthy foods at participating retail stores.



Find out more inside

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. If your plan's Extra Benefits Card includes roll-over, any unused amount will rollover into the next month. The monthly amount can be rolled over through the end of the plan year but will not carry over into the next plan year.