

HEALTHY ALL YEAR

Stay safe at home

Hello

Falls are a common cause of injury, especially for older adults. Sometimes it can feel harder to move around or feel confident about daily activities after taking a fall. But with a few simple changes, you can make your home much safer and keep doing the things you enjoy.



Room	Fall prevention tips	
Living room	Lay down non-slip rugs: Make sure rugs are secure or non-slip.	Use supportive furniture: Chairs with sturdy armrests can help you stand.
Bedroom	Clear the floors: Remove clutter and keep pathways open.	Use bright lighting: Use nightlights and make sure rooms are well-lit.
Bathroom	Install grab bars: Place near the toilet and inside the shower.	Keep items in reach: Place soaps and shampoos at easy-to-reach levels.
Kitchen	Organize your cabinets: Keep everyday items on lower shelves.	Use a sturdy step stool: Use a stable step stool with a handle if you need to reach high shelves.
Stairs & hallways	Install good lighting: Motion-sensor lights make for easier navigation.	Mark the steps: Use bright tape on stair edges for visibility.

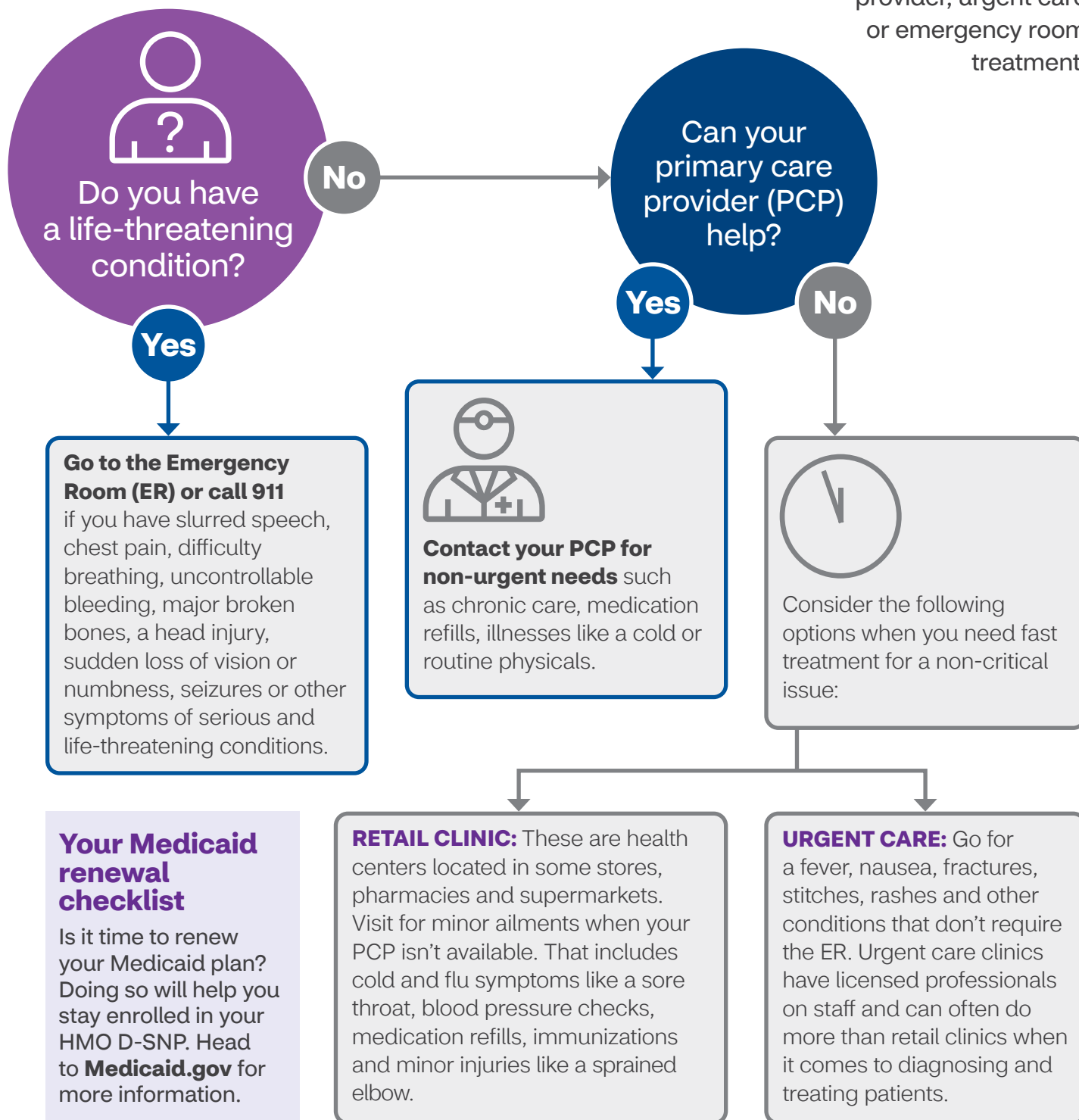
Benefit spotlight



Have you scheduled your Annual Wellness Visit (AWV)? This covered exam is a chance to discuss health concerns with your Provider and even get a fall risk assessment. Call your Care Team at **1-844-362-0934 (TTY: 711)** from 8 AM to 5 PM ET, Monday through Friday.

Find the right care fast

Use this flowchart to decide if you need a visit with your primary care provider, urgent care or emergency room treatment.



Your Medicaid renewal checklist

Is it time to renew your Medicaid plan? Doing so will help you stay enrolled in your HMO D-SNP. Head to **Medicaid.gov** for more information.

Resource spotlight



Completing your health survey each year helps us deliver the benefits and personalized care plans that are right for your changing health needs. Call your Care Team at **1-844-362-0934 (TTY: 711)** to learn more.

MAXIMIZE YOUR PLAN

Ways to save with your Aetna plan

Make sure you use all the valuable benefits and services your Aetna HMO D-SNP has to offer. Here are five that are at your fingertips right now.

1. Use your Aetna Medicare Extra Benefits Card

Get help paying for things to help you stay well with your Aetna Medicare Extra Benefits Card. You get a monthly allowance you can use to help pay for certain everyday expenses. Call Member Services to learn more.

2. Save on prescription drugs

With your Aetna plan you have \$0 copay on covered Part D prescription medications at in-network pharmacies.



3. Enjoy no-cost fitness classes

Aetna members have a no-cost SilverSneakers® fitness benefit to use for in-person and online fitness classes, online life skills courses and more. Visit **SilverSneakers.com** today.

4. Take advantage of covered annual exams

Your Aetna plan offers covered \$0 copay annual exams. Your health is our top priority. And we don't want you to stress out about additional expenses. Be sure to take advantage of your

preventive yearly exams such as your Annual Wellness Visit, plus your hearing and vision appointments — all at no added cost to you.

5. Stay safe with your fall prevention allowance

You get an annual allowance to buy fall-prevention safety items like grab bars and no-slip bath mats. Call Member Services to learn more.

Resource spotlight



Find helpful information

Check your Evidence of Coverage (EOC) or visit **AetnaBetterHealth.com/DSNP** to learn about:

- Covered benefits
- Language assistance
- How to submit a claim for reimbursement
- In-networks
- Primary care, emergency care, specialty care, behavioral health and hospital care
- Care, coverage and benefit restrictions outside of Aetna's service area
- Care after normal business hours
- How to submit a complaint and appeal a decision

For a printed copy of this information, call Member Services at **1-844-362-0934** (TTY: 711) from 8 AM to 8 PM, 7 days a week.



Quick tip: Remember to have your current address, phone number and email address on file. Call Member Services to make sure this info is correct.



Health and wellness or prevention information

Questions or concerns about your health and wellness? Reach out to your Care Team at **1-844-362-0934 (TTY: 711)** from 8 AM to 5 PM ET, Monday through Friday. Or visit **AetnaBetterHealth.com/DSNP** for more information.

Did you know?



There are simple home changes to help prevent falls and stay independent.



You can find out where to go for care based on your symptoms.



Your Aetna® plan offers benefits that can help you save money.

Aetna, CVS Pharmacy® and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health® family of companies. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Aetna Assure Premier Plus (HMO D-SNP) is a Fully Integrated Dual Eligible Special Needs Plan with a Medicare contract and a contract with the New Jersey Medicaid Program. Enrollment in Aetna Assure Premier Plus depends on contract renewal.

If you speak a language other than English, free language assistance services are available. Visit our website at **AetnaBetterHealth.com/DSNP** or call **1-844-362-0934 (TTY: 711)**, 8 a.m. to 8 p.m., 7 days a week.

ESPAÑOL (SPANISH): Si habla un idioma que no sea el inglés, los servicios gratuitos de asistencia en idiomas están disponibles. Visite nuestro sitio web en **AetnaBetterHealth.com/DSNP** o llame al **1-844-362-0934 (TTY: 711)**, de 8 a.m. a 8 p.m., los 7 días de la semana.

(CHINESE) 傳統漢語(中文)如果講英語以外的語言,則提供免費語言援助服務。請造訪我們的網站 **AetnaBetterHealth.com/DSNP** 或致電, 1-844-362-0934(TTY:711), 上午 8 時至下午 8 時,週7天

You can get this document for free in other formats, such as large print, braille, or audio. Call Member Services at **1-844-362-0934 (TTY: 711)**, 8 AM to 8 PM, 7 days a week. The call is free.