

Time for you



AetnaBetterHealth.com/Virginia

Aetna Better Health® of Virginia

Quality improvement at Aetna Better Health of Virginia.

Our Quality Management department wants to make sure you get good care and services.

That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us

Our quality improvement activities each year include:

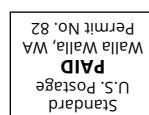
- Contacting you to remind you to get care (like well-child checkups)
- Sending you postcards or newsletters about health topics

- Reviewing the number, quality, and kinds of services you receive
- Reminding you and your doctors about preventive health care
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information
- Ensuring that your doctor has all the information needed to care for you or your child

We have many more quality programs. You can call Member Services at **1-855-652-8249 (TTY: 711)** to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing. Or you can read updates on our website at **AetnaBetterHealth.com/Virginia**.

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Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

Update: Medicaid income eligibility requirements.

Did you know? The income requirements for Medicaid eligibility recently changed. You may be eligible if you make less than:

Family size	Monthly*	Yearly*
1	\$1,469	\$17,609
2	\$1,983	\$23,792
3	\$2,499	\$29,974
4	\$3,014	\$36,156
5	\$3,529	\$42,339
6	\$4,044	\$48,521
7	\$4,560	\$54,704
8	\$5,074	\$60,886
Each additional	\$516	\$6,183

Who qualifies for Virginia Medicaid?

	Childless adult:	Parent (family of 3)	Person with disability
Before 2019:	Not eligible	Eligible with annual income at or below \$7,068	Eligible with annual income at or below \$9,992
In 2020:	Eligible with annual income at or below \$17,609	Eligible with annual income at or below \$29,974	Eligible with annual income at or below \$17,609

These income guidelines can change. Learn more about Medicaid eligibility by calling Cover Virginia at **1-855-242-8282** or by visiting **CoverVA.org**.

Get the support you need for overcoming opioids.

Opioid addiction is real, but treatable. Your doctor may have prescribed opioids to you after you had a tooth pulled, twisted your ankle, hurt your back, or had surgery. But knowing the signs of opioid abuse can mean the difference between life and death.

Opioids are highly addictive. In fact, the Centers for Disease Control and Prevention reports that it only takes four to five days to become hooked on pain medicine. The risk goes up every day after that.

If you or someone you know is struggling with a substance abuse disorder, you're not alone. Many people struggle with using substances at some time in their lives. There's good news, though. Most people with a substance abuse disorder can benefit from treatment, no matter how bad the problem may seem.

Addiction and recovery treatment services

There are a range of treatments that Aetna Better Health of Virginia covers. We're here to help you.

- The first step is to talk with your primary care provider. Ask for more details about treating substance use or alcohol problems.
- Treatment options are available. They range from outpatient to inpatient care. This includes medication-assisted treatment. This option is used if you struggle with the use of prescription drugs. Your doctor and/or health care team will work with you to find the best program for you.

Contact your Aetna Better Health of Virginia care coordinator. We'll talk to you about the care options available to you. We have nurses available for you 24/7. Please call Member Services at **1-855-652-8249 (TTY: 711)**. These calls are confidential.

Talking to a loved one about addiction.

Talking about addiction is hard. It's not easy knowing what to say or how to say it. That's OK. There's no right or wrong way to let a loved one know that you care. Try offering your support with an open ear. Be ready to listen. Do not judge or criticize. Let them know that you'll go with them to get help. Keep in mind that your loved one's addiction is not your fault. You can be supportive, but ultimately the decision to get treatment is up to them.

You can also call the Substance Abuse and Mental Health Services Administration's national helpline. This helpline is available for people and their families dealing with mental and/or substance use disorders. It is confidential and free, available 24 hours a day, 365 days a year. Their number is **1-800-662-HELP (1-800-662-4357)**.



You can also visit their website at **SAMHSA.gov/Find-Help**.

Safe ways to dispose of old or unused medicines.

Do you have medicines in your cabinet that your doctor changed or stopped? How about medicine bottles that have expired?

It's a good idea to clean out your medicine cabinet from time to time. You should remove expired medicines or medicines you no longer take. Follow your local rules for disposing of medicines. Those rules are available at **SafeNeedleDisposal.org**.

Here are some tips on how to safely dispose of prescription or over-the-counter medicines:

- Remove the medicine from the original container. Be sure to scratch out your name and personal details on the bottle before throwing it out.

- Place used needles into a strong plastic container that can be sealed. A good example is an empty laundry detergent bottle.
- Check with your local pharmacy to see if they have a disposal kiosk at the pharmacy. They may also have a mail-back program available for unused medicines.
- Look for a medicine disposal program that is near your house. To find one, go to **DisposeMyMeds.org/Medicine-Disposal-Locator**.

Only some prescription medicines can be flushed down the toilet. Please check with your pharmacist to discuss the best way to dispose of your medicine. If you can't

find a disposal program, you can throw your medicine in the trash.

- Take the medicine out of its original container.
- Mix the medicine with used coffee grounds, dirt, or kitty litter. This makes the medicine less likely to be seen in the trash. It also makes it less appealing to kids and pets.
- Put the mixture in a bag, empty can, or other container that can be sealed.
- Put the container in the trash.

When in doubt, ask a pharmacist the best way to dispose of your medicine.

Privacy and security of your health care data.

Protecting your personal health information (PHI) is one of our most important jobs. We train our staff to keep your health care data safe. We set rules to follow when collecting and using PHI. Our rules describe:

- How to protect access to PHI, including electronic and paper copies
- The right way to treat your health care data
- Your right to allow or refuse the release of PHI except for treatment, payment, or health care operations reasons
- Locking up your records and keeping your health care data in safe areas
- Making sure the only staff who have access to your health care data are those who need it to perform their jobs and care for you

We're happy to answer any questions you have about how we protect your health care data.

Your health information is kept private and confidential. We will give it out only if the law allows or if you tell us to give it out.

Notice of Privacy Practices: We include a Notice of Privacy Practices in your welcome packet. It tells you how we use your information for health plan benefits. It also tells you how you can see, get a copy of, or change your medical records. Your health information will be kept private and confidential. We will give it out only if the law allows or if you tell us to give it out.

For more information or if you have questions, call us. Our number is **1-855-652-8249 (TTY: 711)**. You can also visit our website. Our website is **[AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia)**. You'll find a link to **log in** at the top right corner of the webpage, then a tab for information on our **privacy practices**.

Should I go to my doctor, urgent care, or the ER?

It's important that you get the right care at the right time. We want to help you know where to get the right care. Think of your primary care provider (PCP) when you have a cold, rash, or minor cut. You may be able to reach a provider on call, even after hours.

See your primary care provider:

- When you are out of medicine
- If you have questions about your medicine
- When you have an earache, cough, cold, fever, or sore throat
- When you have a minor injury, burn, or cut
- For routine asthma care
- When you need vaccines

Go to urgent care if your doctor's office is closed and it is not an emergency. You can also call our 24/7 Nurse Line. Nurses are here to help. They can give you health advice anytime. Just call **1-855-652-8249 (TTY: 711)**.

In case of an emergency, go to the nearest emergency room (ER) or call **911**. Use the ER only for life-threatening emergencies. The ER is for serious problems. Some examples include:

- Chest pains
- Broken bones
- Bad burns



- Car accidents
- Poisoning or overdose
- Uncontrollable bleeding

Always follow up with your PCP after visiting after-hours care, urgent care, or the ER.

Avoid winter slips and falls.

Snow and ice can make even the most mundane activities a little more dangerous.

Just walking down a sidewalk or going up and down steps can be tricky when they're coated with wet snow and ice.

Here are four tips for staying on your feet when things get slippery:

1. **Give them something to grip.** Spread sand or salt on icy areas, especially by doorways.
2. **Wear the right footwear.** Use boots with good rubber treads.
3. **Be on the lookout.** Pay attention to where you're walking. Watch out for icy patches.

4. **Adjust your walk.** On ice, walk in a shuffle at a slow pace. Bending your knees slightly will help you keep your balance. To walk up an incline, turn sideways. Then walk in side steps upward. Bending your knees will help here too.

Headed for a fall?

If you find yourself falling anyway, try to land on your side or buttocks if you can. Wait for help getting up if you're injured. Otherwise, turn your head and roll to one side. Rest for a moment. Then get up on your hands and knees and crawl to something sturdy that can support you as you stand up.

Sources: AARP; American Academy of Orthopaedic Surgeons; National Institutes of Health; U.S. Department of Labor

Lentil soup.

Makes 11 servings.

Ingredients

- 2 tablespoons olive oil
- 2 medium carrots, diced
- 2 medium celery stalks, chopped
- 1 small yellow onion, chopped
- 2 cloves garlic, minced
- 1 teaspoon dried oregano
- 1 teaspoon dried basil
- ½ teaspoon ground black pepper
- 2 cups dry lentils
- 1 14½-ounce can crushed tomatoes
- 2 cups vegetable broth
- 6½ cups water

Directions

- In a large soup pot, heat oil over medium heat. Add carrots, celery, and onion.

Cook and stir until the onion is tender.

- Stir in garlic, oregano, basil, and pepper. Cook for 2 minutes.
- Stir in lentils and tomatoes, then add the vegetable broth and water. Cover and bring to a boil.
- Reduce heat and simmer for at least 1 hour, or until lentils are tender.
- Store leftovers in the refrigerator and reheat on the stove or in the microwave.



Nutrition information

Serving size: 1 cup. Amount per serving: 151 calories, 3g total fat (0g saturated fat), 0mg cholesterol, 24g carbohydrates, 9g protein, 7g dietary fiber, 248mg sodium.

Source: National Heart, Lung, and Blood Institute

Questions about your medications?

Wondering which medications are covered and where your closest pharmacy is? Visit [AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia) for our updated formulary, pharmacy locations, and latest member handbook. For a printed copy of anything on our website, call Member Services at 1-855-652-8249 (TTY: 711).

Need an advance health care directive?

You have the right to accept or refuse any medical care. A time may come when you are too sick to talk to your PCP, family, or friends. You may not be able to tell anyone what health care you want. The law allows adults to do two things before this happens:

- Leave written directions about your medical treatment decisions.
- Name someone you trust to decide your care for you. This is called an advance directive.

Talk to your doctor about making an advance directive. It's important for you to be able to make decisions about your care.

Non-discrimination 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.

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, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 E. Cotton Center Blvd.
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>.

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**).

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.

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**).

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**)。

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**).

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

AMHARIC: ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርስቦ አይዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።.

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS : **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**).

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

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

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃ খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIÈ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-à win kwa cetiyo+ ne-là, i belé-ò bi má-ò mù bò kò putu bò. Dá nòbâ nè ê nea-ò ñ-à jì è jìpolê kateh jè ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ nomba di n'azụ nke kaadi ID gị ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè tí wá ní lẹ̀ fún ọ̀ lófẹ́ẹ̀, pe nọ́nbà tí ó wà lẹ̀yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).

50 or older? Get screened for colon cancer.

Turning 50 is a milestone. It's a reason to cheer! For most people, it's also a time to start getting screened for colorectal cancer. Cancer of the colon or rectum is one of the leading causes of death. But you can protect yourself.

The best way to do that is to get screened if you're 50 or older.

This test could save your life

Colorectal cancer screening helps save lives in two ways. It can:

1. **Prevent cancer.** Colorectal cancer often starts with growths in the colon or rectum. These growths can be removed before they turn into cancer.
2. **Find cancer early.** Screening can help find colorectal cancer before symptoms start. This is when treatment works best. Your chances of having colorectal cancer go up after age 50. That is why it is important to start screening once you're 50. You may need to start even



earlier if you are at higher risk. This might be the case if colon cancer runs in your family. Other diseases or medical conditions can raise your risk too.

More than one test


There are different colorectal cancer screening tests. These include:

Colonoscopy. A thin tube with a light is used to check the entire rectum. With this test, most growths can be taken out on the spot.

Stool test. You can do this yourself in your own home. You can ask your doctor for a kit. All you have to do is collect a stool sample. Then, you return it to a lab. But it may miss some growths or cancer. And you may need a colonoscopy if you have a positive stool test result.

Flexible sigmoidoscopy. It's like a colonoscopy. But it checks only part of the colon.

Your doctor can help you decide which test is right for you. Each has pros and cons. You can also ask your doctor how often you should be tested.

Contact us  Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

1-855-652-8249 (TTY: 711)
[AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia)

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