



MyCareOhio
Connecting Medicare + Medicaid

Aetna Better Health® of Ohio | a MyCare Ohio plan



Full life

Fall 2019

Manage your health on your phone

Members with smartphones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your primary care provider
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your benefits

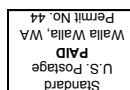
National Coverage Determination

The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

- NCDs tell us:
- What's covered
 - What's changing
 - What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit aetnabetterhealth.com/ohio. Then go to For Members > Aetna Better Health of Ohio (Medicare-Medicaid) > Member Materials and Benefits. You can also visit cms.gov for more information. Once on the website, click on "Medicare" then type "National Coverage Determination" in the search box. Or call us at the number on your member ID card.

APPROVED
H7172_19NWSLTRFALL



Aetna Better Health® of Ohio
7400 W. Campus Road
New Albany, OH 43054

Individual quick reference

An individual's guide to EVV and their role

What is electronic visit verification (EVV)?

- EVV is an electronic-based system that documents the precise time services begin and end.
- It ensures that individuals received the medically necessary services that are billed to Medicaid.

What methods are used for visit verification?

- Sandata Mobile Device or an approved alternative vendor device.
- Telephony* — call-in and call-out system from land line or cellphone.
- Manual Entry* — this method will result in exceptions/errors that will need to be cleared by your provider.
- Sandata Mobile Connect — an application downloaded to your provider's smartphone that operates in the same way as the Sandata Mobile Device.

*Choosing telephony or manual entry will result in additional work for your provider.

Who chooses the method to be used by my provider?

- EVV is a requirement for providers. If you prefer a specific method of data collection, you should talk to your providers and choose providers who will use the preferred method.
- If you refuse to use the device and your provider agrees to the extra work required by using telephony or manual visit entry, you do not need to do anything else. Your provider knows the requirements for those methods.

What do I do with a device I no longer need?

- Your provider will make sure that Sandata is notified when you no longer need the device. Sandata will send you a prepaid envelope in the mail. Just drop the device and charger in the envelope and place it in any mailbox to return the device.

What if my provider arrives and there is an emergency?

- In the event of an emergency, your provider should always ensure your health and safety first. Your well-being is Ohio Department of Medicaid's primary concern. Your provider has the ability to "fix" a visit and explain why the actual visit start or end time was not recorded.



All information was current at the time of publication but is subject to change.



You have benefits for dental, hearing and vision services that are available at no cost to you.

Did you know you have dental, hearing and vision benefits you can use at no cost to you?

It's true! As a member of the Aetna Better Health of Ohio Health Plan, you have benefits for dental, hearing and vision services that are available at no cost to you. These benefits include:

Dental

- Comprehensive oral exams
- Periodic oral exams
- Preventive services
- Routine x-rays and diagnostic imaging
- Comprehensive dental services: restorative, endodontic, periodontic, prosthodontic, orthodontic and surgery services

Vision

- Eyeglasses
- Contacts
- Vision training
- Annual eye exams for diabetic retinopathy and age-related macular degeneration
- Glaucoma screening

Hearing

- Hearing balance tests
- Hearing aids (conventional and digital) and batteries and accessories

Aetna Better Health of Ohio wants you to live a happier, healthier life. And a big part of reaching that goal is making sure that you use your dental, vision and hearing benefits to improve your health. Studies have found that

people with hearing, vision and/or dental health problems are more likely to experience a number of other health problems. Some of these include:

- Heart disease
- Depression
- Decreased nutritional health
- Increased risk of falling
- Difficulty taking medications correctly
- Withdrawal from family, friends and community
- An increased number of emergency room visits and hospital stays

Aetna Better Health of Ohio sincerely hopes that you use the hearing, vision and dental benefits

available to you to help improve your health and quality of life. If you have questions or want to find out more about your dental, vision or hearing benefits, please refer to your Member Handbook, or you can call Aetna Better Health of Ohio at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week. You can also speak to your care manager about these benefits or contact care management by calling **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week.

aetnabetterhealth.com/ohio

Quality Improvement Program

Every year, Aetna Better Health of Ohio reviews member surveys and health care data to create quality improvement initiatives. These initiatives are designed

to improve our health plan's services to you. You can find out more about our quality improvement program by going to our website at **aetnabetterhealth.com/ohio**.



Why vaccines are a safe, smart idea

Every year, vaccines are given to millions of people to keep them safe from dangerous diseases. But what about the vaccines themselves? Are they safe?

The short answer is yes. Vaccines are tested very carefully for years before they can be used on people. Once they're approved, doctors also keep a close eye on any reports of problems. Plus, each new batch of vaccine is tested to make

sure it's clean and works the way it's supposed to.

How do vaccines work?

When a germ attacks your body, your body fights back by making something called antibodies. These can weaken or kill the germ. Even after the germ is gone, you still have the antibodies. So if the germ shows up again, the antibodies can go to work right away.

Vaccines trick your body into making these germ fighters before you get sick. Because the germs in vaccines are already weak or dead, they can't hurt you. Instead they teach your body how to fight that germ if it tries to make you sick in the future.

Stay safe at every age

Kids are born immune to many diseases, but that fades in the first year of life. They need vaccines to help their bodies learn to fight off diseases. Adults need shots to protect them from some diseases too.

Sometimes one shot can protect you for life. Sometimes you'll need booster shots. It depends on the germ.

Talk with your doctor to be sure your whole family gets the shots they need.

Sources: Centers for Disease Control and Prevention; U.S. Department of Health and Human Services

A tool for better health

These questions can help you better understand your medical care and what you need to do to stay healthy.

Four great questions for your doctor

- What treatments or tests do you recommend for me?
- Why do I need this medicine, therapy or test?
- Are there possible risks or side effects I should know about?
- What else can I do to improve my health?

Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians; National Institutes of Health

Eat for your heart this season

The holidays are coming — time to spread a little cheer. It's also when you may have trouble sticking to your heart-healthy ways.

Tempting foods are everywhere. Many are not the best choices for your ticker. To help your heart through the holidays:

Don't take a break from fruits and veggies. At the holiday table, fill half your plate with colorful fruits and veggies before moving on to other foods.

Enjoy smaller portions. You don't have to go without Aunt Edna's famous pie. It's a special treat — just have one small slice. Can't go without gravy? Savor a small amount on your stuffing.

Consider fish or poultry. Still planning what to feature for your holiday meal? Salmon is rich in heart-healthy omega-3 oils. Skinless turkey breast is a good option too. It's lower in the type of fat that can clog your arteries.

Make heart-smart swaps. When cooking, you can often replace some ingredients with better choices. For instance:

- Vegetable oil (such as canola or olive) instead of butter
- Low-fat or nonfat milk instead of whole milk or cream
- Dried fruit or unsalted nuts instead of chocolate chips
- Cinnamon or nutmeg instead of whipped toppings
- Whole-grain versions of dinner rolls or pastas
- Fresh or dried herbs instead of salt

Shake the sodium. Keep your holiday meals low in sodium by comparing food labels when you shop. Use fewer processed ingredients, like canned veggies or beans.

Put down the fork. Holiday gatherings aren't just about food. Take time to enjoy the warm conversations. After dinner, invite everyone to go for a walk.

Source: American Heart Association



Benefits of quitting

When you give up smoking, the perks add up over time



After...

20 minutes Blood pressure and heart rate drop.

12 hours Carbon monoxide level in the blood returns to normal.



2 weeks to 3 months

Lungs are working better. The risk of heart attack decreases.

1 to 9 months

Respiratory problems have started to decrease.



1 year Excess risk of heart disease decreases to half that of a current smoker.

2 to 5 years Risk of stroke can fall to about the same level as a nonsmoker.



10 years The risk of dying from lung cancer declines to about 50% of that of a current smoker.

15 years The risk of heart disease is the same as that of a nonsmoker.



Sources: American Cancer Society; American Heart Association; American Lung Association

Nondiscrimination Notice

Aetna, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna, Inc.:

- 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 these services, contact Aetna Medicaid Civil Rights Coordinator

If you believe that Aetna, Inc. 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: Aetna Medicaid Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667 (fax), MedicaidCRCoordinator@aetna.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aetna Medicaid 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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame 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 **1-800-385-4104** (TTY: **711**)。

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

Arabic: ملحوظة إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: **711**).

Pennsylvania Dutch: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call **1-800-385-4104** (TTY: **711**).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-385-4104** (ATS: **711**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104** (TTY: **711**).

Cushite (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-385-4104** (TTY: **711**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-385-4104** (TTY: **711**) まで、お電話にてご連絡ください。

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel **1-800-385-4104** (TTY: **711**).

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-385-4104** (телетайп: **711**).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-385-4104** (TTY: **711**).

Somali: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

Nepali: ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्त भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् **1-800-385-4104** (टिस्टवाइ: **711**) ।

Steer clear of weight-loss scams

Should you try a fad diet or a special supplement to help you reach your weight-loss goals faster? Get-slim-quick schemes can be tempting. But they're often ineffective, and they can sometimes even be dangerous.

Pills, teas and herbal supplements that promise to help you lose lots of weight quickly or melt fat

in certain parts of your body don't work, according to the U.S. Food and Drug Administration. Plus, they can contain unsafe or untested ingredients. Those could have harmful side effects — like increased heart rate or blood pressure, stroke, seizure or even death.

Fad diets aren't much better. Plans that make you eat the same foods

over and over again (grapefruit or cabbage soup, anyone?), avoid entire food groups or cut your calories very low might work for a little while. But you can't do them forever. And rapid weight loss can lead to health problems like gallstones.

If you're unsure whether a diet or weight-loss product is the real deal,

ask yourself one simple question: Does it sound too good to be true? If the answer is yes, then it probably is — and you should steer clear.

Losing weight the healthy way

Let "slow and steady" be your motto. You should aim to lose one to two pounds per week by doing things you can stick with in the long run. That means eating right, keeping your portions in check and being more active.

And if you're not reaching your goal as fast as you hoped, talk with your doctor. He or she may be able to suggest healthy resources — like a dietitian or a proven weight-loss program — to get you on track.

*Additional sources:
Academy of Nutrition and Dietetics; American Heart Association; National Institute of Diabetes and Digestive and Kidney Diseases*




Contact us



Aetna Better Health® of Ohio
7400 W. Campus Road
New Albany, OH 43054



1-855-364-0974 (TTY: 711)
aetnabetterhealth.com/ohio

 Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook. This is general health information and 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.