



Aetna Better Health® of Florida



Happy times

Fall 2018

Manage your health on your phone

Members with smart phones (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

Quality matters

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

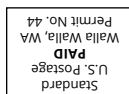
- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us

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 your doctors and you about preventive health care

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Aetna Better Health® of Florida
1340 Concord Terrace
Sunrise, FL 33323



Back to school time

Are you ready? Get started by picking up the phone. By making appointments for health and dental checkups for your child, you'll help start the school year right.

Here's a checklist. Schedule:

- A well-child checkup.** A yearly exam is important—even when your child isn't sick. It may help spot problems early.
 - Make sure immunizations are up-to-date.
 - Schedule the physical that may be needed for your child to take part in school sports.
- An eye exam.** Seeing well can be a key to doing well in school. The sooner you find vision problems, the better.
- A hearing screening.** Good hearing makes it easier to perform well in school.
- A dental checkup.** Trouble with your child's teeth can make it hard to speak, eat and concentrate. A checkup may prevent serious problems and protect your child's smile.

Quality matters

—Continued from previous page

- 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 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 **1-844-528-5815** to learn more about what we do to

Learn about your pharmacy benefits

You can access the following pharmacy information on our website at **[aetnabetterhealth.com/florida](https://www.aetnabetterhealth.com/florida)** by selecting "For Members," "Pharmacy Benefits," "Formulary Drug List" and then "Formulary."

- A list of preferred medications, including any restrictions and preferences
- A list of medications that require prior authorization, and applicable coverage criteria
- A list of drugs that require step therapy, including drugs which must be tried and failed
- A list and explanation of drugs that have limits
- Copayment and coinsurance requirements and the medications or classes to which they apply
- Procedures for step therapy, prior authorization, generic substitution, preferred-brand interchange and therapeutic interchange
- Information on the use of pharmaceutical management procedures
- Criteria used during the evaluation of new medications for coverage on the formulary
- A process for requesting a drug coverage exception

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/florida](https://www.aetnabetterhealth.com/florida)**.



Vision check: Why regular eye exams matter

A dazzling sunset. A stunning bouquet.
A baby's heart-melting smile.

These are some of life's special joys.
And one thing holds true for all of
them: To enjoy each to its fullest, you
have to have good vision.

That's why eye exams are crucial. An
eye doctor can help to ensure that your
eyes are healthy and that you're seeing
well. He or she can also catch vision
problems early, when they may be
easier to treat.

At your exam

During an eye exam, you'll read charts
with numbers and letters. These
measure how well you see.

The doctor may also do certain tests.
Often, this requires putting drops in
your eyes. The drops enlarge your
pupils and make it easier to spot
eye problems.

Your doctor may talk with you about
your overall health, as well.

When to go

How often you should see your eye
doctor depends on your age. Those at
high risk for eye problems may need
more frequent checkups. This includes:

- African Americans
- People with diabetes
- People who have diabetes or eye
disease in their family

Talk with your doctor about a schedule
that's right for you.


*Sources: American Academy
of Ophthalmology; Prevent
Blindness America*

Information about incentives

We want you to feel sure
that you're getting the
health care and services
you need. To that end,
we have policies our
providers must follow to
ensure that you get the
right health care.

Our policy is to not reward
providers or others to
deny or give less medically
necessary care to a
member of our plan. This
is called an "affirmative
statement." We do not
reward or pay extra
money to health care
providers, staff or other
people to:

- Deny you care
- Give you less care
- Deny tests or
treatments that are
medically necessary

 **All our
members**
should receive
the right health
care. If you want
more information
on this, call us at
1-844-528-5815.

Access and availability standards

It's important to us that you can get the care you need when you need it. At right is a table that lists the access and availability standards for you as an Aetna Better Health member:

Timely access

Timely access standards for hours of operation for primary care providers (PCPs): general appointment availability, 20 hours per week per practice location.

Appointment type	Availability standard
Emergency	Immediately upon request
Urgent care	Within 24 hours
Routine	Within 7 calendar days
Routine physical exams	Within 30 calendar days
Follow-up care	As medically appropriate



Take some time to think about your interests. Ask yourself these questions:

- What do I enjoy?
- What would I like to learn?
- What would I like to do?

Then, brainstorm ways to enjoy those interests in a social setting.

Building social connections takes time and effort, but it's a skill you can use all of your life.

After all, no matter what your age, a hug from a friend can help lighten a heavy load. Sharing a laugh with friends boosts positive feelings that can strengthen your mind, heart and health.

Sources: Mental Health America; Office on Women's Health

Connect with others: It's good for your health

When life is hectic, it's easy to become isolated. We put our heads down and push through chores and deadlines. The to-do list never ends.

Take time to connect

Taking the time to connect with others is important.

Social networks can help lift our mood and improve our health. Maintaining strong ties with family, friends and workmates can help:

- Ease stress.
- Reduce the risk of depression.
- Reduce loneliness.
- Lower blood pressure.

- Boost the immune system.
 - Increase happiness.
- According to one study, the key difference between happy people and those who were less happy was good relationships.
- Provide support if you're dealing with a chronic illness.

Having a circle of support may help us live longer too.

Making bonds stronger

It's true that humans are wired to connect, but sometimes the wiring needs a new place to plug in.



Protect your teen's health

We know preteens' and teens' friendships and social lives are important. They don't want something to get in the way of being with their friends, especially a serious illness. There is good news. Staying up-to-date on your teen's vaccines (shots) protects them from getting sick.

Here are some important shots your teen needs:

Tdap. One shot of Tdap vaccine protects against these serious diseases: tetanus, diphtheria and pertussis (also called whooping cough). Preteens should get Tdap at age 11 or 12.

MCV. Two shots of meningococcal conjugate vaccine (MCV) protect against some of the bacteria that can cause meningitis (swelling of the lining around the brain and spinal cord) and sepsis (an infection in the blood).

HPV. Depending on your child's age, either **two or three** shots of human papillomavirus (HPV)

vaccine protect girls from the types of HPV that cause most cervical cancers. HPV shots also help to protect boys from the types of HPV that cause genital warts.

Flu. Annual flu shots protect against the flu and other health problems the flu can cause, like dehydration (loss of body fluids), making asthma or diabetes worse, or even pneumonia.

Other shots. Your teen may also need these shots:


- Measles, mumps, rubella (MMR)
- Hep B
- Polio
- Hep A
- Pneumococcal
- Varicella

Your teen may need catch-up shots that they didn't get as a baby. Call your teen's doctor today to schedule an appointment. Don't forget to ask if your teen needs any other shots.

Need help? Go online

Turn to aetnabetterhealth.com/florida. From the member home page, click on each section to learn about the following:

- Benefits included and excluded from your coverage
- The prescription drug formulary and pharmacy procedures
- Charges you may be responsible for
- Benefit limits and getting care outside the system or service area
- Language assistance, including interpreter services
- Submitting a claim for covered services
- Finding network providers and information about them
- Getting primary care, including points of access
- Getting specialty, behavioral health or hospital care
- Getting care after office hours
- Getting emergency care and knowing when to call **911**
- Filing a complaint, appeal or fair hearing
- Evaluation of new medical technology
- What utilization management (UM) is, how we make decisions and how to contact our UM department
- Our disease management and case management programs
- Member rights and responsibilities
- Our privacy practices
- Our quality and compliance efforts and outcomes, including a description of our quality management program

 **If you need help** making an appointment, call Aetna Better Health Member Services at **1-844-528-5815 (TTY: 711)**. We're available 24 hours a day, 7 days a week.



Continuity of care.

If you are a new member who is at this time in active care with a doctor and getting a covered service, we will help you with your coordination of care without requiring additional permission. We will continue to pay for the care you are receiving for 30 days from your enrollment date with no cost to you.

Please call us at **1-844-528-5815 (TTY/TDD: 711)**, from 8 a.m. to 7 p.m., for more information.



Filing an appeal

A plan appeal is a formal request from an enrollee to seek a review of an action taken by the managed care plan. A plan appeal must be filed within sixty (60) calendar days of receiving the Notice of Action. If the plan appeal is filed orally (except for an expedited appeal), it must be followed up with a written notice within ten (10) calendar days of calling in the plan appeal. A Florida Healthy Kids member may file a plan appeal, or a provider acting on the member's behalf

with written authorization may file a plan appeal. To file a plan appeal, call Member Services at **1-844-528-5815**, Monday through Friday, 8 a.m. to 7 p.m. Eastern Time (**TTY: 711**).

Or you can write to:

*Aetna Better Health of Florida
Grievance & Appeals Department—FHK*
1340 Concord Terrace
Sunrise, FL 33323
Fax: **1-888-684-4928**

Benefits and copayments

You can find a list of covered and non-covered benefits and services in your Member Handbook and on our website. Your Member Handbook also discusses some costs that may be your responsibility.

Costs you may need to pay

As an Aetna Better Health member, you are generally not responsible for paying for covered health care services. There are some exceptions though. For example, if you receive a service and your provider tells you beforehand that it's not a covered benefit, you may be responsible for paying for it.

If you get a bill from your doctor for a covered health care service, call us.

Flu season is coming: What you need to know

Keep it clean. You can get flu if you touch something that a sick person has touched or coughed or sneezed on, and then touch your own eyes, nose or mouth. But you have the power to keep flu away.

- Wash your hands with soap and water regularly: before and after you eat, after you go to the bathroom, and after you've been in a public place.
- Use antibacterial hand cleaners if soap and water aren't available.
- Avoid touching your eyes, nose and mouth.
- Finally, keep a distance from people who are sick. And if you start to feel sick, be considerate of others—cough or sneeze into your sleeve or a tissue, and stay home.

Get the flu shot. It's still your first line of defense. Influenza (flu) is a contagious disease

that spreads around the United States every year, usually between October and May. Flu is caused by influenza viruses and is spread mainly by coughing, sneezing and close contact. Anyone can get flu. Flu strikes suddenly and can last several days. Symptoms vary by age but can include:

- Fever and chills
- Sore throat
- Muscle aches
- Fatigue
- Cough
- Headache
- Runny or stuffy nose

Flu can also lead to pneumonia and blood infections. Flu can cause diarrhea and seizures in children. If you have a medical condition, such as heart or lung disease, flu can make it worse. Flu is more dangerous for some people. Infants and young children, people

65 years of age and older, pregnant women, and people with certain health conditions or a weakened immune system are at greatest risk. Each year thousands of people in the United States die from flu, and many more

are hospitalized. A flu shot can:

- Keep you from getting flu
- Make flu less severe if you do get it
- Keep you from spreading flu to your family and other people



Healthy Behaviors programs

We offer programs to our members who want to stop smoking, lose weight or address any substance use problems. We also offer prenatal and after-delivery programs.

We reward members who join and meet certain goals. If you participate and meet certain goals, you can earn gift cards.

You do not have to join the Healthy Behaviors program. The choice is yours to be a part of the program. To learn more about the Healthy Behaviors program, call us toll-free at **1-844-528-5815**.



Do I need a referral?

For some care, you may need to get a referral from your primary care physician. If you don't get a referral and you see a

doctor that is not in our network, you will have to pay for the visit. However, emergency services, post-stabilization and family planning services

do not require a referral if you go to an in-network provider. If you have any questions, please call Member Services at **1-844-528-5815**.

When your child has an ongoing health problem

A health problem that won't go away—that's not an easy thing to live with. And it can be especially hard on kids.

But you can help your child cope, even thrive, in spite of a chronic illness. Whether it's asthma, diabetes or some other condition, these ideas can help you both.

Learn all you can about the illness. Share what you learn with your child. Just be sure the information you share is

appropriate to your child's age. Let your child's questions help you decide what to say and how to say it.

Help your child be in charge of his or her illness. Again, base the level of responsibility on your child's age.

Listen to your child's concerns. Let your child know it's OK to talk about it.

Source: American Academy of Pediatrics

What if my doctor sends me for lab tests?

Your doctor will send your lab tests to Lab Corp. If you need to take a lab test outside of your physician's office, please go to Lab Corp.

No other labs are in-network. You will be responsible for the bill if you do not go to Lab Corp.

 **To find a location** near you, please call **1-800-877-5227** or go to **labcorp.com**.

Birth control basics

The birth control method you use is a personal choice that should be considered carefully. Abstinence is the most effective form of birth control. Other types of birth control methods include:

Devices that block a man's sperm from reaching a woman's egg include:

- Condoms
- Diaphragms and cervical caps
- Contraceptive sponges

Hormones that stop the release of a woman's egg or keep a man's sperm from joining an egg include:


- Birth control pills
- Birth control patches that are worn on the skin
- Shots given every three months (They can be hard on your bones, though. So you shouldn't use them more than two years in a row.)
- Vaginal rings
- Implants placed in your body for a long time

Just keep in mind that birth control methods aren't foolproof. To work best, they must be used correctly every time. Talk with your provider about which birth control option is best for you.



Helping you live well.

We help our members who have serious or long-term medical needs. One way we do this is through our Case Management programs. Case Managers are registered nurses or social workers who work for us. They are here to help you manage your care. Do you have concerns or issues? They can help you talk to your doctor. If you need case management, please call Member Services. Use the number on your member ID card.

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. 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. Aetna Better Health® of Florida is a Managed Care Plan with a Florida Medicaid Contract. Health or wellness or prevention information.

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AETNA BETTER HEALTH® OF FLORIDA

Nondiscrimination 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:
 - 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 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 East Cotton Center Boulevard
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**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **711**).

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**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**)。

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**).

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**).

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**).

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**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

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.

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.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)