

## HEALTHY LIVING

# Your Aetna Better Health plan made easier

We're here to support you — whether you need a routine checkup, help managing a condition or answers about your benefits. Find out what's available to you so you know where to turn for care and support. View this info online at [AetnaBetterHealth.com/education/florida-info](https://www.aetna.com/betterhealth/education/florida-info)

### ✔ Review your member handbook

It's your go-to source for plan information. It covers everything you need to know, including:

- What your plan covers
- How to get care
- How to file a complaint, grievance or appeal
- How we make decisions about your care
- Special programs and benefits to help you stay healthy

You can view your handbook online at [AetnaBetterHealth.com/florida/member-materials-forms.html](https://www.aetna.com/betterhealth.com/florida/member-materials-forms.html)

Prefer a hard copy?  
Call Member Services at **1-844-528-5815 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.

### ✔ Know your rights

As an Aetna Better Health member, you have certain rights and responsibilities.

Go to [AetnaBetterHealth.com/florida/medicaid-rights-responsibilities.html](https://www.aetna.com/betterhealth.com/florida/medicaid-rights-responsibilities.html) for a complete list.

### ✔ Get language help

We offer language services at no cost to you. That includes interpreter services in any language (including sign language). You can also ask for written materials in any language. We also offer materials in other formats, such as large print, audio or accessible electronic formats.

Go to [AetnaBetterHealth.com/florida/notice-of-non-discrimination.html](https://www.aetna.com/betterhealth.com/florida/notice-of-non-discrimination.html) or call Member Services for help.



## Learn about your benefits and care options

Whether you're managing a condition or just trying to stay healthy, we have programs and benefits that can help. Visit our website to learn more about:

- Your pharmacy benefits
- Our population health management programs
- How we make decisions about your care
- The guidelines our providers follow
- What we're doing to improve our services

# Find the right primary care provider

A primary care provider (PCP) is your main doctor for checkups and care. Here's why having the right PCP matters — and how to choose one.

## 1 They are a trusted partner in health

You should feel comfortable asking your PCP anything. No worry is too small, and no question is silly. Your PCP knows your health history and can help you get the care you need.

## 2 They can help you manage a chronic condition

If you or your child has a long-term condition like asthma, diabetes or high blood pressure, your PCP can help. They work with your other providers to help you create and follow your care plan.

## 3 They can help prevent health problems

Your PCP doesn't just treat you when you're sick — they help you stay healthy. Regular checkups and screenings can find problems early, before you feel sick.

## 4 They can help guide you through your health care

Health care can feel confusing. Your PCP helps make it easier to understand. They can help by:



- Referring you to other doctors when needed
- Helping you understand your test results
- Making sure all parts of your care work together

## 5 They provide well-rounded care

Your PCP cares about all parts

of your health. They can help with:

- Mental health
- Healthy food choices
- Exercise
- Wellness goals

They can even help you get support for things like housing, childcare, food access and more.

**Don't have a PCP or want a new one?** Search our provider directory online at [AetnaBetterHealth.com/florida/find-provider](https://AetnaBetterHealth.com/florida/find-provider). Or call Member Services for help.

# Get more from your yearly checkup

These visits are a chance to talk openly with your provider, ask questions and stay on top of your health. Here are a few simple ways to get the most out of your appointment.

## Write down your questions

It's easy to forget what you want to ask during the visit. Having your list of questions handy helps you cover everything on your mind.

## Know your family medical history

Make note of any conditions your parents, grandparents or siblings have had. This will help your PCP decide which health screenings you might need and when.

## Be honest

Your PCP is there to help, not judge. Being honest and detailed will help them take better care of you.

## Record your conversation

That way you don't have to worry about taking notes while you talk. (Ask your PCP if it's OK first.) Or, you can bring someone with you to help take notes and ask questions.

## Help calm kids' nerves

Explain why they're going to the doctor and what will happen at the visit. Get them involved by coming up with questions for the doctor together.



## When should I get a checkup?

Adults should get a checkup at least once a year.

Kids need checkups, called well-child visits, more often based on age. Here's what experts recommend for little ones:

- **Babies under a year old** should see their PCP at 3-5 days, 1 month, 2 months, 4 months, 6 months and 9 months.
- **Children 1 to 3 years old** should see their doctor at 12 months (1 year), 15 months, 18 months, 24 months (2 years) and 30 months.
- **Kids three years and older** should see their doctor once a year.



## Simple food swaps for a healthier heart

Your heart works hard for you. Show it care with these tips for building a heart-healthy plate.

### Fill half your plate with produce

Leafy greens like spinach and fruits like berries help support heart health and fight inflammation.

### Choose whole grains

Brown rice, oatmeal and whole-grain bread have more fiber. Fiber can help lower cholesterol.

### Pick lean proteins

Fish like salmon have healthy fats that support your heart. Chicken and turkey are lower in saturated fat.

### Go meatless

Eating more plant-based meals can help lower your risk of heart disease. Add one or more vegetarian meals to your weekly menu.

### Opt for low-fat dairy

Choose fat-free or low-fat versions of milk, cheese and yogurt. They are lower in saturated fat, which can raise bad cholesterol.

### Cook with heart-healthy oils

Use oils, like olive or canola oil, instead of butter or shortening. Oils have healthy fats that can help lower bad cholesterol.

### Season wisely

Use herbs and spices instead of salt. Too much salt can raise your blood pressure.

# Family planning for every body

Family planning does more than prevent or prepare for pregnancy. It includes routine care that helps protect your body and supports your health now and in the future. Here's what to know.

Family planning means care for your reproductive health. Even if you don't want kids now, or ever, this care is still important.

Family planning helps you:

- Learn about your body
- Prevent pregnancy
- Prepare for pregnancy
- Practice safe sex
- Prevent or treat sexually transmitted infections (STIs)

A family planning visit may include:

- Talking about your health and your plans for the future
- A well-woman exam and other health screenings
- Learning about birth control and picking the method that works best for you
- Help with infertility or getting pregnant
- Testing for and prevention of STIs
- Referrals to other care if you need it.

You do not need a referral to see a family planning provider. You can go to any provider you trust and feel comfortable with. That includes providers who are in- or out-of-network.

Family planning services are here to help you make the best choices for yourself.



**Are you pregnant or trying to get pregnant?**

Go to [AetnaBetterHealth.com/florida/pregnancy-care.html](https://www.aetna.com/better-health/florida/pregnancy-care.html) for more info on extra benefits and care for pregnancy.



## Take charge of your sexual health

Many people get a sexually transmitted infection (STI) during their lives. Prevention and testing can help protect your health.

STIs can pass from one person to another during sexual contact. Some STIs can also spread from sharing needles.

The good news: Many STIs are treatable. Especially when they're found early.

### Know the signs

STIs can have different symptoms. Here are some common ones to watch for:

- Pain or burning when peeing
- Sores, bumps or rashes around the genitals
- Changes in fluid from the penis or vagina (you might notice a

strong smell or different color or amount of discharge)

- Genital itching or pain
- Pain during sex
- Lower belly pain

Not everyone with an STI has symptoms. Testing is the only way to know for sure.

### Get tested

Testing for STIs is covered by your health plan. Ask your provider about getting tested. Especially if you have a new partner or more than one partner. Or if you have any symptoms.

Testing is also important for pregnant people. STIs can cause problems during pregnancy. And they can be passed to the baby during childbirth. If you test positive for an STI, your provider can treat it to keep you and your baby safe.

STIs are common. But help is here. Getting tested and treated are steps you can “take for yourself, your partner and your family. Your provider is there to answer questions and help you get the care you need.

## **Nondiscrimination Notice - Discrimination is Against the Law.**

Aetna Better Health of Florida complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Aetna does not exclude people or treat them less favorably because of race, color, national origin, age, disability, sex, health status or need for health care services.

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 reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our Civil Rights Coordinator.

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, sex, health status, or need for health care services, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator  
PO Box 818001  
Cleveland, OH 44181-8001

Telephone: [1-888-234-7358](tel:1-888-234-7358) (TTY [711](tel:711))

Email: [MedicaidCRCoordinator@aetna.com](mailto: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](tel:1-800-368-1019), [800-537-7697](tel:800-537-7697) (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.  
This notice is available at the Aetna Better Health website:  
[www.AetnaBetterHealth.com](http://www.AetnaBetterHealth.com).

Aetna Better Health 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, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-800-385-4104 (TTY: 711)** or speak to your provider.

**SPANISH:** ATENCIÓN: Si habla español, tiene a su disposición servicios de idiomas gratuitos. También, están disponibles sin cargo ayudas y servicios auxiliares apropiados para brindarle información en formatos accesibles. Llame al **1-800-385-4104 (TTY: 711)** o hable con su proveedor.

**FRENCH CREOLE:** ATANSYON: Si w pale Kreyòl Ayisyen, gen asistans pou lang gratis ki disponib pou ou. Èd ak sèvis oksilyè pou bay sèvis nan fòm ki aksesib disponib tou gratis. Rele **1-800-385-4104 (TTY: 711)** oswa pale ak founisè w la.

**VIETNAMESE:** CHÚ Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Bạn cũng sẽ được cung cấp miễn phí các dịch vụ và hỗ trợ bổ sung thích hợp để nhận thông tin ở các định dạng dễ tiếp cận. Hãy gọi số **1-800-385-4104 (TTY: 711)** hoặc trao đổi với nhà cung cấp dịch vụ của bạn.

**PORTUGUESE:** Atenção: se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Além disso, oferecemos, sem custo adicional, recursos auxiliares adequados para disponibilizar informações em formatos acessíveis. Ligue para **1-800-385-4104 (TTY: 711)** ou fale com o profissional de saúde responsável pelo seu cuidado.

**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，亦可以免費獲得適當的輔助工具和服務，以便您無障礙地使用資訊。請致電 **1-800-385-4104 (TTY: 711)** 或諮詢您的醫療保健提供者。

**FRENCH:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Des aides et services auxiliaires adéquats visant à fournir des informations dans des formats accessibles sont également proposés gratuitement. Appelez le **1-800-385-4104 (TTY: 711)** ou adressez-vous à votre prestataire.

**TAGALOG:** Paunawa: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na pantulong na device at serbisyo para magbigay ng impormasyon sa mga naa-access na format. Tumawag sa **1-800-385-4104 (TTY: 711)** o makipag-usap sa iyong provider.

**ARABIC:** إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. وكما تتوفر أيضًا معينات وخدمات مساعدة مناسبة لتقديم المعلومات بتنسيقات يسهل الوصول إليها مجانًا. اتصل على الرقم 1-800-385-4104 (TTY: 711) أو تحدث إلى مقدم الخدمة الخاص بك.

**RUSSIAN:** ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Кроме того, бесплатно предоставляются соответствующие вспомогательные средства и услуги по передаче информации в доступных форматах. Позвоните по номеру 1-800-385-4104 (TTY: 711) или обратитесь к своему поставщику услуг.

**ITALIAN:** ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Sono inoltre disponibili gratuitamente adeguati aiuti e servizi ausiliari per fornire informazioni in formati accessibili. Chiamare il numero 1-800-385-4104 (TTY: 711) o parlare con il proprio fornitore.

**GERMAN:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Geeignete Hilfsmittel und Dienstleistungen zur Bereitstellung von Informationen in zugänglicher Form sind ebenfalls kostenlos erhältlich. Rufen Sie 1-800-385-4104 (TTY: 711) an oder sprechen Sie mit Ihrem Anbieter.

**KOREAN:** 주의: 한국어를 구사하는 경우, 무료 언어 지원 서비스를 이용할 수 있습니다. 접근 가능한 형식으로 정보를 제공하는 적절한 보조 도구와 서비스도 무료로 이용할 수 있습니다. 1-800-385-4104 (TTY: 711)로 전화하거나 제공업체와 통화하세요.

**POLISH:** UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Dodatkowe środki pomocnicze oraz usługi, zapewniające informacje w dostępnych formatach, są również dostępne nieodpłatnie. Zadzwoń pod numer 1-800-385-4104 (TTY: 711) albo zwróć się do swojego dostawcy.

**GUJARATI:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. સુલભ ફોર્મટમાં માહિતી મેળવવા માટે યોગ્ય સહાયક સહાયતા અને સેવાઓ પણ નિ:શુલ્ક ઉપલબ્ધ છે. 1-800-385-4104 (TTY: 711) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

**THAI:** ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี มีความช่วยเหลือและบริการเสริมจัดไว้ให้เพื่อใช้ตรวจสอบข้อมูลผ่านรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่ายใด ๆ ติดต่อหมายเลข 1-800-385-4104 (TTY:711) หรือพูดคุยกับผู้ให้บริการของคุณโดย ตรง