

# Happiness



[AetnaBetterHealth.com/Kansas](https://AetnaBetterHealth.com/Kansas)

Aetna Better Health® of Kansas

## Get wellness products with the over-the-counter catalog.

The over-the-counter (OTC) catalog benefit offers you an easy way to order CVS brand over-the-counter health and wellness products by phone at **1-888-628-2770 (TTY: 711)** or online at **CVS.com/OTCHS/AetnaKS**. You can order \$25 worth of items per household each month from a list of approved OTC items. OTC Health Solutions will ship them directly to your home address within 7 to 10 business days.

Your OTC benefit can be used multiple times throughout the month, up to the \$25 monthly allowance. There is no limit on the number of items you may order. There is a limit of five (5) for any single item per month.

You can only get one (1) blood pressure monitor per year. Unused benefit amounts do not roll over to the next month.

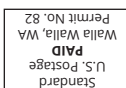
Returns or exchanges are not allowed. If you have questions, you may call us at **1-888-628-2770 (TTY: 711)**, from 9 AM to 8 PM Eastern time, Monday through Friday.

Each month, you can order up to \$25 worth of the following products:

- Cold remedies
- Digestive health
- Eye and ear care
- First aid
- Foot care
- Home diagnostics
- Incontinence
- Oral care
- Pain relievers
- Personal care
- Vitamins and minerals
- Plus much more!

**Spring 2021**

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Aetna Better Health® of Kansas  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210

## Answers to common questions our members ask.

**Q. What should I do if I lose my member ID card? Or if I don't get one?**

**A.** Call Member Services at **1-855-221-5656 (TTY: 711)** to get a new ID card.

**Q. How will I know the name of my primary care provider (PCP)?**

**A.** Your ID card will list the name and phone number of your PCP. This will be on the front of your ID card.

**Q. Can I change my PCP if I need to?**

**A.** Yes. Please call Member Services at **1-855-221-5656 (TTY: 711)** for help. We will check if the new PCP is accepting new patients.

**Q. What hospitals can I use?**

**A.** We use many contracted hospitals. Check the provider directory online at **AetnaBetterHealth.com/Kansas**. You can also call Member Services at



**1-855-221-5656 (TTY: 711)** to get a current list of our contracted hospitals.

**Q. What is an emergency?**

**A.** An emergency is when you have a serious medical problem. This means you are in danger of lasting harm or dying. If you have an emergency, go to the nearest hospital or call **911**.

**Q. Do you have urgent care?**

**A.** Yes. If you have an urgent care need, call your PCP. At night or on weekends or holidays, your PCP's answering service will take your call. Your PCP will call you back and tell you what to do.

### Important for you to know:

- Aetna Better Health does not give rewards to encourage our doctors or our staff to limit your health care services. We use guidelines to offer and approve services that meet your health care needs. Call **1-855-221-5656 (TTY: 711)** for more information.
- We work with doctors, hospitals and clinics in Kansas to make sure you have an easier and better care experience. Find out more on our website at **AetnaBetterHealth.com/Kansas/members/resources**.

## Are COVID-19 vaccine ingredients safe?

COVID-19 vaccines give us our best shot at beating the virus. Concerned about what's in them? These facts may give you peace of mind.

### No live coronavirus in the vaccine

None of the current vaccines uses the real coronavirus to build immunity. Instead, they deliver instructions to your cells to make a harmless piece of the virus called the spike protein. This teaches the immune system to fight the real virus. But there's no way the vaccines can give you COVID-19.

Pfizer-BioNTech's and Moderna's vaccines use messenger RNA (mRNA) to deliver those instructions. Janssen's vaccine uses another harmless virus to deliver the coronavirus's DNA to your cells. But that mRNA or DNA does not stay in your body. And it can't change your own DNA in any way.

### Also not included

The vaccines also do not have:

- Preservatives, such as thimerosal (which contains an organic form of mercury).
- Formaldehyde, used to help make some vaccines.
- Eggs, latex or antibiotics. Some people are allergic to these things.
- Microchips. No one is putting microchips in the vaccines to track us. That's a myth. In fact, it's not even possible to do so.

### Talk to your doctor


Like all vaccine ingredients, those in the COVID-19 vaccine serve a specific purpose. Some help the vaccine work. Others are needed to help make the vaccine. Ask your doctor if you have any concerns about what's in the vaccines.

You can help make your shot even safer by telling your doctor if you:

- Have any allergies or other health problems
- Have ever had an allergic reaction to a vaccine

*Sources: Centers for Disease Control and Prevention; World Health Organization*



**Contact us**  Aetna Better Health® of Kansas  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210  
**AetnaBetterHealth.com/Kansas**

Member Services: **1-855-221-5656 (TTY: 711)**  
24 hours a day, 7 days a week  
Nurse Line: **1-855-221-5656 (TTY: 711)**  
Transportation: **1-866-252-5634 (TTY: 711)**

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Kansas. This newsletter contains general health information that 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.

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## 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:
  - 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 East Cotton Center Boulevard  
Phoenix, AZ 85040

**Telephone: 1-888-234-7358 (TTY: 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, 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.

## Aviso sobre la no discriminación.

Aetna cumple con las leyes de derechos civiles federales aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo. Tampoco excluye a las personas ni las trata de forma diferente por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo.

Aetna brinda lo siguiente:

- Asistencia y servicios gratuitos a personas con discapacidad para que puedan comunicarse con nosotros de manera eficaz, como los siguientes:
  - Intérpretes del lenguaje de señas calificados.
  - Información escrita en otros formatos (en letra grande, audio, formatos electrónicos accesibles, etc.).
- Servicios de idiomas gratuitos a personas cuyo idioma primario no es el inglés, como los siguientes:
  - Intérpretes calificados.
  - Información escrita en otros idiomas.

Si necesita un intérprete calificado, información escrita en otros formatos, traducciones u otros servicios, llame al número de teléfono que figura en su tarjeta de identificación o al **1-800-385-4104**.

Si cree que Aetna no le ha brindado estos servicios o lo ha discriminado de alguna otra forma por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo, puede presentar una reclamación a nuestro coordinador de derechos civiles a la siguiente dirección:

**Dirección:** Attn: Civil Rights Coordinator

4500 East Cotton Center Boulevard, Phoenix, AZ 85040

**Teléfono: 1-888-234-7358 (TTY: 711)**

**Correo electrónico: [MedicaidCRCoordinator@Aetna.com](mailto:MedicaidCRCoordinator@Aetna.com)**

Usted puede presentar una reclamación personalmente, por correo postal o correo electrónico. Si necesita ayuda para presentar una reclamación, nuestro coordinador de derechos civiles está disponible para ayudarlo.

También puede presentar una queja sobre derechos civiles en el portal para quejas de la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos ingresando en **<https://OCRPortal.HHS.gov/ocr/portal/lobby.jsf>**. Además, puede hacerlo por correo postal o por teléfono: 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)**. Los formularios de quejas se encuentran disponibles en **<http://www.HHS.gov/OCR/Office/File/Index.html>**.

“Aetna” es el nombre comercial que se utiliza en los productos y servicios proporcionados por una o más de las compañías subsidiarias del grupo Aetna, entre las que se incluyen Aetna Life Insurance Company y sus filiales.

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Lao	ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Burmese	သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Hmong	Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.
Persian Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.
Swahili	Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.