



Aetna Better Health® of Maryland



Eat well

Summer 2019

Manage your weight the healthy way

If you want to lose weight, a long-term healthy plan for eating and exercising is best. It's not new or trendy. But it works for most people.

What's on your plate?

A healthy diet combines fewer calories with better nutrition.

- You can get both with a diet that:
- Has mostly fruits, vegetables, whole grains, and low-fat or nonfat dairy products
- Includes lean meats, fish, eggs, beans and nuts
- Limits unhealthy fats, salt and added sugars

Aim to lose between 1 and 2 pounds per week. It's a healthy goal and one you can meet. That usually means eating 500 to 1,000 fewer calories each day.

Try keeping a record of everything you eat. It may help you spot problems in your diet.

Time to get active

- Exercise is good for you in so many ways. It helps you manage your weight by burning calories. It also:
- Lowers your risk for heart disease, diabetes and other long-term health problems
- Makes your lungs and muscles stronger
- Helps you sleep better

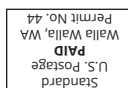
Aim for 150 minutes of exercise spread out over the week. But the more you exercise, the better.

Talk with your doctor if you have questions about how much exercise is right for you.

Sources: Academy of Nutrition and Dietetics; National Institutes of Health



To learn more about health education, call **1-866-827-2710** and ask to speak to a case manager.



Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256

Lead poisoning

Five ways to protect children

It takes work to keep kids safe. But if you're a parent, you know it's worth it. One thing you might not know, however, is that keeping kids safe includes protecting them from lead.

Lead is a poisonous metal that's harmful to kids' health. Years ago — before people knew it was dangerous — it was put in paint. That means that in older housing, kids might come in contact with it.

They may chew on paint chips, or paint may contaminate dust as it breaks down. That dust can get on toys or other things kids put in their mouths.

To protect your family:

1. If your home was built before 1978, ask your health department how to get it tested for lead.
2. Keep kids away from peeling paint or surfaces they might chew on. If your home is being updated, keep kids out until work is complete.
3. Wash children's hands and toys often.
4. Regularly use a wet mop on bare floors. Wipe windowsills and window wells with a wet cloth.
5. All children should be tested for lead between 12 and 23 months old, before they turn age 2.

Sources: *Centers for Disease Control and Prevention; National Institute of Environmental Health Sciences*

Asthma: Take control with your controller



Asthma is the most common chronic disease in children and affects more than 20 million adults. A severe asthma attack can be very serious, but there are very effective medicines for controlling it. There are two main kinds of asthma medicines: rescue and controller medicines.

Albuterol is the most common rescue medicine. It's an inhaled medicine that works to quickly open up your lungs and allows you to breathe normally again. Always keep a rescue inhaler with you (keep one at work or school while you carry the other). It starts working in 30 minutes and lasts for up to 6 hours. Your rescue inhaler should only be used when your asthma is triggered or 30 minutes before exercising.

Controller medications are longer-acting inhaled medications that help open up your lungs and may also contain medicine that prevents swelling in the lungs. You should use your controller inhaler every day, usually one time in the morning and one time in the evening. They take much longer to start working than your rescue medicine and won't help you during an asthma attack. Over time, you should notice it's easier to breathe, you'll have fewer asthma attacks and you should have to use your rescue inhaler less often.

If you have any questions about how to properly use your inhaler, you can always ask your doctor or your local pharmacist to show you.

Check out our Website

aetnabetterhealth.com/maryland

What you can find:

Information about your rights and responsibilities

Member Handbook

Provider directory

Pharmacy/prescription and other health benefit information

Information about our Case Management Program, Utilization

Management Program, and our Quality Improvement Program

Clinical Practice Guidelines



If you do not have internet access, give us a call at **1-866-827-2710** and we can send you the written information as needed.



A full description of the Rights and Responsibilities can be found in the Member Handbook and on the Aetna Better Health website at aetnabetterhealth.com/maryland.

aetnabetterhealth.com/maryland

Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

Fraud: when a person intentionally deceives the system to receive an unauthorized benefit

Waste: overusing Medicaid resources

Abuse: causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately using one of the following options:

Call Aetna Better Health Member Services: **1-866-827-2710** or **1-855-877-9735**

Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or

http://dhmh.maryland.gov/oig/Pages/Report_Fraud.aspx

Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or

<https://oig.hhs.gov/fraud/report-fraud/index.asp>

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you have the choice to remain anonymous when you make the report. However, it is good to provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions imposed by government entities and exclusion from future participation in Medicaid and any services provided by the state and federal government.



Diabetes Prevention Program

Aetna Better Health of Maryland has a new Diabetes Prevention Program (DPP) starting July 1, 2019. Diabetes is a disease where your blood sugar is too high. This program is to help keep people who are overweight and have high cholesterol from getting diabetes.

DPP classes are led by a coach who teaches you how to eat right, exercise and handle stress. People in the group help each other. You can take classes in person or online.

We want to help you stay healthy. Interested? Call **1-866-827-2710** and ask to speak with a case manager.

How to file a complaint, grievance or appeal

If you disagree with a provider or Aetna Better Health of Maryland about an adverse benefit determination, this is called a complaint. If your complaint is about a service you or your provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal. You must file an appeal within 60 days from the date that you receive the letter saying we will not cover the service you wanted. Your doctor can also file an appeal

for you if you sign a form giving him/her permission.

A complaint about something not related to a service is called a grievance. Examples of grievances include quality of care issues, not being treated fairly by someone who works here or at your doctor's office, or trouble getting an appointment. A grievance can be filed at any time.

To file a grievance or appeal, you can call us at **1-866-827-2710**. Our

customer service representatives will assist you with filing a complaint, grievance, or appeal. You will need to confirm the appeal request in writing, unless it is an expedited request. We will send you a simple form that you can sign and mail back. We will assist you in completing the form as needed. For more information about appeals and grievances, see pages 42-45 of your Member Handbook.

Outgrowing pediatrics: When your child is ready for adult health care

You've seen your child pass many milestones. Now he or she is nearing adulthood. And there's a new milestone: Your child will need to switch from pediatric to adult care — and may need to find a new doctor.

This change usually occurs between the ages of 18 and 21 but should be based on your child's needs. You can help your child prepare. Make sure he or she knows:

What kind of health insurance do I have?

Do I know my medical history?

What medicines do I take, and why?

Am I allergic to any medicines?

Make sure your child knows how to talk to a doctor without you being in the room. Talk with your son or daughter about what it means to be in charge of one's own health. Ask your pediatrician for help or we can help you.

Call Member Services for help choosing a new doctor: **1-866-827-2710**.

You can find more information at gottransition.org.

Sources: *American Academy of Pediatrics*; *The National Alliance to Advance Adolescent Health*



Affirmative statement about incentives

Aetna Better Health of Maryland makes Utilization Management (UM) decisions based only on appropriateness of care and service and existence of coverage. We do not reward practitioners, employees or other individuals for issuing denials of coverage. Any financial incentives Aetna Better Health of Maryland may provide to UM decision makers do not encourage them to make decisions that result in underutilization of services. We also do not use employee incentives or disincentives to encourage barriers to care and service.

If you have any questions about this statement, please call our toll-free telephone number: **1-866-827-2710 (TTY: 711)**.

Helpful information

Member Services:

1-866-827-2710 (toll-free) 24 hours a day, 7 days a week

Services for Hearing and Speech-Impaired (TTY): Call 711

24-Hour Nurse Line:

1-866-827-2710 (toll-free) 24 hours a day, 7 days a week

Vision: 1-800-879-6901 (toll-free)

Behavioral Health:

1-800-888-1965 (toll-free)

Dental: Avesis, 1-833-241-4249

Mailing address:

Aetna Better Health of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090

Interpreter service: You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).


Maryland Medicaid Enrollee Help Line: 1-800-284-4510

Emergency (24 hours): If you have a medical condition which could cause serious health problems or even death if not treated immediately, call **911**.

Website:

aetnabetterhealth.com/maryland

Visit **aetnabetterhealth.com/maryland** for the updated pharmacy formulary and latest Member Handbook. For a printed copy of anything on our website, call Member Services at **1-866-827-2710 (TTY: 711)**.

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. 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.

Nondiscrimination Statement

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email **MedicaidCRCoordinator@aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.

A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought. The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and

records of Aetna Better Health of Maryland relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD).**

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.

Such complaints must be filed within 180 days of the date of the alleged discrimination.

Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Medicaid member pharmacy information: You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at **aetnabetterhealth.com/maryland**. This can be found under the "For Members" tab, click on "Pharmacy Benefits" then "Formulary Drug List." This will lead you to the Preferred Drug List (PDL). Please note the formulary can change at any time. This is due to the ever-changing world of medicine. If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

Language accessibility statement

Interpreter services are available for free.

Español/Spanish

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

አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆኑ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስመራዊ ለተሳናቸው: **711**).

العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

Bàsòò Wùdù/Bassa

Dè de nìà ke dyèdè gbo: ɔ jũ ké òm dyi Bàsòò-wùdù-po-nyò jũ ní, nìi à wuɖu kà kò dò po-poò bɛ òm gbo kpáa. Ðà **1-800-385-4104** (TTY: **711**).

中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارایه میگردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે. કૉલ કરો **1-800-385-4104** (TTY: **711**).

Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

اردو/Urdu

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ **1-800-385-4104** (TTY: **711**) پر کال کریں۔

Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104** (TTY: **711**).

Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófẹ̀ẹ́, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).