

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/michigan-info](https://www.aetna.com/betterhealth/michigan-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/michigan/member-materials-forms.html](https://www.aetna.com/betterhealth/michigan/member-materials-forms.html)

Prefer a hard copy?
Call Member Services at **1-866-316-3784 (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/michigan/medicaid-rights-responsibilities.html](https://www.aetna.com/betterhealth/michigan/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/michigan/notice-of-non-discrimination.html](https://www.aetna.com/betterhealth/michigan/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



Aetna Better Health®
of Michigan

Questions? Go to [AetnaBetterHealth.com/michigan](https://www.aetna.com/betterhealth/michigan) or call Member Services at **1-866-316-3784 (TTY: 711)**

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/michigan/find-provider](https://www.aetna.com/betterhealth/michigan/find-provider). Or call Member Services for help.

Get more from your 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.



Get check ups, get rewards. You or your child can earn gift cards for things like wellness visits, health screenings, vaccines and more. Learn more at [AetnaBetterHealth.com/michigan/rewards-programs.html](https://www.aetna.com/betterhealth/michigan/rewards-programs.html).



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.

Your voice shapes better care.

Your feedback helps us improve the care we provide to members like you. If you get a survey, please take a few moments to complete it. Your answers are private. We value your honest feedback.

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/michigan/pregnancy-care.html](https://www.aetna.com/betterhealth/michigan/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.

An update to your transportation benefit.

Your transportation provider is changing from Access2Care to MTM Health. Your services will stay the same. And you can still call **1-844-610-7437 (TTY: 711)** to book rides.



Plan your care your way

Advance directives are a key part of your care plan. They help ensure you get the care you want.

As you get older, you may have to make many decisions about your health care. At some point, you may not be able to speak for yourself. An advance directive can make it easier for you and your loved ones to plan for these situations.

An advance directive is a legal document. It tells your doctors what medical care you want and don't want. It's used when you can't speak for yourself due to an accident or illness.

Your advance directive can include info about:

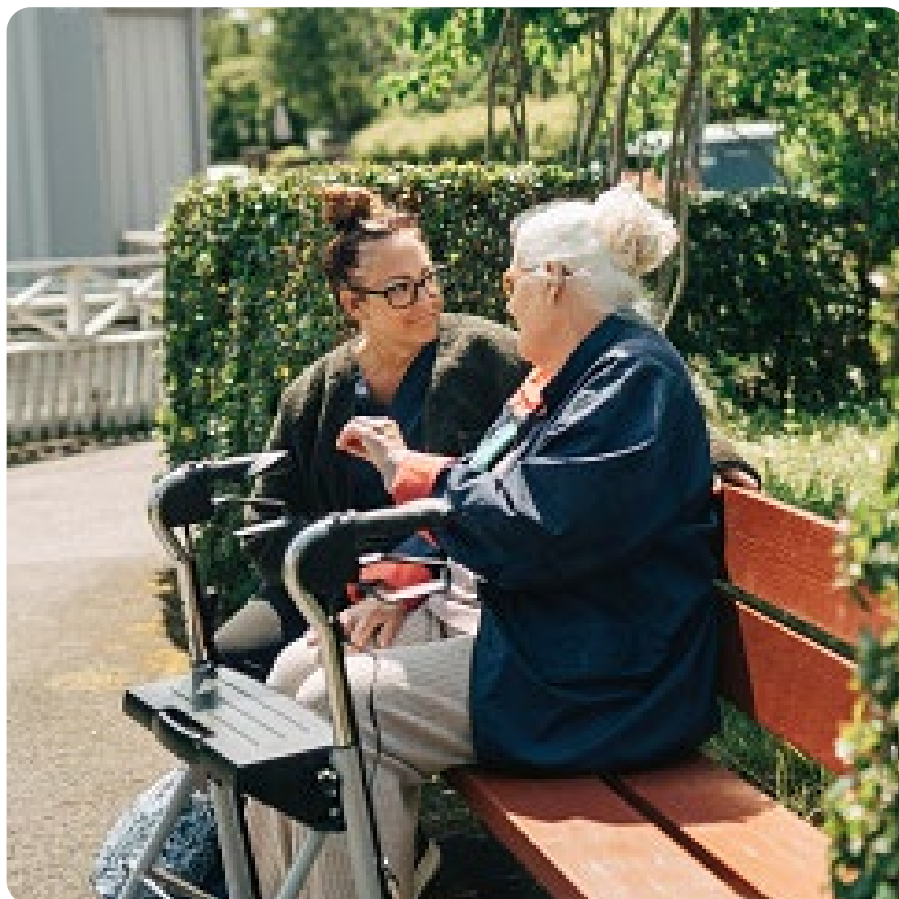
- Whether you want to be kept alive on machines
- If you wish to donate your organs after you pass away

Learn more below about two types of advance directives: health care proxy and living will.

Health care proxy

A Health Care Proxy (HCP) lets you choose someone you trust to make health care decisions for you if you cannot make them for yourself.

You decide how much power this person will have to make decisions for you. And you can decide when this goes into effect. It can be right



away. Or only after a doctor says you're unable to decide for yourself.

Living will

A living will lists your wishes for medical treatment if you're very ill and may not recover, or if you can't speak for yourself. It tells your doctors what treatment you do or don't want. This could include

treatment or care that would keep you alive when there's no chance of recovery.

Talk with your provider or care management team if you have questions about advance directives.

Go to [AetnaBetterHealth.com/michigan/advance-directive.html](https://www.aetna.com/michigan/advance-directive.html) for more info.

Coming soon: Protect your hearing

We're adding Nations Hearing benefits to you plan. Get a free annual hearing test and choose from trusted hearing aid brands. Call Member Services for more info.

Nondiscrimination Notice

Aetna Better Health® of Michigan 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, sex, sexual orientation, gender identity, 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 a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or [1-800-385-4104](tel: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 sexual orientation or gender identity, 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

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), [1-800-537-7697](tel:1-800-537-7697) (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: AetnaBetterHealth.com/Michigan

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.

