



Aetna Better Health[®] of Michigan



Together

Member Newsletter

Spring 2020

Five ways to weather the worst of spring allergies

Spring brings welcome sunshine and warmer temperatures. For people with seasonal allergies, it can also bring itchy eyes, coughing, sneezing and wheezing. Here's how to keep symptoms at bay so you can enjoy spring:

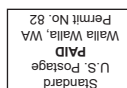
- **Spring clean.** Sweep away any dust or cobwebs that gathered over winter. Vacuum dog and cat hairs from where pets sit and sleep. Furry friends can track in pollen from outdoors.
- **De-mold.** Mold grows where there's moisture. Look for it in bathrooms, basements and other damp places.
- **Keep windows shut.** You may want to welcome spring with open windows, but pollen can drift indoors along with the

fresh air. Inside, it can settle on carpets, furniture and bedding. If the weather is warm, use an air conditioner.

- **Visit the doctor.** An allergist can test you and suggest the best treatments for your allergies. That may include allergy shots. If you're given medicine, take it as your doctor instructs.

- **Watch the clock.** Depending on the season and what type of pollen you're allergic to, pollen levels may be better or worse at certain times of the day. Look up when pollen counts are lowest, and plan outdoor activities around those times.

Sources: American College of Allergy, Asthma & Immunology; American Lung Association



Aetna Better Health[®] of Michigan
1333 Gratiot Ave.
Suite 400
Detroit, MI 48207

MyActiveHealth

Great news! As part of your health benefits, you're automatically a member of **MyActiveHealth.com**. MyActiveHealthSM is a secure, online site that has all the health information that's important to you in one convenient place. There's even a Personal Health Record (PHR), where you can store all your health data and medical history for easy access.

At MyActiveHealth, your health information works hard to help you take better care of yourself. That's just the beginning, because the site is also your personal gateway to lots of other great health programs and services. You can log on 24/7 and start using the wide range of helpful tools and resources at your disposal. You'll even have a

homepage that you can design around your preferences.

The best part is, none of it will cost you a thing. No kidding! MyActiveHealth is part of the benefits you already get. Just a few of the things you can do at **MyActiveHealth.com**:

- Create email reminders of doctors' appointments and record them on a calendar.
- Use any computer to access your secure PHR and share health information, even at the doctor's office.

- See the most important things you can do for your health — and take action on them.
- Listen to a podcast, watch a video or print out materials on health topics of interest to you.
- Get the latest news on issues important to your health.
- Find out about resources and programs your health plan makes available to you.
- Check potential drug interactions.
- Find and print out recipes for great-tasting, healthy eating.



"It's not just health information. It's health information that matters to me." Go to **MyActiveHealth.com** right now to get started!



Outdoor physical activities

As the weather warms up, you may want to engage in more outdoor activities. Getting outdoors has both mental and physical benefits. People who get outdoors often have reduced stress. Experiencing nature can also help with symptoms of depression. Fresh air and activity outdoors have been shown to reduce anxiety, prevent heart disease and other chronic illness, and improve your mood.

Outdoor activities are a free way to get your daily dose of vitamin D through sunlight. According to the Environmental Protection

Agency (EPA), indoor air can be more polluted than outdoor air, even in large cities. Remember: When going outdoors, try to avoid extreme heat or cold. Protect yourself with sunscreen, and drink enough water. Don't forget that you can lose water through sweating, even in cooler weather.

The more you get out, the more opportunity to meet and interact with new people. Plus, it helps to build a strong sense of community.



Coronavirus: What you should know

Coronavirus disease 2019, also known as COVID-19, is a new lung disease caused by a virus. The virus was first passed from human to human in December 2019. It can cause sickness and pneumonia.

The symptoms of coronavirus include:

- Fever
- Cough
- Shortness of breath

Symptoms can take up to 14 days to appear after someone gets the virus. Illness can range from mild sickness to death.

How the coronavirus spreads

Experts are not sure exactly how the virus spreads. However, coronavirus may spread when:

- People are in close contact with a sick person
- A person breathes in the droplets made when a person infected with coronavirus coughs or sneezes
- A person touches something that has the virus on it, then touches their mouth, nose or eyes

How you can protect yourself and your family

For you:

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Don't share personal items.

For others:

- Stay home while you are sick.
- Avoid close contact with others when ill.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- Cough and sneeze into flexed elbow if tissue is unavailable.
- Clean and disinfect objects and surfaces.

If you are concerned about your symptoms, please see your local health care provider.

Testing for the coronavirus

Testing depends on the current status of coronavirus in your community, as well as your illness. Your health care provider (doctor, nurse, etc.) will work with the

health department to decide if testing is needed.

Preventing the spread of coronavirus in Michigan

The Michigan Department of Health and Human Services (MDHHS) began working with local health care organizations when the coronavirus outbreak began in Wuhan, China. MDHHS worked with federal partners to screen travelers and limit the number of cases entering the U.S.

MDHHS also worked with hospitals and health care workers to screen any patients who had symptoms and had traveled recently.

Information about the number of persons under investigation (PUIs) is updated daily at **[Michigan.gov/Coronavirus](https://www.michigan.gov/Coronavirus)**. If you have questions about the coronavirus, call your health care provider for more information.

Source: Michigan Department of Health and Human Services (Michigan.gov/Documents/MDHHS/2019-nCoV_Web_FAQ_Final_02.07.20_680693_7.pdf)

Happy teeth are healthy teeth

Dental care is important to your overall health. Aetna Better Health of Michigan wants to help you get the dental care you need.

Keep your teeth healthy

It's never too soon to start good dental health habits. Follow these simple dental care tips:

- Brush two times each day.
- Use fluoride toothpaste.
- Floss once each day.
- Eat a healthy diet.
- See a dentist two times each year.

Schedule an appointment today

Do you want to know how you receive dental coverage? See the chart below for details.



Dental Coverage Summary

Children	Adults		
	Pregnant women	Healthy Michigan Plan	All other adults
Healthy Kids dental coverage under age 21	Aetna Better Health of Michigan dental coverage while pregnant and continuing through 90 days postpartum	Aetna Better Health of Michigan dental coverage throughout HMP eligibility	Michigan Medicaid FFS dental coverage
Call 1-800-482-8915 to find a Healthy Kids dental provider in your area	Call DentaQuest at 1-844-870-3976 to find an Aetna Better Health dental provider in your area	Call DentaQuest at 1-844-870-3976 to find an Aetna Better Health dental provider in your area	Go to InsureKidsNow.gov to find a dentist that accepts Michigan Medicaid in your area

Aetna Better Health of Michigan's Member Services representatives can also help you schedule a dentist appointment. Call us at **1-866-316-3784 (TTY: 711)**. Call Member Services if you need a ride to the dentist. They can help.

Sometimes problems come up between dental visits. If that happens, call your dentist immediately. Your dentist can help with most urgent dental needs.

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.

Dealing with the baby blues (postpartum depression)

Women's hormones sometimes change during and after childbirth. Postpartum depression is a mood disorder that can affect women after childbirth. A mother may experience extreme sadness, anxiety and exhaustion that can affect the ability to care for herself or for others. Symptoms usually begin within the first four weeks of giving birth. However, some women report decreasing mood in the late third trimester of pregnancy.

Per the National Institute of Mental Health, postpartum depression does not have a single cause, but is controlled by many factors. Postpartum depression does not occur because of something the mother does or does not do.

After childbirth, the levels of hormones (estrogen and progesterone) in a woman's body quickly drop, which can trigger mood swings. Also many mothers are unable to get the rest they need to fully recover from giving birth. Lack of sleep can lead to the symptoms of postpartum depression.

Some symptoms of postpartum depression include, but are not limited to:

- Feeling sad, hopeless, empty or overwhelmed; crying more often than usual
- Worrying or feeling overly anxious; feeling moody, irritable or restless
- Oversleeping or being unable to sleep even when her baby is asleep
- Having trouble concentrating, remembering details and making decisions
- Experiencing anger or rage
- Losing interest in activities that are usually enjoyable
- Withdrawing from or avoiding friends and family
- Having trouble bonding or forming an emotional attachment with her baby
- Persistently doubting her ability to care for her baby
- Thinking about harming herself or her baby


If you think you are having any of these symptoms, you can call your doctor or Member Services at **1-866-316-3784** to get you connected to a behavioral health provider in your community. If you feel you are in crisis, call **911** for emergency services or go to your nearest emergency room. You can also call the toll-free, 24-hour National Suicide Prevention Lifeline at **1-800-273-TALK (1-800-273-8255)**, TTY: **1-800-799-4TTY (1-800-799-4889)**.



How we make coverage decisions

When making coverage decisions, Aetna Better Health of Michigan follows health care rules called MCG® Guidelines. Aetna Better Health's Health Services staff uses these rules to determine the type of treatments that will be covered for you. Aetna Better Health staff and its providers make health care decisions based

only on proper care and service rules. You also must have active coverage. There are no rewards to deny or promote care. Financial rewards for our doctors or staff cannot encourage decisions where you will not get the care you need.

 **Call Member Services at 1-866-316-3784** if you have questions about how your services are approved or to get a copy of the rules used.



Behavioral Health Services 2020

Here at Aetna Better Health, we want you to know that your behavioral health is just as important as your physical health. According to the National Institute of Mental Health, 17.3 million adults have experienced a major depression. About 19% of U.S. adults have had an anxiety diagnosis in the past year. We want you to know that you are not alone and there are ways to get help.

Aetna Better Health offers help with getting behavioral health help in a way that is private and meets your needs. Behavioral health therapy is a covered benefit under the health care plan. Members can attend an unlimited amount of professional therapy sessions per year (based on therapist recommendation).

If you have access to the internet, you can:

- Go to this website, **[AetnaBetterHealth.com/Michigan](https://www.aetna.com/behavioralhealth/michigan)**.
- Click on the “Find a Provider” tab.
- Put in your ZIP code.
- Select your health plan (Medicaid, Healthy MI or Duals).
- Select the type of specialist you are looking for (behavioral health).

The search results will give you providers in your area who participate with Aetna Better Health. They will also give you other information about the provider to help you make your decision.

If you do not have internet access and need to find a behavioral health provider, call us at **1-866-316-3784**. You will then be connected with a knowledgeable case manager who

can provide you with information about behavioral health providers in your area. Aetna Better Health covers rides to and from your behavioral health appointments.

If you are in a crisis, call our Behavioral Health Crisis Line at **1-866-827-8704**. You can call this line to speak with a trained clinician. That clinician will offer you the immediate assistance that you may need.

There are many avenues for help available. The first step is making the call. Call our clinicians to assist you today.

Introducing a secure member website to help you manage your plan — and your health

This new member site is your go-to resource for managing your plan. It will help you use your Aetna Better Health benefits and services so you can get and stay healthy. You can:

- Access health plan details — change your doctor, find forms or get member ID cards
- Get personalized health information — answer questions about your health and get the tips and tools you'll need to meet your health goals, like quitting smoking and weight management
- Research prescription drugs — find a pharmacy, see how much a drug costs or ask for a drug not covered by your plan

- Get instant access to claims details — see the status of your claim from start to finish
- Find support — get in touch with a nurse or learn more about the disease management and wellness programs that will help you stay on track with goals

Sign up today

It's easy. To set up your account or to learn more about these tools, you can visit **AetnaBetterHealth.com/Michigan/members/portal**. Keep in mind that you'll need your health plan member ID and a current email address to create an account. We're always here to help.



For help getting started or to sign up over the phone, you can call Member Services at **1-866-316-3784 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m.

Important member information

Check out the latest Member Handbook online at **AetnaBetterHealth.com/Michigan**.

The Member Handbook includes:

- Information about our quality and care management programs
- Pharmacy benefits
- Your rights and responsibilities
- Benefits and services included and excluded from your coverage
- How we evaluate new technology
- Benefit restrictions for services out of network
- Translation or interpreter services
- How to file a claim
- Information about your providers
- How to choose a primary care provider, specialist, behavioral health provider and hospital services
- How to obtain after-hours care, emergency department care or **911** services
- How to file a complaint or an appeal
- How to obtain care when in an out-of-service area

Living Well in Michigan

When you participate in health and wellness promotion programs, you can improve your quality of life and overall health. Starting in 2020, Aetna Better Health will begin offering Living Well in Michigan workshops to its members. The Living Well in Michigan workshops

will use the Living Well with a Disability curriculum designed by the University of Montana's Rural Institute. The workshops are designed for people with a disability, physical limitation, or chronic pain or disease. Members who take the workshop will learn to:

- Create and visualize their goals
- Plan steps to meet their health and fitness goals
- Solve problems
- Get positive support
- Find useful information
- Communicate with family, friends and doctors



The Living Well Program is composed of 10 sessions that cover topics related to:

- Goal setting
- Problem solving
- Healthy reactions
- Beating the blues
- Healthy communication
- Seeking information
- Physical activity
- Eating well
- Advocacy

These workshops are available to Aetna Better Health members at no cost.



If you have questions

about the Living Well in Michigan workshop or are interested in signing up, call Member Services at **1-866-316-3784**, Monday through Friday, 8 a.m. to 5 p.m.

The Consumer Assessment of Healthcare Providers and Systems survey: We want to hear from you

Every spring, some members of Aetna Better Health will get the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey in the mail. The CAHPS survey measures member satisfaction with health care and services received in the last six months. The survey then compares the results that it gets from Aetna Better Health members with the results it gets from members of other Medicaid plans.

If you get the survey in the mail, we would like to hear from you. Please fill it out and mail it back to the sender. The survey packet will include an envelope with pre-paid postage that you can use to send the survey back. If you do not respond when you first get the survey, you will receive a phone call in order to complete the survey on the phone. If you are satisfied with your services with Aetna Better Health, please give us ratings of 8s, 9s and 10s.

When to start key screenings

The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your doctor about what's right for you.

Age	Tests for women
	Chlamydia and gonorrhea. Be screened yearly through age 24 if sexually active.
18	Blood pressure. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
21	Cervical cancer. Have a Pap test every 3 years.
25	Chlamydia and gonorrhea. Continue screening if at increased risk for infection.
30	Cervical cancer. Have Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.
40	Blood pressure. Be screened yearly. Cholesterol. Start screening based on risk factors. Diabetes. Start screening based on risk factors.
50	Breast cancer. Be screened every 2 years (or start earlier based on risk factors). Colorectal cancer. Talk with your doctor about screening options.
55	Lung cancer. Be screened yearly based on your history of smoking.
65	Osteoporosis. Start screening (or start earlier based on risk factors).

Age	Tests for men
18	Blood pressure. Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
40	Blood pressure. Be screened yearly. Cholesterol. Start screening based on risk factors. Diabetes. Start screening based on risk factors.
50	Colorectal cancer. Talk with your doctor about screening options.
55	Prostate cancer. Ask your doctor about screening. Lung cancer. Be screened yearly based on your history of smoking.
65	Abdominal aortic aneurysm. Be screened once between ages 65 and 75 if you've ever smoked.



Need a network doctor? We can help. Search for a provider online at [AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan) or call Member Services at **1-866-316-3784 (TTY: 711)**.

Fraud, waste and abuse

Know the signs — and how to report

Health care fraud means getting benefits or services based on untrue information. Waste is when health care dollars are not carefully spent. Abuse is doing something that results in needless costs. A health care provider, member or employee can do fraud, waste or abuse.

If you think you have seen or heard of fraud, waste or abuse happening, you have a right — and the duty — to report it.

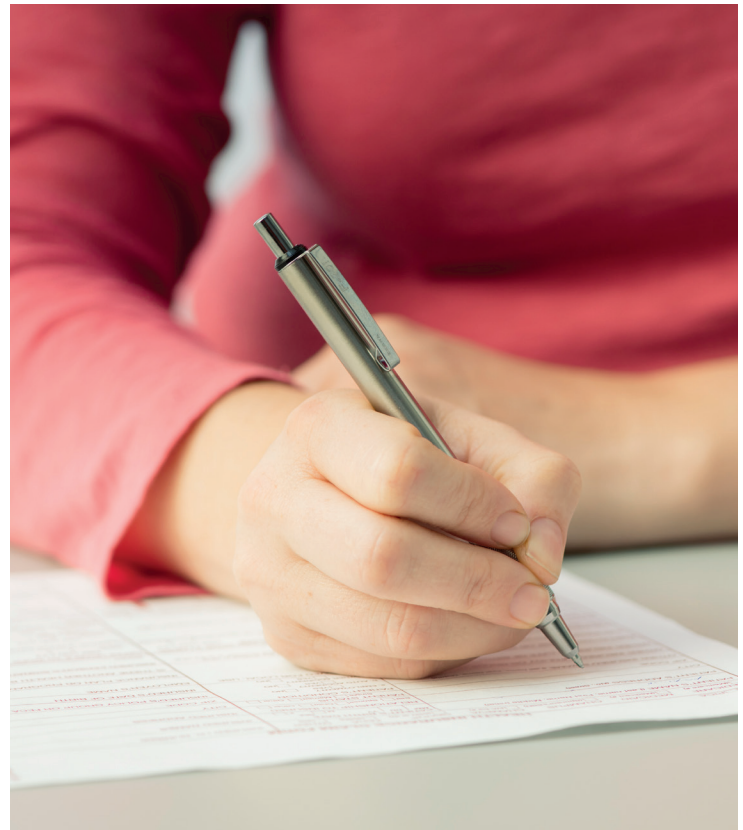
- An example of provider fraud is billing for services or supplies that you did not get.
- A provider may order tests over and over that are not needed. That is abuse.
- Member waste could be going to the emergency room when you don't need to go.
- Changing a prescription or using a stolen prescription pad is fraud.
- If you ask a driver to take you to a place that has not been approved, that is abuse.
- Acting hostile or abusive in a doctor's office or hospital is also abuse.

If you see or find out about fraud, waste or abuse, make a report. You can do so without leaving your name on our Fraud and Abuse hotline. Just call **1-855-421-2082**. You can also write to us at:

Aetna Better Health of Michigan
1333 Gratiot, Suite 400
Detroit, MI 48207

You can also report fraud, waste or abuse to the Michigan Department of Health and Human Services, Office of the Inspector General, by calling **1-855-643-7283 (1-855-MI-FRAUD)**. Or write to:

Michigan Department of Health and Human Services
Office of the Inspector General
P.O. Box 30062
Lansing, MI 48909



Or report online at **Michigan.gov/Fraud**. You don't have to leave your name.


People who knowingly make false claims may be subject to:

- Criminal fines up to \$250,000
- Prison for up to 20 years
- Being suspended from Michigan Medicaid

If the violations resulted in death, the person may go to prison for years or for life. For more information, refer to 18 U.S.C. Section 1347.

Anti-Kickback Statute

The Anti-Kickback Statute bans knowingly and willingly asking for, getting, offering or making payments (including any kickback, bribe or rebate) for referrals for services that are paid, in whole or in part, under a federal health care program (including the Medicare program). For more information, refer to 42 U.S. C. Section 1320a-7b(b).

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

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.

MI-16-09-03

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**).

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**).

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**)。

SYRIAC: حىنئىة: اذآ كنىء ءءءءء بالغة العربىة؁ فان ءءماء المساعءة اللغوىة ءءءوافر لك بالمجان. اءصل على الرقم الموءوءء ءلف بطاقتك الشءصىة أو على **1-800-385-4104** (للصم والبكم: **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**)

ALBANIAN: VINI RE: Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **1-800-385-4104** (TTY: **711**).

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.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি: খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

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

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**).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

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**).

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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**).

MI-16-09-03