

# Good times



**MyCareOhio**  
Connecting Medicare + Medicaid

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

Aetna Better Health® of Ohio, a MyCare Ohio (Medicare-Medicaid Plan)

## Care management programs help you get the right care

As a member of Aetna Better Health of Ohio, you will have your own care manager, who can help you find the right care and services. Your care manager will contact you soon after you are enrolled with Aetna Better Health of Ohio.

A care manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. The goal is to build a care plan just for you to help you live a healthier life. Your care manager will meet with you

by phone or where you live as often as needed.

Every member is on their own personal health care journey. We can guide you in managing and improving your health. For most programs, we will automatically put you into the program if you are eligible. You can choose to join or leave the program at any time. Call us if you do not want to be a part of a program. To learn

more about how we can help you with your health care, call Member Services toll-free at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week.

Below are some of the programs we offer to help you stay healthy:

### Keeping members healthy

Along with your doctor, we will partner with you to get the best

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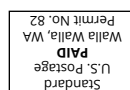
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Aetna Better Health® of Ohio  
7400 W. Campus Road  
New Albany, OH 43054

## Care management programs help you get the right care

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care. We want you to get tests or vaccines that will help you stay healthy, like:

- Breast cancer screenings
- Colorectal cancer screenings
- Annual adult well visits

### Managing members with emerging risk

If you have diabetes or high blood pressure, we will help you manage your condition. You will learn:

- How to take care of your diabetes or high blood pressure
- How to watch your blood sugar or blood pressure

- Why it is important to take your medications
- Healthy habits and lifestyle so you feel better

### Patient safety and outcomes across settings

If you were recently in a hospital, we will help you meet your discharge needs. Our care managers will work with you, your support systems and your providers to help you set up necessary and timely follow-up appointments with the right providers. We will work with you to make sure you understand the medications you were prescribed when leaving the hospital and help you obtain any other health services you may need to assist you on your road to recovery.

### Managing multiple chronic conditions

A care manager will work with you, your doctors and other providers to make sure you receive the right care and services with your needs in mind. Your care manager will help you if:

- You are going to the emergency room a lot
- You are having trouble getting things your doctor has ordered
- You need information about a disease or treatment
- You need help with activities of daily living

At times, you may not need much assistance from a care manager; however, conditions can change. To offer you support, your doctor, hospital discharge planner or other provider, or a health information line nurse may refer you to care management for further assistance with managing your health. You do not need to wait for a referral if you need help. You can self-refer by calling us at **1-855-364-0974 (TTY: 711)** and asking for care management.

We want to help you stay healthy and make sure that you are getting the care and services you need. Call Member Services toll-free at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week, to learn more about how we can help you.



## Keeping a healthy smile: Your dental benefits

Dental health is important to your overall health. Preventive care can help make sure small problems don't become big ones. Regular dental visits are important for people of all ages. Your dentist can catch problems early, when they are easier to treat. For example, cavities are easier to fill when they are small. And gum disease can be reversed if caught early.

It's important to take care of your teeth and gums. It's never too early to start good dental health habits, which means:


- Brushing two times each day
- Using fluoride toothpaste
- Flossing daily
- Eating a healthy diet
- Seeing a dentist two times each year


Tell your dentist if you have had a change in your health. Medical conditions may affect your teeth, especially if you have:

- Tooth sensitivity
- Puffy or bleeding gums
- Persistent bad breath
- Pain or swelling in your mouth
- Dry mouth
- Diabetes, heart disease, an eating disorder or HIV
- A family history of tooth decay or gum disease
- A history of smoking or tobacco use

To find a dentist, you may call DentaQuest at **1-855-209-3353** or visit **[AetnaBetterHealth.com/Ohio](https://www.aetna.com/betterhealth/ohio)**.



 For help or other questions, call Member Services toll-free at **1-855-364-0974 (TTY: 711)**. You may call 24 hours a day, 7 days a week. For urgent or emergency dental needs, most dentists have openings built in to their daily schedules — a member should call their dentist if they have tooth or gum pain, bleeding, a broken tooth, or other non-trauma problems.

 For transportation assistance, call Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week. You can schedule a ride for Monday through Friday, 8 AM to 5 PM Eastern time. Please call at least three days before the appointment. Have your appointment information and dental office address available when making the call. There is no charge for transportation services.





## How to manage your chronic conditions

A focus on COPD, CHF and CKD

Dealing with chronic health conditions can be overwhelming, but Aetna Better Health is here to help. Let's talk about a few common conditions and how medications and other treatment options can help you manage them.

### What is COPD?

COPD stands for chronic obstructive pulmonary disease. When doctors say "COPD," it usually means a combination of emphysema and chronic bronchitis. COPD affects the way you breathe. It's usually caused by smoking or air pollution, which affect the way the lungs expand over time.

When you have COPD, you can keep symptoms under control by doing things like quitting smoking, knowing your triggers and taking your COPD medications.

COPD usually gets worse over time. Medicines are important because they help control symptoms, like shortness of breath and coughing. They can also reduce the amount of flare-ups you get. Your doctor may prescribe inhaler medications that make it easier for you to breathe and prevent flare-ups, but your medications can only work best if you take them the way your doctor prescribes. You should tell your doctor if you have side effects from your COPD medications.

Keep in mind that some medications work over time, and you may not notice immediate changes. Talk to your doctor first if you don't think a medication is working well for you.

*Sources: [CDC.gov/COPD/ Basics-About.html](https://www.cdc.gov/COPD/ Basics-About.html); [WebMD.com/ Lung/COPD/default.htm](https://www.webmd.com/ Lung/COPD/default.htm)*

### What is CHF?

CHF stands for congestive heart failure. If you have CHF, this means that your heart doesn't pump blood to the rest of your body as well as it should. This causes fluid to back up throughout your body. Excess fluid in the body may cause your weight to increase rapidly. Most people who have CHF will weigh themselves daily to see if this is happening.

Some things you can do to care for yourself when you have CHF include paying close attention to your weight, eating a low-sodium diet and taking your medicines.

CHF medications help take some of the work from your heart by making it easier for it to pump blood. This makes it easier for you to breathe and helps your heart carry oxygen to your body.

When CHF is under good control, many people find that they can be more active and go to the hospital less often. Some medicines, like diuretics, also help your body eliminate excess fluid. This can improve your breathing and reduce swelling.

To help you stay on track with your CHF medications, make a list of what medications you take. Include how much of the medications you take and when you take them. Show the list to all of your doctors, especially if you see specialists in addition to your primary care provider. Your CHF medications will work their best if you take them the way your doctor recommends.

Talk to your doctor or pharmacist before taking over-the-counter medications. They can check for any interactions with your CHF medications.

*Source: [heart.org/en/health-topics/heart-failure](https://www.heart.org/en/health-topics/heart-failure)*

## What is CKD?

CKD means chronic kidney disease. Our kidneys remove waste from our bodies through urine. When the kidneys are damaged, this is called kidney disease.

CKD develops over time. The kidneys can be damaged if you've had very high blood pressure or very high blood sugar for a long time.

Some people who have kidney disease may need to take medications that help take fluid off the body, since the kidneys aren't working well. If you have high blood pressure or diabetes, it's vital to take your blood pressure medications and keep your blood sugar under control — it also helps prevent kidney damage.

Ask your doctor if you are taking the right medications to help prevent kidney damage.

*Source: [CDC.gov/KidneyDisease/Basics.html](https://www.cdc.gov/KidneyDisease/Basics.html)*



## Trans-disciplinary care team meetings

Did you know that you have a team of nurses, social workers, doctors, pharmacists and behavioral health staff that meet regularly? Did you know they are working to ensure that you have all the tools you need to better manage your conditions and health care goals?

The many benefits of participating in the meetings with this team include:

- You can ask questions about your care plan.
- You can talk about your health issues and concerns.
- You can provide input and feedback on your plan of care.
- You can check your understanding of your plan of care.

 Ask your care manager how you can be a part of these conversations!

## No-cost health screenings available at a CVS near you!

CVS Health, the parent company of Aetna Better Health of Ohio, is now offering no-cost community health screening events at a CVS store near you. Of course, it's always best to see your primary care doctor for an annual exam, but we also want you to know about this convenient option in your community.

The no-cost health screenings are a part of the way that CVS Health is helping communities stay healthy. The screenings include blood pressure, body mass index and total cholesterol, to name a few. These tests can show if you're at risk for developing chronic health conditions. Knowing the results can help you take charge of your health.

After the screening, take your results with you to your next doctor's appointment. Your doctor can help you plan for next steps.



Please visit [CVS.com/project-health/events](https://www.cvs.com/project-health/events) to find the CVS Health screenings closest to you.



## Protect yourself and your loved ones from pneumonia

Chances are you've heard about how important the flu vaccine is, but did you know there is another vaccine worthy of your attention? Here's what you need to know about the pneumonia vaccine.

For adults 65 and over, the pneumonia vaccine can be lifesaving. This is because as we age, the risk for developing pneumonia gets higher, especially if you also have other health conditions or you smoke.

Pneumonia is caused by types of bacteria called pneumococcal bacteria. It is spread by sneezing, coughing or even close contact with items that have droplets from the mouth or nose. It can lead to serious infections of the lungs, ears, brain and blood.

Thankfully, there are two vaccines available that can protect you from many common types of pneumococcal bacteria. The pneumonia vaccine is conveniently available at your local pharmacy or primary care doctor's office. Talk to your doctor today about which one is right for you!

*Source: [CDC.gov/Pneumococcal/index.html](https://www.cdc.gov/Pneumococcal/index.html)*



## Behavioral health follow-up needs

If you have recently been in a hospital for behavioral health reasons, it is important for you to follow up with your behavioral health provider. Your follow-up should occur between 7 and 30 days of leaving the hospital. That way your provider can help you manage your condition and medications or help you connect with any other resources you may need.

The sooner you follow up with your behavioral health provider, the sooner they will be able to start helping you meet all your discharge needs. Having the resources to meet your discharge needs brings you closer to a successful recovery.

If you need any assistance with finding a behavioral health

provider or scheduling an appointment, contact your case manager or Member Services at **1-855-364-0974 (TTY: 711)**.

If your provider has recently talked to you about your treatment options for either drug or alcohol use, it is very important that you participate in these programs. It is recommended that you start

your treatments as soon as possible, preferably within 14 days of your referral. It's also best for you to continue with your treatment for at least six to eight weeks. Studies have shown that these treatment options are very effective in the management of alcohol or drug use.



We are here to help you live a quality life. Call Member Services at **1-855-364-0974 (TTY: 711)** if you need assistance in finding a treatment program near you.



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**Contact us** Aetna Better Health® of Ohio  
7400 W. Campus Road  
New Albany, OH 43054



**1-855-364-0974 (TTY: 711)**  
**AetnaBetterHealth.com/Ohio**

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Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974 (TTY: 711)**, 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook. 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.

**National Coverage Determinations:** The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD). NCDs tell us what's covered, what's changing and what Medicare pays. We post NCDs on our website at least 30 days prior to the effective date. To view them, visit **AetnaBetterHealth.com/Ohio**. Then go to For Members > Aetna Better Health of Ohio (Medicare-Medicaid) > Member Materials and Benefits. You can also visit **CMS.gov** for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box. Or call us at the number on your member ID card.

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