

## HEALTHY LIVING

# Screen today for a healthier tomorrow

Health screenings aren't just for older adults. Start these five in your younger years to take control of your health.



## BENEFIT UPDATE

As of July 1, 2024, the adult dental benefit allowance has been increased to \$2000 over a 2-year period. Visit our website for more details.

### Blood pressure

All adults should get their blood pressure checked every three to five years. If you're over 40, get it checked every year.

### Cholesterol

Experts recommend checking your cholesterol every four to six years. Ask your doctor if it's time to get yours checked.

### Cervical cancer

Women 21 to 65 years old should get screened every three to five years.

### Diabetes

The American Diabetes Association recommends that everyone start screening for diabetes at 35 years old. But your doctor may recommend screening earlier if you are at high risk.

### Sexually transmitted infections (STIs)

If you are sexually active, talk to your doctor about getting tested for STIs like HIV, gonorrhea and chlamydia.

We have preventive health guidelines to help you stay healthy. Your doctor will recommend screenings based on your health history. You may need to be screened more often or earlier for certain conditions.

Make an appointment with your doctor today! Don't have one? Visit [AetnaBetterHealth.com/westvirginia/find-provider](https://www.aetna.com/westvirginia/find-provider) to search our provider directory. Or call Member Services for help.

# Smart strategies for managing multiple health conditions

Juggling different medications, specialists and appointments? These tips and tools can help make it easier to take control of your health and feel your best.

## Review your medications

If you're taking more than one medication, it's a good idea to review them with your doctor each year.

They might suggest a medication that combines the work of two of your drugs, for example. Which means you'll have fewer pills to keep track of. Or they could offer alternatives that help you steer clear of unwanted side effects.

## Keep track of your test results

Ask for copies of your hospital and lab records and doctors' notes. This way, you can track your

progress and watch for changes. And it gives you time to process your health information.

You can track your health history online in your Member Portal or in the Aetna Better Health® app. Visit [AetnaBetterHealth.com/westvirginia/member-portal.html](https://www.aetna.com/betterhealth/westvirginia/member-portal.html) to get started.

## Keep a symptom journal

It can be hard to keep track of symptoms, especially if they change or are unpredictable. But those details can help you and your provider make decisions about treatment and lifestyle changes.

Find a notebook or notepad to use as a symptom tracker. Write down what symptoms you have, how often you have them and how they make you feel. Share this information with your provider each time you meet.

## Educate yourself

We're not talking about going back to high school or college. But you should try to learn as much as you can about the health conditions you have.

Ask your doctor to suggest reliable websites where you can find out more about the latest research and treatments. Once you understand your health situation better, it will be easier to ask the right questions at your doctor appointments.



Your dedicated case manager can help you find providers, manage appointments, learn about your health and more. We also have special programs that can help you manage certain health issues. Call Member Services at **1-888-348-2922 (TTY: 711)** and ask to speak with a case manager to get started.



## Get rewarded for getting diabetes care

Did you know you can **earn a \$50 reward** for getting your annual diabetes eye exam? And the exam is covered at no cost to you.

Once you complete your exam, give us a call at **1-888-348-2922 (TTY: 711)** to request your reward.

Need help scheduling an eye exam? Call Member Services or talk to your case manager for help.

# Your diabetes checkup checklist

Diabetes affects your whole body. But you can prevent serious problems with regular self-care and checkups. Use these guidelines from the Centers for Disease Control and Prevention to stay on top of your health.

Daily checks	Twice yearly checks	Yearly checks
<ul style="list-style-type: none"> <li>✔ <b>Blood sugar.</b> Talk to your care team about how often to check your blood sugar at home. Write down your numbers and bring them with you to your appointments.</li> <li>✔ <b>Foot check.</b> Call your care team if you notice any cuts, sores, blisters, redness or swelling on your feet.</li> <li>✔ <b>Medications.</b> Take your medicines as prescribed by your doctor.</li> </ul>	<ul style="list-style-type: none"> <li>✔ <b>Dental exam.</b> Keep your teeth and gums healthy with twice-a-year cleanings. Tell your dentist you have diabetes.</li> <li>✔ <b>A1C test.</b> This blood test measures your average blood sugar levels over the past few months. Your care team may want to test this more often.</li> <li>✔ <b>Doctor visit.</b> Talk to your care team about how often you should see your doctor.</li> <li>✔ <b>Blood pressure.</b> Get this checked every time you see your doctor.</li> </ul>	<ul style="list-style-type: none"> <li>✔ <b>Diabetic eye exam.</b> A yearly eye exam can help find diabetes-related problems early, when they're easier to treat.</li> <li>✔ <b>Kidney tests.</b> Regular kidney checks can help prevent or slow kidney problems.</li> <li>✔ <b>Cholesterol test.</b> This helps monitor your risk of heart disease.</li> <li>✔ <b>Complete foot check.</b> Have your doctor do a full foot check at least once a year. They may refer you to a podiatrist (foot specialist) if needed.</li> </ul>



**Learn more about your plan with your Member Handbook.**

Visit [aet.na/su24wv-2](https://aet.na/su24wv-2) or scan the QR code to view it online. Or call Member Services at **1-888-348-2922 (TTY: 711)** to have one mailed to you.



## Signs your “bad mood” could be something more serious

It’s normal to feel angry or sad sometimes. But it can be hard to tell if you’re just in a funk or have a more serious issue. Here are four signs that it’s time to reach out for help.

### 1 Your anxiety or sadness is hanging around

Anxiety or sadness can be a normal reaction to stressful situations or life events. But if those feelings stick around for more than several weeks and aren’t getting better, it might be time to seek treatment.

### 2 You need a glass of wine

All addictive behaviors aim at soothing an uncomfortable feeling. That could mean turning to alcohol, prescription medicines or gambling to cope. Even endlessly scrolling through your phone can be a problem.

If you notice an increase in addictive or coping behaviors, it could be a sign of a bigger problem.

### 3 You’re struggling to keep up with responsibilities

Depression and anxiety can make it hard to stay on top of work, household chores and even personal hygiene. Any time your mood starts to interfere with your day-to-day life, it could be a sign that it’s time to seek help.

### 4 Your health habits have changed

Conditions like anxiety and depression don’t just cause changes in your mood. They’re linked to plenty of other health issues, like stomach problems, headaches, trouble sleeping and changes in your appetite.

Talk to your primary care provider (PCP) if you notice any new health issues. They can help rule out any physical problems and refer you to a mental health provider if needed.

## Changes to your pharmacy benefit

Your outpatient pharmacy benefit is now handled by Gainwell Technologies (**1-888-483-0797**). For more information, go to **AetnaBetterHealth.com/westvirginia**. Click on *What’s covered?* then *Pharmacy and prescription drugs*. There you can learn about changes in how we handle:

- Medications you get at a doctor’s office, hospital or other inpatient facility
- Medications that you get in an outpatient setting
- Medications that are given to you by a health care professional at home

**Earn incentives for follow-up care.** It’s important to follow up with your doctor if you go to the ER for a mental health issue. You can earn \$50 when you follow up within 7 days or \$25 for follow up 8-30 days after discharge. Call Member Services to learn more.

# Your back-to-school checklist

Summer break is a great time to get key health checks done. Schedule these appointments before heading back to school.



## ✔ Annual well-child visit

School-age kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities too.

✔ **Immunizations.** At the well-child visit, ask your child's doctor if they're due for any routine vaccines. Check with your child's school to see if they require certain vaccines.

## ✔ Dental cleaning and exam.

Experts recommend dentist visits every six months to prevent cavities and other problems.

✔ **Eye exam.** Your child should have their vision checked every one to two years. If your child wears glasses, they may need to go to the eye doctor more often.

## Your child's care is covered

These checks and more are covered at no cost to you as part of the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program.

The building blocks of EPSDT are:

**Early:** Finding health problems that need care early

**Periodic:** Getting regular health checks

**Screening:** Checking your child's body, mind, teeth, vision and hearing

**Diagnostic:** Further testing when problems or risks are found

**Treatment:** Correcting or improving health problems

Your child's primary care provider will provide checkups, screenings and preventive care based on a schedule established by health care experts. The EPSDT benefit covers all medically necessary and preventive health care services, at no cost, for members up to age 21.

For more information on EPSDT services, see your Member Handbook or call Member Services. To learn more about HealthCheck (West Virginia's EPSDT program), visit [DHHR.WV.gov/HealthCheck](https://www.dhhr.wv.gov/HealthCheck).



**Get rewarded for preventive care!** Earn \$50 when your child gets all their recommended vaccines by their 13th birthday. And members ages 12 to 21 can earn \$25 when they get an annual well-care visit.



## Aetna Better Health® of West Virginia

### 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  
P.O. Box 818001  
Cleveland, OH 44181-8001  
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.

## 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**).

**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**)。

**FRENCH: ATTENTION:** si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS : **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.

**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**).

**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**).

**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.

**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。

**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**).

**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**).

**THAI: ข้อควรระวัง:** ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**).

**NEPALI: ध्यान दिनुहोस्:** यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आइडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

**PERSIAN:** اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

**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**).

**URDU:** توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں - اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔



Aetna Better Health® of West Virginia  
500 Virginia St. East, Suite 400  
Charleston, WV 25301

<Recipient's Name>

<Mailing Address>

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## Family planning is important

Family planning helps you decide how many kids you have and when you have them. It includes education and counseling, medications like birth control and other services.

Family planning is covered for all members of childbearing age. Services may include:

- Medical history
- Physical exam
- Medical tests
- Lab tests

- Birth control medication\*
- Medical supplies for birth control\*
- Education and counseling

You do not need a referral for family planning care. You can see a participating or nonparticipating family planning services practitioner.

If you need help finding a family planning practitioner, call Member Services at **1-888-348-2922 (TTY: 711)**.



*\*Pharmacy benefit covered by Fee-for-Service by Medicaid/WVCHIP*



### Need to renew?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. Visit [aetna.com/su24wv-1](https://aetna.com/su24wv-1) or scan the QR code to learn more.