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AetnaBetterHealth.com/Florida

Aetna Better Health® of Florida

Mental health and well-being

10 things you can do for your mental health

Try these tips to keep your balance or rebalance yourself.*

1. **Value yourself.** Treat yourself with kindness and respect and avoid self-criticism. Make time for your hobbies and favorite projects or broaden your horizons. Do a daily crossword puzzle, plant a garden, take dance lessons, learn to play an instrument or become fluent in another language.

2. **Take care of your body.** Taking care of yourself physically can improve your mental health. Be sure to:

- Eat nutritious meals.
- Avoid cigarettes or get help to stop smoking.
- Drink plenty of water.
- Exercise, which helps decrease depression and anxiety and improve moods.
- Get enough sleep. Researchers believe that lack of sleep contributes to

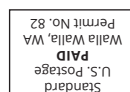
a high rate of depression in college students.

3. **Surround yourself with good people.** People with strong family or social connections are generally healthier than those who lack a support network. Make plans with supportive family members and friends or seek out activities where you can meet new people,

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Mental health and well-being

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such as a club, class, or support group.

4. **Give yourself.** Volunteer your time and energy to help someone else. You'll feel good about doing something tangible to help someone in need — and it's a great way to meet new people.
5. **Learn how to deal with stress.** Like it or not, stress is a part of life. Practice good coping skills: do tai chi, exercise, take a nature walk, play with your pet, or try journal writing as a stress reducer. Also, remember to smile and see the humor in life. Research shows that laughter can boost your immune system, ease pain, relax your body and reduce stress.
6. **Quiet your mind.** Try meditating, mindfulness and/or prayer. Relaxation exercises and prayer can improve your state of mind and outlook on life. In fact, research shows that

meditation may help you feel calm and enhance the effects of therapy.

7. **Set realistic goals.** Decide what you want to achieve academically, professionally, and personally, and write down the steps you need to realize your goals. Aim high, but be realistic and don't over-schedule. You'll enjoy a tremendous sense of accomplishment and self-worth as you progress toward your goal.
8. **Break up the monotony.** Although our routines make us more efficient



and enhance our feelings of security and safety, a little change of pace can perk up a tedious schedule. Alter your jogging route, plan a road trip, take a walk in a different park, hang some new pictures or try a new restaurant.

9. **Avoid alcohol and other drugs.** Keep alcohol use to a minimum and avoid other drugs. Sometimes people use alcohol and other drugs to “self-medicate,” but in reality, alcohol and other drugs only aggravate problems.
10. **Get help when you need it.** Seeking help is a sign of strength — not a weakness. And it is important to remember that treatment is effective. People who get appropriate care can recover from mental illness and addiction and lead full, rewarding lives.

**Adapted from the National Mental Health Association/ National Council for Community Behavioral Healthcare*

24-hour Nurse Helpline

Do you have a medical question and don't know what to do? Call our 24-hour Nurse Helpline. Our Nurse Helpline can help answer specific health questions. You can also get

advice on what to do when you need health care. The toll-free number for the Nurse Helpline is **1-800-441-5501 (TTY: 711)**. You can also find the Nurse Helpline number on the back of your Aetna Better Health ID card.



Take your health risk assessment

Every new Aetna Better Health member will get a health survey call from Aetna Better Health.

The name on your caller ID may show as "Aetna Medicaid."

During this call you will be asked health questions. These questions will help us better serve you. Your answers are private. Our nurses use this information to provide you with health-related education. This

educational material may be mailed to you about a specific condition you have. You may also get a call from an Aetna Better Health nurse.

The goal of these materials and calls is to help you stay healthy. If you do not want a telephone health survey, call Member Services at **1-800-441-5501 (TTY/TDD: 711)**.

Our utilization management policy

Our utilization management program helps our members get medically necessary health care services in the most cost-effective setting under their benefit package. We work with members and physicians to evaluate services for medical appropriateness, timeliness and cost.

- Our decisions are based entirely on appropriateness of care and service and the existence of coverage, using nationally recognized guidelines and resources.
- We do not pay or reward practitioners, employees or other individuals for denying coverage of care.
- Financial incentives do not encourage our staff to make denials of coverage. In fact, our utilization review staff is trained to focus on the risks of members not adequately using certain services.
- We do not encourage utilization decisions that result in underutilization.

Member portal

Get the most out of your health plan. Sign up for our personalized, secure member website.

You can use the site to manage your plan benefits and meet your health goals. The site lets you:

- Change your doctor
- Update your contact information
- Find forms or get new member ID cards
- View your personal health history
- Track your health goals
- See the status of your claim
- Get personalized health information
- Research prescription drugs
- Find support

Sign up today. It's easy.

If you're ready to start using this secure online tool, you can register online. Or you can sign up over the phone by calling Member Services at **1-800-441-5501 (TTY: 711)**.

Keep in mind you'll need your health plan member ID and a current email address to create an account.

Healthy behaviors

If you want to improve or keep your health, we have programs just for you!

Weight Loss Program.

Members who are overweight or obese can join. After three months you can earn a \$20 fitness tracker. You can also earn a reward for meeting your weight loss goals at six months.

Tobacco Program. Members who use tobacco and want to quit can join. You can get help quitting and a reward if you quit for three months. You can earn another reward after six months.

Substance Use Program.

Members who use drugs or alcohol and want to quit can join. You can get a reward after three months in the program. You can earn another reward after six months.

Pregnancy Program. All pregnant members can join. You can earn two boxes of diapers for getting the care you need.

To join or learn more about these programs, call Member Services at **1-800-441-5501 (TTY: 711)**.

Make sure to get your child's shots

The chart below summarizes the Centers for Disease Control and Prevention's (CDC) recommended immunizations. You can visit its website at **CDC.gov/Vaccines/Schedules/Easy-to-Read** to get this information.

Age	Immunization
Birth	HepB (hepatitis B)
1-2 months	HepB
2 months	RV (rotavirus), DTaP (diphtheria, tetanus and pertussis), IPV (polio), Hib (<i>Haemophilus influenzae</i> type b), PCV (pneumococcal)
4 months	RV, DTaP, IPV, Hib, PCV
6-18 months	HepB, IPV, influenza (every year)
12-15 months	Hib, MMR (measles, mumps and rubella), PCV, varicella (chickenpox)
12-23 months	HepA (hepatitis A)
15-18 months	DTaP
4-6 years	MMR, DTaP, IPV, varicella
11-12 years	Tdap (tetanus, diphtheria and pertussis), HPV (human papillomavirus), MCV4 (meningococcal conjugate) If your child is catching up on missed vaccines, he/she may need MMR, varicella, HepB and IPV
13-18 years	If your child is catching up on missed vaccines, he/she may need Tdap, HPV and MCV4
16 years	Booster
Every year starting at 6 months of age	Influenza

Getting ready for baby: Prenatal care and home prep

When you're pregnant, it's not only your tummy that gets bigger. So does your to-do list. Babies require a lot of prep work — from choosing a name to packing your hospital bag. But two things should be a priority: getting prenatal care and making your home safe for your baby. Here's a look at both.

Your pregnancy checkups

As soon as you know you're pregnant — or think you might be — make an appointment for your first checkup. Then keep every one your doctor advises, even when you feel fine. Early — and regular — prenatal care can help keep you and your baby healthy. It lets your doctor keep a close watch on the two of you. That way your doctor can quickly spot and treat any problems.

At every visit, be sure to tell your doctor how you're feeling. There's a lot going on inside your body. And your doctor can explain what's happening.

Your doctor will also talk to you about what to do — and not do — to take care of yourself and your baby. Don't be afraid to tell your doctor about personal things. Your doctor needs to know all about you so you and your baby can get the best care.

Home, safe home

Before your baby's arrival, take these four safety steps:

- 1. Check the safety of your baby's crib.** If possible, buy a brand-new one. That's the safest choice. If your crib is used, be sure the bars are spaced no more than $2\frac{3}{8}$ inches apart. Also be sure it hasn't been recalled. Find out at [CPSC.gov](https://www.cpsc.gov).
- 2. Keep the crib hazard-free.** Remove pillows, blankets and stuffed animals to protect your baby from being smothered. Don't use bumper pads in the crib. They can suffocate or entrap the baby.
- 3. Make stairways safe.** Install handrails — and always use them when holding your baby.
- 4. Make sure smoke detectors are working.** You need at least one on every level of your home and in halls outside bedrooms. You also need a working carbon monoxide detector.



The more you do now, the safer your baby will be.

Sources: American Academy of Pediatrics; March of Dimes; Office on Women's Health

Important behavioral health news

You recently received a letter about a change to your or your child's behavioral health services. As of March 1, 2022, Beacon will no longer be managing behavioral health services. Aetna Better Health of Florida will

handle all of your behavioral health needs.

There is no action you need to take at this time. Your or your child's benefits will be the same as they are today. We are also making every effort to keep the same providers

contracted through Aetna Better Health. Our behavioral health network of providers will be listed on our website as of March 1.

If you have questions, please call Member Services at **1-800-441-5501 (TTY: 711)**.



Pharmacy

Find important prescription drug information on our website

You can go to our website at **AetnaBetterHealth.com/Florida** to find the formulary. Select “For Members.” Choose “Pharmacy Benefits.” Click “Formulary Drug List,” then “Preferred Drug List.”

Updates are made regularly to the formulary and Agency for Health Care Administration (AHCA) Preferred Drug List (PDL). You can find these changes on our website at **AetnaBetterHealth.com/Florida** under “For Members.” Choose “Pharmacy Benefits.” Click “Medicaid Formulary Updates” and then “Updates.”

Aetna Better Health of Florida also covers drugs and products that are not on the AHCA PDL. This list is called the supplemental formulary.



You can visit our website at **AetnaBetterHealth.com/Florida** to find this list and updates to the list. Select “For Members.” Choose “Pharmacy Benefits.” Click “Formulary Drug List.”

Your primary care provider

Having a primary care provider (PCP) or personal doctor is very important to managing your health. It’s always best to have a doctor you can count on, and your PCP is that person. Choosing the right PCP can be a little overwhelming. We’re here to support and inform you so that you can make the best choice for you and your family. Visit **AetnaBetterHealth.com/florida/find-provider** to find providers in our network.

What do I do after I choose my PCP?

Once you’ve chosen your PCP, it’s time to make an appointment for a wellness visit or your annual checkup. First, your PCP will look at your

medical history and give you a checkup. If it’s necessary, they can begin any new treatment that you might need. They will also talk to you about preventive care. And they can even refer you to a specialist if you need one.

Can I change my PCP?

You can always change your PCP to another doctor in our network at any time. Just call Member Services at **1-800-441-5501 (TTY: 711)** or visit your secure Member Portal. In most cases, your PCP will change on the first day of the month following your request.

Your provider directory

Learn about listed providers

You may want to know more about your provider. Go to **AetnaBetterHealth.com/florida/find-provider** to check your provider directory. You can find out if the provider is taking new patients or if the office is accessible to people with disabilities. You can also find the basics, like:

- Provider name, address and phone number
- Provider specialty and board certification (look for a star ★ showing certification)
- Provider spoken languages
- Other details

Learn about providers not listed

You may want to know more about a provider who is not listed in the directory. Just call **1-800-441-5501 (TTY: 711)**. We have the most current information about network providers. You can find out

things like where they went to school or did their residency.

Need to learn about a provider's board certification? Just visit **CertificationMatters.org**, the American Board of Medical Specialties website.

If you would like a copy of the provider directory at no cost to you, you can call us at **1-800-441-5501 (TTY: 711)**. You can also go to our website, **AetnaBetterHealth.com/Florida**, to view and print a copy or use our online provider search tool. Select "Find a Provider/Pharmacy." Then select "How to Find a Provider."

Other important information

- You may choose to have all of your family members served by the same PCP, or you may choose different PCPs.
- If you have a change in your address or phone number, please call Member Services toll-free at **1-800-441-5501 (TTY: 711)**. Or go

to **AetnaBetterHealth.com/Florida**.


- If you are getting care with a provider and are new to Aetna Better Health, please call us at **1-800-441-5501 (TTY: 711)** for help. You may be able to continue to see the same provider. We will help coordinate your care so you do not need additional authorizations.

If you have any questions, please call Member Services toll-free at **1-800-441-5501 (TTY: 711)**.



Your privacy is important to us

Your privacy matters. We respect your privacy. As required by the Health Insurance Portability and Accountability Act (HIPAA), Aetna, and each member of the Aetna family of companies, is giving you important information about how your medical and personal information may be used and about how you can access this information. Please review the Notice of Privacy Practices in your Member Handbook carefully.

 If you have any questions, please call Member Services at **1-800-441-5501 (TTY: 711)**.



Your member rights

As a recipient of Medicaid and a member in a Plan, you have certain rights. You have the right to:

- Be treated with courtesy and respect
- Have your dignity and privacy respected at all times
- Receive a quick and useful response to your questions and requests
- Know who is providing medical services and who is responsible for your care
- Know what member services are available, including whether an interpreter is available if you do not speak English
- Know what rules and laws apply to your conduct
- Be given information about your diagnosis, the treatment you need, choices of treatments, risks and how these treatments will help you
- Say no to any treatment, except as otherwise provided by law

- Be given full information about other ways to help pay for your health care
- Know if the provider or facility accepts the Medicare assignment rate
- Be told prior to getting a service how much it may cost you
- Get a copy of a bill and have the charges explained to you
- Get medical treatment or special help for people with disabilities, regardless of race, national origin, religion, handicap or source of payment
- Receive treatment for any health emergency that will get worse if you do not get treatment
- Know if medical treatment is for experimental research and to say yes or no to participating in such research
- Make a complaint when your rights are not respected
- Ask for another doctor when you do not agree with your doctor (second medical opinion)
- Get a copy of your medical record and ask to have information added or corrected in your record, if needed
- Have your medical records kept private and shared only when required by law or with your approval
- Decide how you want medical decisions made if you can't make them yourself (advance directive)
- File a grievance about any matter other than a Plan's decision about your services
- Appeal a Plan's decision about your services
- Receive services from a provider that is not part of our Plan (out-of-network) if we cannot find a provider for you that is part of our Plan
- Receive information on member rights and responsibilities
- Voice a complaint about care the organization provides
- Make recommendations regarding the organization's member rights and responsibilities policy

Scheduling a ride has never been easier

All you need to do is search for **Modivcare App** on Google Play® or the Apple App Store® and download it to your smartphone or tablet. Have your valid email address handy.

With the app you can:

- Book and change rides
- See the driver's location in real-time
- Manage scheduled rides
- Text or call the driver en-route to ensure trips aren't missed

Your member responsibilities

As a recipient of Medicaid and a member in a Plan, you also have certain responsibilities. You have the responsibility to:

- Give accurate information about your health to your Plan and providers
- Tell your provider about unexpected changes in your health condition
- Talk to your provider to make sure you understand a course of action and what is expected of you
- Listen to your provider, ask questions and follow instructions for care you have agreed to with your practitioner
- Keep your appointments or notify your provider if you will not be able to keep an appointment
- Be responsible for your actions if treatment is refused or if you do not follow the health care provider's instructions
- Make sure payment is made for non-covered services you receive
- Follow health care facility conduct rules and regulations
- Treat health care staff with respect
- Tell us if you have problems with any health care staff
- Use the emergency room only for real emergencies
- Notify your case manager if you have a change in information (address, phone number, etc.)
- Have a plan for emergencies and access this plan if necessary for your safety
- Report fraud, abuse and overpayment



Transition of care

If you are a new member who is at this time in active care with a doctor and getting a covered service, we will help you with your coordination of care without requiring additional permission.

We will continue to pay for the care you are receiving for 60 days from your enrollment date with no cost to you. Please call us at **1-800-441-5501 (TTY: 711)**, from 8 AM to 7 PM, for more information.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. 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 Florida is a Managed Care Plan with a Florida Medicaid Contract. Health and wellness or prevention information.

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AETNA BETTER HEALTH® OF FLORIDA

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>.

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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**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **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**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**).

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**).

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**).

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**).

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**).

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.

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.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

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