



Hopeful



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Aetna Better Health® of Louisiana

Shots help you stay well.

Shots (immunizations) are a simple, safe and effective way to prevent disease and save lives — now more than ever! These diseases can be very serious. So getting immunity from a shot is safer than getting immunity by being sick with the disease.

When we get a shot, we aren't just protecting ourselves, but also those around us. Some people, like those who are seriously ill, can't get certain shots — so they depend on the rest of us to get immunized to reduce the spread of disease.

When you get a shot, your immune system responds by:

- Recognizing the invading germ, such as the virus or bacteria.
- Producing antibodies to fight disease.
- Remembering the disease and how to fight it. If you are then exposed to the germ in the future, your immune system can quickly destroy it before you become sick.

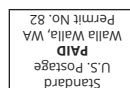
Shots are a safe and clever way to produce an immune response in the body without causing illness. Rather than treating a disease after it occurs, shots prevent us from getting sick in the first place.

Call your provider to schedule your appointment today, or call Member Services for assistance with scheduling!



For more information, visit [CDC.gov/Vaccines](https://www.cdc.gov/Vaccines).

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Aetna Better Health® of Louisiana
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062

Are you prepared for an emergency?

You need to know what you and your family should do in the event of an emergency or disaster.

You should:

- Know how you'll contact one another and reconnect if separated
- Establish a family meeting place that's familiar and easy to find

For more information, visit [Ready.gov/Plan](https://www.ready.gov/Plan).

Be ready

Step 1: Put a plan together with your family, friends or household to start your emergency plan.

Step 2: Consider the specific needs of your household.

Step 3: Fill out a family emergency plan.

Step 4: Practice your plan with your family/household.

Additionally, the Parish Office of Homeland Security and Emergency Preparedness (Parish OHSEP), American Red Cross, and select United Way offices have copies of the Louisiana Emergency Preparedness Guides available for distribution.



It's time to get moving!

The weather is cooling down, and now is a great time to start moving. Physical activity helps you feel better, function better and sleep better! Physical activity has other benefits, too, such as lowering your risk of high blood pressure, type 2 diabetes and certain cancers.

Exercising does not have to be a chore; it can be fun and a whole-family effort. It is important that everyone get the recommended minimum amount of physical activity each day. Children should get at least one hour of physical activity every day, and adults should get at least 30 minutes of activity every day.

Exercise should combine activities such as walking with muscle strengthening. To get started, you can make simple changes to everyday activities. As you get stronger, you can add to your exercise routine. Here are some fun ideas to start moving more:

- Go for a walk before or after dinner.
- Turn up the music and have a dance party.
- Make household chores a game.
- Turn TV commercials into fitness breaks.
- Have a sports night.



For more ideas, visit [CDC.gov/HealthyWeight/Physical_Activity/Getting_Started.html](https://www.cdc.gov/HealthyWeight/Physical_Activity/Getting_Started.html).

Try this breathing therapy to help your mental health.

Improving one's mental health involves striving for enhanced function in daily activities, such as work, caregiving, school, maintaining healthy relationships and adaptability coping.

Many people have a mental illness, like chronic depression or anxiety, and find it difficult to talk about. However, mental illnesses, like many chronic conditions, can be managed with medication, counseling and/or alternative therapies.

One such alternative therapy is alternate nostril breathing, which can calm the mind, reduce anxiety and bring a feeling of relaxation to the entire body. Give it a try by following the steps below:

1. In a comfortable seated position, start by taking one deep breath in and forcibly exhaling.
2. Press your right thumb over your right nostril to close it.
3. Inhale slowly through the left nostril.


4. Before exhaling, place your right ring finger onto your left nostril.
5. Exhale through the right nostril, then inhale through the right nostril.
6. Press your right thumb onto your right nostril to close it.
7. Exhale through the left nostril, then inhale through the left nostril.

8. Press your ring finger on your left nostril and continue to repeat this process a few times.

According to the National Alliance on Mental Illness, finding the right coping mechanism(s) takes time and patience. Please note that alternate nostril breathing is only one of many alternative therapy options.



Visit [NAMI.org/Blogs/NAMI-Blog/January-2019/Self-Help-Techniques-for-Coping-with-Mental-Illness](https://www.nami.org/Blogs/NAMI-Blog/January-2019/Self-Help-Techniques-for-Coping-with-Mental-Illness) for more information on alternative therapy options.

Contact us  Aetna Better Health of Louisiana
2400 Veterans Memorial Blvd., Suite 200
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24 hours a day, 7 days a week
1-855-242-0802 (TTY: 711)
AetnaBetterHealth.com/Louisiana

This newsletter is published as a community service for the friends and members of Aetna Better Health of Louisiana, 2400 Veterans Memorial Blvd., Suite 200, Kenner, LA 70062. This is 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.

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AETNA BETTER HEALTH® OF LOUISIANA

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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
Hours of operation: 8:00 a.m. – 5:00 p.m.

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: 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**).

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**).

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**)。

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**).

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**).

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.

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**).

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (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。

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۔

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.

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**).

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