



# Mindful



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

Aetna Better Health® of Louisiana

## April is National Autism Awareness Month, and Autism Awareness Day is April 2

Autism is a range of conditions, including trouble with social skills, repetitive behaviors, speech and nonverbal communication. According to the Centers for Disease Control and Prevention, autism affects an estimated 1 in 54 children in the United States.

Autism is a spectrum disorder, meaning each person with autism has a different set of strengths and challenges. People with autism may communicate, interact, behave and learn in ways that are different from most other people. Some people may need a lot of help in their daily lives; others need less. Some people have medical issues like

gastrointestinal (GI) disorders, seizures, sleep disorders and mental health challenges.

Signs of autism usually appear by age 2 or 3. Some signs and symptoms are:

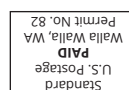
- Delayed milestones
- Little or no eye contact
- No or little response to a parent's smile or face
- May not be able to speak, or stops speaking suddenly

- Uses toys differently, like lining up the toys instead of playing with them
- Not interested in playing with others
- Prefers not to be touched or held
- Repeats actions over and over again
- Gets very upset when their routine changes

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

## Protect your skin from the sun this summer



National Sunscreen Day is observed every year on May 27 and is an important reminder — with summer on the way — to stock up on your sunscreen. Sunscreen is very important because it protects your skin from the sun’s ultraviolet rays, which can cause sunburns and skin cancer. Using sunscreen can reduce the risk of sunburn and, in the long term, skin cancer.

### How to celebrate National Sunscreen Day

**Watch your SPF.** Try to find a water-resistant product with an SPF (sun protection factor) of 30 or more. It is important to check your sunscreen



tube for the phrase *broad spectrum*, which means it protects against both types of rays: UVA (aging) and UVB (burning). Wait 15 minutes for the sunscreen to absorb into your skin, and then seize the sunny day.

**Seek shade.** Shade can significantly reduce UV exposure as well as provide a cool, comfortable space to enjoy your day.

**Hats on!** Your face and head are disproportionately more prone to skin cancer than the rest of your body. Choose a hat with a wide brim (more than 3 inches) angled downward to provide the most effective UV protection.

Sunscreen is crucial to preventing most UV ray-induced assaults on the body. Take time on National Sunscreen Day to start forming good habits for the rest of the summer by using sunscreen as well as going for skin cancer checks.

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Autism may be caused by genetic and environmental factors. What you can do:

### **During pregnancy**

- Eat a clean, healthy diet
- Avoid environmental toxins
- Control diabetes or other conditions

### **After the baby is born**

- Keep up with pediatrician well visits
- Have your pediatrician complete developmental screenings

### **You are not alone**

Millions of Americans are living with mental health issues, just like millions of Americans are living with physical health issues. This year, when you schedule your physical health appointments, make sure to schedule your mental health appointments as well. Talking about your lived experiences with a mental health/behavioral health professional is just as important as talking to your

primary care physician about your physical ailments.

Aetna Better Health of Louisiana covers a variety of mental health/behavioral health services, including in-person counseling, virtual counseling and access to companionship apps. For more information on covered mental health/behavioral health services, call Member Services at **1-855-242-0802** or visit our website at **AetnaBetterHealth.com/Louisiana**.

## How to get after-hours care

Except in an emergency, if you get sick after your primary care provider's (PCP's) office is closed or on a weekend, call the office anyway. An answering service will make sure your PCP gets your message. A PCP will call you back to tell you what to do. Be sure your phone accepts blocked calls. Otherwise your PCP may not be able to reach you.

We also have a nurse line available to help answer your medical questions. This number is available 24 hours a day, 7 days a week. It is staffed by medical professionals. Call **1-855-242-0802 (TTY: 711)**, and listen for the option for the nurse line.



## How to get emergency care

If your or your child's life is in danger, you should always call **911** or go to the nearest emergency room (ER). If you need transportation to the hospital, call **911**. The hospital does not have to be in our network for you to get care. If you're not sure it's an emergency, call your PCP.

You should only use an ER for real, life-threatening emergencies. An emergency is the sudden start of a

medical condition with severe symptoms, including severe pain.


These symptoms are so serious that not getting immediate medical attention could result in:

- Loss of life or serious harm to you or another person
- A pregnant woman becoming very ill and possibly losing her unborn child
- Some bodily functions ceasing to work

- Serious harm to any body organ or part

Examples of emergencies are:

- Sharp chest pain
- Choking
- Bleeding that won't stop
- Passing out
- Poisoning
- Drug overdose
- Severe burns
- Extreme shortness of breath
- Broken bones
- Severe spasms or convulsions
- Sudden loss of feeling or not being able to move

**Contact us**  Aetna Better Health of Louisiana  
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**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

## 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](mailto: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**)