

FAMILY HEALTH



SCHEDULE YOUR FLU SHOT!

You can get your flu shot at your provider's office or a local pharmacy.

To schedule a flu shot, go to aetna.com/fa24nj-3 or scan the QR code.



Protect yourself with these key vaccines

The flu shot isn't the only vaccine that can help keep you and your family healthy this winter. Here are four vaccines to know about.

COVID-19

New vaccines protect against the latest COVID strains. Ask your provider if a new vaccine is available, and if you should get it.

Flu

The Centers for Disease Control and Prevention (CDC) says that everyone 6 months and older should get a flu shot every year. Babies under 6 months should not get a flu shot. And it may not be safe for

people with certain allergies. Ask your doctor if the flu shot is safe for you.

Pneumonia

Pneumonia is a lung infection that can cause serious illness in young children and older adults. The CDC recommends all children under 5 and adults 50 and older get a pneumonia vaccine. Children and adults with certain medical conditions may need the vaccine, too. Ask

your doctor if you should get the vaccine.

Respiratory Syncytial Virus (RSV)

RSV is a common virus that can cause cold-like symptoms. It can make some people really sick. The CDC recommends one dose of RSV vaccine for adults 75 and older. There are also vaccines to protect babies and pregnant women. Ask your doctor if it's right for you.



Caring for kids with ADHD: It's a team effort

It may take a village to raise a child, but it takes a team to help a kid with Attention Deficit Hyperactivity Disorder (ADHD) thrive.

Team-based care, where school staff and health care providers work together, can make managing ADHD easier. Here are some key members to have on your child's ADHD care team.

1 You. You know your child better than anyone else. You can tell when they're doing well or struggling. And you're their number one ally.

2 Your child. Even young kids can be part of their own care team. Make sure your child knows they can tell you if

they're struggling or if some part of their care plan isn't working for them.

3 Your child's doctor. That could be either your family physician or your pediatrician. They're responsible for managing your child's medicines, care plan and overall health.

4 School staff. From classroom teachers to coaches, school staff spend a big chunk of the day with your child. They may have insights to offer. Plus, they can help adapt classroom strategies to your child's needs. And don't forget the school nurse. They can help manage medicine during the school day. And they can check in on daily progress.

5 Your child's therapist. Not all kids with ADHD have mental health issues. But a therapist can still help with social skills and managing emotions. With a trained therapist, your child can sort through their experiences and find healthy ways to cope.

Get help in a crisis. If you're having a behavioral health crisis, get help right away. You can reach our crisis line at any time. Just call **1-855-232-3596 (TTY: 711)** and choose option 9. We'll connect you with a nurse who can help.

Primary care, urgent care or ER?

When you're sick or injured, there are many places you can go for care. But going to the right place can get you the right care at the right time (and for the right price). Learn about your options.

- **Primary care:** Your primary care provider is your go-to source for your health care. You'll go to them for regular checkups and health issues. You can also go to them for non-urgent health concerns.
- **Urgent care:** These clinics can provide care for emergencies that are not life-threatening. You can go here for things like a sprained ankle, minor cuts and burns, or minor illnesses like the flu.
- **Emergency room (ER):** ERs handle life-threatening emergencies. That includes things like serious injuries, major burns, poisoning, or heart attack and stroke symptoms.

Check out this table for examples of where to go in different situations. Remember to take your member ID card with you wherever you go for care.

Talk to a nurse anytime



Still not sure where to go for care? Call the 24-Hour Nurse Line at **1-855-232-3596 (TTY: 711)**. We'll connect you with a registered nurse who can answer your questions. They can help you decide where to go for care, or help you treat the problem at home. Best of all? You can get this service at no extra cost.







PROBLEM	WHERE TO GET CARE
You've sliced your hand and may need stitches.	Urgent care. They can check to make sure there's no nerve or tendon damage and stitch you up, if you need it.
You've spotted a strange freckle or mole.	Primary care. They can see if the mark is a problem and refer you to a dermatologist (if you need one).
You slipped and fell on your arm, and you're worried it's broken.	Urgent care. Many centers can give you an X-ray and cast (if it's broken). Plus, you can get a prescription for pain medicine if you need it.
You banged your head and lost consciousness (blacked out).	Emergency room. You may need a PET or CT scan to check for serious injury. The providers there can prescribe medicine if you need it.
You're having sudden confusion and weakness in your face, arm or leg.	These could be signs of a stroke. Call 911 right away.

Keep your benefits at your fingertips. Access your plan benefits from anywhere through your online Member Portal or the Aetna Better Health app to see your benefits on the go. Go to [AetnaBetterHealth.com/newjersey/member-portal.html](https://www.aetna.com/newjersey/member-portal.html) to get started.

Stock a healthy pantry

Eating healthy isn't always easy. But it's important for staying well and feeling your best. Luckily, there is a simple trick to make sure your meals are full of nutrients: Stock your pantry with go-to staples that have a long shelf life. Here are six budget-friendly foods that dietitians recommend you keep in the kitchen.



SUPER FOOD	WHY IT'S GOOD FOR YOU	WHAT TO MAKE
 Canned beans	All beans have nutrients like protein, iron, zinc, fiber and potassium. Plus, they can last for up to five years in your pantry.	Make a quick lunch by mashing the canned beans and spreading them on toast with your favorite seasoning.
 Peanut butter	Peanut butter is loaded with protein and amino acids, which give you energy and help strengthen your muscles.	A classic peanut butter and jelly sandwich. Use whole-wheat bread for extra nutrients.
 Brown rice	Brown rice is a whole grain that's full of fiber. It breaks down slowly in your body and doesn't raise your blood sugar levels as much as white rice.	Pair your rice with chicken and your favorite veggies for a simple dinner.
 Whole-wheat pasta	Whole-wheat foods are whole grains. Research shows that eating more whole grains lowers the risk of death from stroke and heart attack.	Try some spaghetti with marinara sauce for a quick dinner. Tomato-based sauces are low in calories and saturated fat.
 Canned fish	Fish is a good source of omega-3s, which help keep your heart and arteries healthy.	Mix canned fish with light mayo or Greek yogurt for a simple salad.
 Nuts and seeds	Nuts and seeds are small but mighty. They contain protein and minerals, which you need to keep your bones and muscles healthy.	Keep them in your pantry for an easy, quick and nutritious snack.

We want to hear from you!

Join our Member Advisory Committee (MAC) to help us improve our services. For more info, go to [AetnaBetterHealth.com/newjersey/member-advisory-committee.html](https://www.aetna.com/better-health/new-jersey/member-advisory-committee.html).

An update to your mental health benefits

Starting January 1, 2025, your mental health benefits may be managed by Aetna Better Health® of New Jersey. This applies to NJ Family Cares plans A/ABP, B, C and D. Right now, only hospital-based inpatient services are managed by Aetna Better Health of New Jersey. But with this change, most of your outpatient benefits will be managed by Aetna Better Health of New Jersey.

This means you will call us if you need to find mental health and substance use providers that are in our network. And your providers will bill Aetna for these services instead of Medicaid.

Already getting mental health care? Talk to your provider about how this change might affect you. We're working closely with all providers to make the change as smooth as possible for you.

Need to start mental health services before January 1? Call NJ Mental Health Cares at **1-866-202-4357**. They can connect you with mental health care providers. For substance use care, call **1-844-REACHNJ (732-2465)**.

Member Services can also help connect you to mental health care. Call us at **1-855-232-3596 (TTY:711)** and ask to speak with a care manager.



Mental health and medications

Be sure to follow up with your mental health provider on a monthly basis. This will help you stick to your care plan.

Monthly treatment can include:

- Counseling sessions
- Blood work (glucose and cholesterol testing)
- Medication refill script (electronic or paper)

Please remember to fill the script right after your appointment. This is critical for your health and well-being. Take your medication as prescribed to help manage your symptoms.



Need to renew your coverage?

You must renew your plan coverage every year. Look for your renewal notice in the mail. Visit aetna.com/fa24nj-1 or scan the QR code to learn more.

Building health from day one

Your child grows and changes a lot in their first three years of life. That’s why it’s important to keep up with well-child visits. During these visits, your child’s doctor will check their growth and give them vaccines if needed. Each visit is also a chance to build a relationship with the doctor and ask questions. Don’t miss these well-child visits in their first three years of life.



BABIES (under 1 year old)

See the doctor at:

3-5 DAYS	1 MONTH	2 MONTHS
4 MONTHS	6 MONTHS	9 MONTHS

What happens:

Your baby will get vaccines to prevent measles, whooping cough and other serious infections.

You can get help with breastfeeding, formula feeding and when to add other foods.

You’ll learn how to keep your baby safe in the car, at home and while sleeping.

You can ask questions and get advice on everything from diaper rash to sleep patterns.

TODDLERS (1 to 3 years old)

See the doctor at:

12 MONTHS	15 MONTHS	18 MONTHS
2 YEARS	2½ YEARS	3 YEARS

What happens:

The doctor will ask about your child’s behavior, language skills and other milestones.

They’ll screen for lead poisoning (this is recommended for all infants and toddlers).

They’ll ask about your child’s eating habits and offer feeding advice.

Go to [AetnaBetterHealth.com/health-wellness/well-child-visit.html](https://www.aetna.com/better-health/health-wellness/well-child-visit.html) to learn more.



What to do if you get sick

Upper respiratory infections, like coughs, colds and sore throats, are more common in the winter. Antibiotics are a go-to treatment. But they’re not always the right choice.

Antibiotics only work against infections caused by bacteria. But many upper respiratory infections are caused by viruses. And antibiotics won’t help treat a viral infection.

If you get hit with a bug, go to your doctor or urgent care. They can run tests to figure out if it’s a bacterial or viral infection. Then they’ll prescribe medicines or other treatments to help you feel better.

Your breathe-easy action plan

If you have asthma, chronic obstructive pulmonary disease (COPD) or even seasonal allergies, an action plan can help you prepare for a flare-up. Your primary care provider (PCP) can help you make a personal plan. Then, follow these steps to breathe easier every day.



✔ **Track your triggers.** Pay attention to things that make it harder to breathe. Common triggers include air pollution, tobacco smoke and pollen.

✔ **Plan ahead.** Avoid your triggers whenever possible. Have your medicine on hand to help manage symptoms whenever you are outside.

✔ **Take your medications.** For daily care, take medicine as your doctor tells you. And know how and when to use your emergency medicines. If allergies are making your symptoms worse, try over-the-counter (OTC) remedies like antihistamines. Ask your doctor what OTC medicines they recommend for you.

✔ **Quit smoking.** Quitting is not easy. But you don't have to do it alone. Your doctor can help you come up with a plan to quit smoking. They can recommend prescription or over-the-counter products that can help. You can also go to [njquitline.org](https://www.njquitline.org) for free coaching and support to help you quit.

Go to [AetnaBetterHealth.com/health-wellness/copd.html](https://www.aetna.com/health-wellness/copd.html) to learn more about living with COPD.
Go to [AetnaBetterHealth.com/health-wellness/asthma.html](https://www.aetna.com/health-wellness/asthma.html) to learn more about living with asthma.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ENGLISH: ATTENTION: If you speak a language other than 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)**。



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Take advantage of your Member Handbook

Your Aetna Better Health® of New Jersey Member Handbook has everything you need to know about your health plan, including:

- ✔ How to file a complaint, grievance or appeal
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ How we evaluate new technology as a covered benefit
- ✔ Notice of privacy practices
- ✔ Your member rights and responsibilities



NJ FamilyCare members:

Go to aet.na/fa24nj-2 or scan the QR code.



Managed long-term services and supports (MLTSS) members:

Go to aet.na/fa24nj-2-mltss or scan the QR code.

Prefer a hard copy of your Member Handbook?

Call Member Services at **1-855-232-3596 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.