



Community



AetnaBetterHealth.com/Maryland

Aetna Better Health® of Maryland

Make it happen: Get screened for colorectal cancer

Colorectal cancer is one of the leading causes of cancer-related death in the U.S. But it doesn't have to be.

Screening tests for colorectal cancer save lives. And you have choices. Each kind of test has its own pros and cons.

Types of screening tests

Screenings for colorectal cancer can be divided into two main groups:

- Stool-based tests
- Visual exams

Stool-based tests look at your bowel movements. You collect samples of your stool, then send them to a lab. The lab checks for signs of polyps —

growths that sometimes turn cancerous — or for colorectal cancer itself. You do not need to prepare for this kind of test. But you need to do them more often — sometimes every year.

Visual exams include:

- Colonoscopy
- Virtual colonoscopy

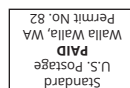
You are sedated during a colonoscopy. A scope is

inserted into your rectum and fed through your colon. A doctor uses a camera on the end of the scope to look for precancerous polyps or signs of cancer. Colonoscopy has a major advantage. That's because a doctor can remove any polyps discovered during this exam.

Continued on next page

Spring 2022

86.22.353.1-SP A (3/22)



Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256

Make it happen: Get screened for colorectal cancer

Continued from front page

A virtual colonoscopy is an advanced type of CT scan. It can find polyps or cancer.

Both types of tests require you to clean out your colon. Before the test, you will take a mix of laxatives.

If a stool-based test or a virtual colonoscopy finds a possible concern, you may need to follow up with a traditional colonoscopy.

When should you be screened?

People at average risk for colorectal cancer should first be screened at age 45. Regular screenings should be done through age 75, as long as your

life expectancy is more than 10 years. Screening until age 85 should be based on personal preference and risk.

People at higher risk for colorectal cancer should be screened earlier than age 45. That includes African Americans and people with a family history of the disease. If you're at increased risk, your doctor may suggest that you get specific types of tests. You also may need to be tested more often.

The most important thing is to get it done: The best test for you is the one you're most likely to do. So talk with your doctor about your risk. They can help you choose your screening.



Sources: American Cancer Society; National Cancer Institute

Non-emergency medical transportation benefit

Non-emergency medical transportation (NEMT) is available for Aetna Better Health of Maryland HealthChoice recipients who have no other means of getting to their medical appointments and have been denied transportation assistance from their local health department.

Transportation services should be requested a minimum of 72 hours in advance, except for hospital discharges. To obtain transportation or learn more about this program, please call Member Services at **1-866-827-2710 (TTY: 711)**.

Our Remote Patient Monitoring Program can help you get your health under control!

Members with COPD, diabetes and congestive heart failure can join our Remote Patient Monitoring Program at no cost. Members receive customized health education and support from a nurse.



If you have questions or would like to enroll in the program, call us at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator. Or email us at **WellnessAndPrevention@Aetna.com**.

Preeclampsia: Warning signs of a serious pregnancy problem

Your body changes a lot during pregnancy, and swelling is part of that. Your rings and shoes may feel too tight, and that's normal. But tell your doctor right away if:

- Your hands and face are very puffy.
- You've gained weight rapidly — more than 2 pounds in a week.

Swelling like this could be a sign of a rare condition called preeclampsia. It's a type of high blood pressure that usually happens after the 20th week of pregnancy. And if it's not treated, it can cause serious problems for you and your baby.

Besides swelling, preeclampsia can also cause these symptoms:

- A headache that won't go away.
- Changes in your eyesight. You may see spots, for example.
- Pain in your upper belly or chest.
- Nausea and vomiting (worse than normal morning sickness, and later in pregnancy).
- Trouble breathing.

Watch out for these warning signs. And be sure to keep every pregnancy checkup appointment your doctor advises. Doctors can usually detect preeclampsia in its early stages if you get regular care.

Are you at a higher risk of having preeclampsia? Check the boxes that apply to you.

<input type="checkbox"/> I had preeclampsia in the past	<input type="checkbox"/> This will be my first child
<input type="checkbox"/> I'm having more than 1 baby in this pregnancy	<input type="checkbox"/> I will be 35 years or older when my baby is born
<input type="checkbox"/> I have high blood pressure	<input type="checkbox"/> I have obesity
<input type="checkbox"/> I have diabetes	<input type="checkbox"/> I used IVF to get pregnant
<input type="checkbox"/> I have kidney disease	<input type="checkbox"/> I describe myself as Black or African American
<input type="checkbox"/> I have an immune system disease	<input type="checkbox"/> My mother or sister had preeclampsia
	<input type="checkbox"/> My last pregnancy was over 10 years ago
	<input type="checkbox"/> I had a baby who weighed under 5½ pounds at birth
	<input type="checkbox"/> I weighed under 5½ pounds when I was born
	<input type="checkbox"/> I experience stress

If you checked **one or more** from this list, you may be at a high risk of getting preeclampsia.

If you checked **two or more** from this list, you may be at a moderate risk of getting preeclampsia.

Talk to your doctor or midwife about your preeclampsia risk!



Sources: American Academy of Family Physicians; American College of Obstetricians and Gynecologists; Society for Maternal-Fetal Medicine

How to file a complaint, grievance or appeal

If you are dissatisfied with a provider or Aetna Better Health of Maryland, this is called a complaint. If your complaint is about a service or care your provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal. You must file an appeal within 60 days from the date on the denial letter you received. You can file an appeal by phone (**1-866-827-2710**), in writing or in person. Your doctor can also file an appeal for you if you sign a form giving him/her permission.

A complaint that is not related to a denial of some type of service or care is called a grievance. Examples of grievances include quality of care issues, not being treated fairly by someone who works here or at your doctor's office, or trouble getting an appointment. A grievance can be filed at any time by calling customer service at **1-866-827-2710**.

Our customer service representative can assist you with filing a complaint, grievance or appeal. You can find more information about appeals and grievances in your Member Handbook.



Teladoc

Can't make it to the doctor, not feeling well, or have a health concern and need to speak to a doctor? Teladoc gives you the option to speak to a doctor through live video using your phone, tablet, computer or other device. Teladoc doctors can treat you and prescribe medications — the right care when you need it most. For more information, visit **AetnaBetterHealth.com/Maryland** or call Member Services at **1-866-827-2710 (TTY: 711)**.

Healthy moms and babies with the PROMISE program

If you're expecting a child, we're here for you! Our PROMISE Program can help you and your child stay healthy during pregnancy and take care of you after your child is born. You can even earn gift cards for going to appointments! Visit our website or call Member Services to learn more.

Health education is available for free

If you need information about your health, our Prevention and Wellness Coordinator can provide health education for free. To speak with someone about health education, call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator or email **WellnessAndPrevention@Aetna.com**.

Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are three options:

- Call Aetna Better Health Member Services: **1-866-827-2710 (TTY: 711)** or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx**
- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you can remain anonymous when you make the report. Provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions from government entities and exclusion from future participation in Medicaid and any services provided by state and federal governments.



Check out our website

[AetnaBetterHealth.com/Maryland](https://www.AetnaBetterHealth.com/Maryland)

What you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical Practice Guidelines



If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you the written information you need.

Medicaid member pharmacy information

You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at [AetnaBetterHealth.com/Maryland](https://www.AetnaBetterHealth.com/Maryland). This can be found under the "For Members" tab: Click on "Pharmacy," then "Formulary Drug List." This will lead you to the Preferred Drug List. Please note

that the formulary can change at any time. This is due to the ever-changing world of medicine.

If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.




Our care managers are here for you

Do you need help getting care? Our care management team is here for you! Care managers are nurses and social workers who understand your health conditions and help connect you to the right care. A care manager can teach you more about your health, get services and care that you need like helping you find rides to your appointments, and more.

If you have questions or if you would like to speak to a case manager, call us at **1-866-827-2710 (TTY: 711)**. You can also email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may disenroll from the program at any time.

Find a full description of your rights and responsibilities in the Member Handbook or at **AetnaBetterHealth.com/Maryland**.

Helpful information

 **Member Services:**
1-866-827-2710 (toll-free)
24 hours a day, 7 days a week

Services for Hearing and Speech-Impaired (TTY): Call **711**

24-Hour Nurse Line:
1-866-827-2710 (toll-free)
24 hours a day, 7 days a week

Vision: 1-800-879-6901
(toll-free)

Behavioral Health:
1-800-888-1965 (toll-free)

Dental: Avesis, 1-833-241-4249

Mailing address:
Aetna Better Health of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090

Interpreter service: You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).

Maryland Medicaid Enrollee Help Line: 1-800-284-4510

Emergency (24 hours): If you have a medical condition which could cause serious health problems or even death if not treated immediately, call **911**.

Website: AetnaBetterHealth.com/Maryland

Visit **AetnaBetterHealth.com/Maryland** for the latest Member Handbook, provider directory and updated pharmacy formulary. You also have the right to receive a printed copy of anything on our website at no cost. Please call Member Services at **1-866-827-2710 (TTY: 711)**.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. 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. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

2022 © Coffey Communications, Inc. All rights reserved.