

## HEALTHY LIVING

# Screen today for a healthier tomorrow

Health screenings aren't just for older adults. Start these five in your younger years to take control of your health.



## NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. Visit [aetna.com/su24va-1](https://aetna.com/su24va-1) or scan the QR code to learn more.



### Blood pressure

All adults should get their blood pressure checked every three to five years. If you're over 40, get it checked every year.

### Cholesterol

Experts recommend checking your cholesterol every four to six years. Ask your doctor if it's time to get yours checked.

### Cervical cancer

Women 21 to 65 years old should get screened every three to five years.

### Diabetes

The American Diabetes Association recommends that everyone start screening for diabetes at 35 years old. But your doctor may recommend screening earlier if you are at high risk.

### Sexually transmitted infections (STIs)

If you are sexually active, talk to your doctor about getting tested for STIs like HIV, gonorrhea and chlamydia.

We have preventive health guidelines to help you stay healthy. Your doctor will recommend screenings based on your health history. You may need to be screened more often or earlier for certain conditions.

Make an appointment with your doctor today! Don't have one? Visit [AetnaBetterHealth.com/virginia/find-provider](https://aetna.com/virginia/find-provider) to search our provider directory. Or call Member Services for help.

# Smart strategies for managing multiple health conditions

Juggling different medications, specialists and appointments? These tips and tools can help make it easier to take control of your health and feel your best.

## Review your medications

If you're taking more than one medication, it's a good idea to review them with your doctor each year.

They might suggest a medication that combines the work of two of your drugs, for example. Which means you'll have fewer pills to keep track of. Or they could offer alternatives that help you steer clear of unwanted side effects.

## Keep track of your test results

Ask for copies of your hospital and lab records



and doctors' notes. This way, you can track your progress and watch for changes. And it gives you time to process your health information.

You can track your health history in your online Member Portal or in the Aetna Better Health® app. Visit [AetnaBetterHealth.com/virginia/member-portal.html](https://www.aetna.com/betterhealth/virginia/member-portal.html) to get started.

## Keep a symptom journal

It can be hard to keep track of symptoms, especially if they change or are unpredictable. But those details can help you and your provider make decisions about treatment and lifestyle changes.

Find a notebook or notepad to use as a symptom tracker. Write down what symptoms you have, how often you have them and how they make you feel. Share this information with your provider each time you meet.

## Educate yourself

We're not talking about going back to high school or college. But you should try to learn as much as you can about the health conditions you have.

Ask your doctor to suggest reliable websites where you can find out more about the latest research and treatments. Once you understand your health situation better, it will be easier to ask the right questions at your doctor appointments.



Your dedicated care manager can help you find providers, manage appointments, learn about your health and more. We also have special programs that can help you manage certain health issues. Call Member Services at **1-800-279-1878 (TTY: 711)** and ask to speak with a care manager to get started.



## Your diabetes checkup checklist

Diabetes affects your whole body. But you can prevent serious problems with regular self-care and checkups. Use these guidelines from the Centers for Disease Control and Prevention to stay on top of your health.

### Healthy meals, at your doorstep

Have you recently been discharged from an inpatient hospital stay that was over 24 hours? If so, you may qualify for home-delivered meals.

We've partnered with Mom's Meals to provide healthy meals, delivered to your home. Meals are tailored to your dietary needs. You can receive two meals a day for up to one week.

This service is available for members 21 and older. For more information, call **1-800-279-1878 (TTY: 711)**.

#### Daily checks

- ✔ **Blood sugar.** Talk to your care team about how often to check your blood sugar at home. Write down your numbers and bring them with you to your appointments.
- ✔ **Foot check.** Call your care team if you notice any cuts, sores, blisters, redness or swelling on your feet.
- ✔ **Medications.** Take your medicines as prescribed by your doctor.

#### Biannual checks

- ✔ **Dental exam.** Keep your teeth and gums healthy with twice-a-year cleanings. Tell your dentist you have diabetes.
- ✔ **A1C test.** This blood test measures your average blood sugar levels over the past few months. Your care team may want to do this test more often.
- ✔ **Doctor visit.** Talk to your care team about how often you should see your doctor.
- ✔ **Blood pressure.** Get this checked every time you see your doctor.

#### Yearly checks

- ✔ **Dilated eye exam.** A yearly eye exam can help find diabetes-related problems early, when they're easier to treat.
- ✔ **Kidney tests.** Regular kidney checks can help prevent or slow kidney problems.
- ✔ **Cholesterol test.** This helps monitor your risk of heart disease.
- ✔ **Complete foot check.** Have your doctor do a full foot check at least once a year. They may refer you to a podiatrist (foot specialist) if needed.



**Talk to a registered nurse anytime.** Sometimes your health questions can't wait until your next doctor visit. For help when you need it, call our 24-hour Nurse Line, at no cost to you, at **1-877-878-8940 (TTY: 711)**.

# Signs your “bad mood” could be something more serious

It’s normal to feel angry or sad sometimes. But it can be hard to tell whether you’re just in a funk or have a more serious issue. Here are four signs that it’s time to reach out for help.



## Pyx Health is here for you

Whether you need help finding a doctor, food, transportation, or just need someone to talk to, Pyx can help, at no cost to you. With Pyx, you can:

- Chat with compassionate staff for support and encouragement.
- Make the most of what your health plan offers.
- Find resources to help your physical and mental health.
- Improve mood, anxiety, motivation and more.

Download the Pyx Health app to get started, or call **1-855-499-4777** (select option 1).

### 1 Your anxiety or sadness is hanging around

Anxiety or sadness can be a normal reaction to stressful situations or life events. But if those feelings stick around for more than several weeks and aren’t getting better, it might be time to seek treatment.

### 2 You need a glass of wine

All addictive behaviors aim at soothing an uncomfortable feeling. That could mean turning to alcohol, prescription medicines or gambling to cope. Even endlessly scrolling through your phone can be a problem.

If you notice an increase in addictive or coping behaviors, it could be a sign of a bigger problem.

### 3 You’re struggling to keep up with responsibilities

Depression and anxiety can make it hard to stay on top of work, household chores and even personal hygiene. Any time your mood starts to interfere with your day-to-day life, it could be a sign that it’s time to seek help.

### 4 Your health habits have changed

Conditions like anxiety and depression don’t just cause changes in your mood. They’re linked to other health issues, like stomach problems, headaches and trouble sleeping.

Talk to your primary care provider (PCP) if you notice any new health issues. They can help rule out any physical problems and refer you to a mental health provider if needed.

**Get help in a crisis.** If you ever have thoughts about harming yourself or others, call **911** or go to a local emergency room. You can also call or text the National Suicide Prevention Lifeline at **988** for free and confidential support 24 hours a day, 7 days a week.

# Summer safety secrets

From picnics in the park to pool parties and baseball games, summertime means more fun in the sun. But too much time in warm weather can lead to health risks such as sunburn, heat stroke, bug bites and dehydration. Use these helpful tips to avoid any health troubles while being outdoors.

## Limit time in the sun

Avoid sunburn by planning your outdoor activities when the sun's rays are less intense. This is usually before 10 AM and after 4 PM. If you are outside during peak sun hours, stay in the shade as much as you can.

## Stay hydrated

Make sure your child drinks plenty of water throughout the day, especially if they're being active. Fruits and veggies are filled with water, too. Choose them if you're looking for a snack.

## Dress for the weather

Choose light, loose-fitting cotton fabrics. Add sunglasses and a hat to protect your child's eyes and face from the sun.

## Keep the bugs away

Remember to apply insect repellent if you're going to be outside, especially at night. For extra protection, cover up around grassy areas or standing water, where bugs like mosquitoes are most likely to be.

## Pick the right SPF

Look for a sunscreen that's SPF 30 or higher and says "broad-spectrum" on the label.



This means it protects against both ultraviolet (UV) A and B rays, which cause skin cancer. If your child will be playing in the water or sweating, look for sunscreen that is water resistant.

## Apply sunscreen often

Put sunscreen on your child at least 30 minutes before going outside. Reapply sunscreen every two hours or more often if they're swimming or sweating. Use sunscreen on cloudy days, too. UV rays can get through clouds, so it is still possible to get a sunburn when it's cloudy.

## Keep babies shaded

For babies under 6 months, it's best to keep them in the shade and covered with protective clothing. Babies' skin can burn easily. And they may be more sensitive to side effects from sunscreen.

## Check medicines

Some prescription and over-the-counter medicines can make skin more sensitive to sunlight. Ask your child's doctor if any medicines they're taking might increase their sun sensitivity.



**Learn more about your plan with your Member Handbook.**

Visit [aet.na/su24va-2](http://aet.na/su24va-2) or scan the QR code to view it online. Or call Member Services at **1-800-279-1878 (TTY: 711)** to have one mailed to you.

## 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  
P.O. Box 818001  
Cleveland, OH 44181-8001  
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>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

## 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**).

**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.

**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**).

**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.

**AMHARIC:** ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይቻላል። በአርሲዎ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

**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۔

**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**).

**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**).

**HINDI:** ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

**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.

**BENGALI:** লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

**KRU:** TÛ DE NÂ JIÊ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-á win kwa cetiyo + ne-lá, i belé-ó bi má-ó mù bò kó putu bò. Dà nobâ né ê nea-ó ñ-á jié jipolê kateh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

**IGBO (IBO): NRUBAMA:** O bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

**YORUBA:** ÀKÍYÈSÍ: Tí ó bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ìpèsè èdè tí wá ní lẹ̀ fún ọ̀ lófèé, pe nọ́hà tí ó wà lẹ́yìn káàdì ìdánimò rẹ̀ tàbí **1-800-385-4104** (TTY **711**).



Aetna Better Health® of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458

<Recipient's Name>

<Mailing Address>

3385422-19-01-SU (07/24)

## Your back-to-school checklist

Summer break is a great time to get your or your child's key health checks done. Schedule these appointments before heading back to school:

- ✔ **Annual well-child visit.** School-aged kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities, too.
- ✔ **Immunizations.** At the well-child visit, ask your child's doctor if they're due for any routine vaccines. Check with your child's school, too, to see if they require certain vaccines.
- ✔ **Dental cleaning and exam.** Experts recommend dentist visits every six months to prevent cavities and other problems.
- ✔ **Eye exam.** Your child should have their vision checked every one to two years. If your child wears glasses, they may need to go to the eye doctor more often.



**Get rewarded for well-child visits!** With the Ted E. Bear, M.D. Wellness Club®, you can earn rewards for getting childhood care. To enroll, call Member Services at **1-800-279-1878 (TTY: 711)**.