

Caring



AetnaBetterHealth.com/Louisiana

Aetna Better Health® of Louisiana

Quality improvement at Aetna Better Health of Louisiana.

Our Quality Management department wants to make sure you get good care and services. We have a plan for addressing your health and wellness needs. This is called our Population Health Management (PHM) strategy.

That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us

Our quality improvement activities each year include:

- Contacting you to remind you to get care (like well-child checkups)

- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information

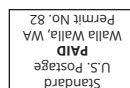
- Ensuring that your doctor has all the information needed to care for you or your child

We have many more quality programs. You can learn more about the PHM programs and if you are eligible for services included in this strategy in the Member Handbook or on the website. Or you can call Member Services at **1-855-242-0802 (TTY: 711)**. We're also happy to give you a printed copy of our program goals and how we're doing.

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

Your rights and responsibilities.

As a plan member, you have rights and responsibilities. If you need help understanding your rights and responsibilities, call Member Services.

Your rights

As a member or the parent or guardian of a member, you have the right to:

- Be treated with respect and with consideration for your dignity and privacy.
- Participate in decisions regarding your health care, including the right to refuse treatment for religious reasons or for any other reason.
- Talk about appropriate or medically necessary treatment options for your conditions. This should happen even if it's not a covered benefit and no matter how much it costs.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Be able to request and receive a copy of your medical records (one copy free of charge), and request that they be amended or corrected.
- Receive assistance from both Louisiana Department of Health (LDH) and Healthy Louisiana in understanding the requirements and benefits of Aetna Better Health of Louisiana.
- Receive oral interpretation services free of charge for all non-English languages.
- Be notified that oral interpretation is available to you free of charge and how to access those services.

More information can be found in your Member Handbook, starting on page 17.

Your responsibilities

- Use your ID cards when you go to health care appointments or get services, and do not let anyone else use your cards. Let us know if you lose your ID card or if it is stolen.
- Know the name of your primary care provider and your case manager, if you have one.

- Know about your health care and the steps to take to get care.
- Do not utilize the emergency room for nonemergent services.
- Tell us when you make changes to your address or telephone number.
- Tell LDH when there are changes in your family size or income.
- Let your providers know if your health changes.
- Be respectful to the health care providers who are giving you care.
- Schedule your appointments during office hours when you can. Be on time. Call if you are going to be late to or miss your appointment.
- Talk to your providers about the care you need. Ask if there are other options and how they can help. Ask about risks and costs of other options.
- Tell us about any other insurance you have. Tell us if you are applying for any new benefits.
- Give your doctor a copy of your living will or advance directive.
- Get all the preventive care you need to stay healthy. Live a healthy lifestyle. Avoid unhealthy activities.
- If you don't agree with a provider and want to complain, follow the steps to file a grievance.

More information can be found in your Member Handbook, starting on page 19.





5 facts to help combat childhood obesity.

Obesity among kids is a serious problem. To help an overweight child become healthy, you need to know a few facts. Start with these five:

- 1. Neither parent nor child is to blame.**
Children put on weight for many reasons. Focus on solutions — not guilt.
- 2. There is no quick fix.** Diets that promise fast results can be dangerous. A pediatrician can help you create a plan for safe and lasting weight loss.
- 3. Kids don't just outgrow weight problems.**
Growth spurts rarely take care of weight issues. Changes in eating and exercise habits are needed to slow weight gain.
- 4. The height and weight charts apply to all kids.** Any child outside the normal range for weight is considered overweight. Being “big-boned” doesn't change this.
- 5. A heavy child does not need more food than the average kid.** Larger portions add to a child's weight problem. Feed a child the amount of food he or she needs to stay at a healthy weight.

Talk with your pediatrician about proper portion sizes and any concerns you have about your child's weight. You'll find lots of help and resources.

Source: American Academy of Pediatrics

Transportation.

If you have an emergency and have no way to get to the hospital, call **911** for an ambulance. We cover ambulance rides in a medical emergency for all members.

If you don't have transportation, we will cover transportation to services covered by Aetna Better Health of Louisiana. We will also cover transportation to Medicaid-covered services, such as dental care.

We use One Call for your transportation needs. You can get a ride to your provider visit and to the pharmacy, if you go to the pharmacy immediately following the appointment.

To schedule a ride, call One Call at **1-877-917-4150 (TTY: 1-866-288-3133)**. There is no limit on the number of trips provided. You can call Monday through Friday, 7 AM to 7 PM.

If you have an urgent need or need help with a ride that you already scheduled, you can call One Call's "Where's my ride" toll-free number, 24 hours a



day, 7 days a week, 365 days a year, at **1-877-917-4151**.

Transportation appointments must be scheduled two business days in advance. You may make your reservation up to 30 days in advance. One Call will assist with ongoing transportation needs for services, such as dialysis or other recurring treatments.

When making your reservations, keep in mind that you should

not arrive more than one hour before your scheduled appointment.

Please have these details ready when you call One Call:

- Name of the provider
- Provider's address
- Provider's telephone number
- Time of appointment
- Type of transportation needed (e.g., regular car, wheelchair-accessible van)

Contact us



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

24 hours a day, 7 days a week

1-855-242-0802 (TTY: 711)

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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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