



Aetna Better Health[®] of Maryland



Back to school: A checkup checklist

It's back-to-school time, and that means it's time for you to do a little homework.

Don't panic! It won't take much effort. All you have to do is pick up the phone. By making appointments for health and dental checkups for your child, you'll help start the school year right.

Here's a checklist. Schedule:

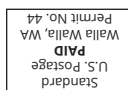
- A well-child checkup.** A yearly exam is important — even when your child isn't sick. It may help spot problems early. It gives your child's doctor a chance to offer advice to your child about how to stay healthy.
- An eye exam.** Seeing well can be key to doing well in school. The sooner you find vision problems, the better.
- A hearing screening.** Good hearing makes it easier to perform well in school. It also helps kids interact with others. Things like infections and high noise levels can affect hearing. It's good for kids to be tested on an ongoing basis.
- A dental checkup.** Trouble with your child's teeth can make it hard to speak, eat and concentrate. A checkup may prevent serious problems and protect your child's smile.

If these visits reveal health concerns, you may have one more call to make — to your child's school. Staff there should know about your child's health conditions and what they can do to help.

Sources: American Academy of Otolaryngology-Head and Neck Surgery; American Academy of Pediatrics

It's also the time to:

- Make sure that immunizations are up-to-date
- Get answers to questions you or your child might have
- Schedule the physical that may be needed for your child to take part in school sports



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What is RSV and how can it be prevented?

Respiratory syncytial virus or RSV is a common virus among kids that is easily spread and affects the lungs. When babies are born early or if they are less than 6 months old when RSV season starts, their body isn't strong enough to fight the virus. RSV begins with cold-like symptoms but as it gets worse, your baby may find it hard to breathe. The time of the year when RSV is most common is from October to March. You can keep your baby from getting the virus by washing your hands before you touch your baby, keeping all toys clean, not smoking around your baby and keeping your child away from other kids with colds.

Synagis is a drug that can help prevent your child from getting RSV. Synagis can help kids with certain lung or heart problems who are most likely to get RSV. Synagis comes as a shot given every month by your child's doctor or nurse. If your child is sick from the RSV virus, make sure they keep taking Synagis every month during the RSV season.

To learn more about Synagis or RSV, please talk to your doctor or pharmacist.

Population Health Management Program

We know that health is more than just the great clinical care you receive. Knowing that, we offer different services to help our members. These services can help members to better manage their health and live healthier lives. Best of all, these resources are free!

Care management

Our care management nurses can help you:

- Get the services and care that you need
- Learn more about your condition
- Make a care plan that is right for you
- Get services after normal business hours for crisis situations
- Get care for children with special health care needs

Other programs include:

- Educational mailers
- Care and Member Transitions
- Chronic Disease Management
- Care Coordination
- Behavioral Health

Referral process

If you have questions or if you would like to participate in any of the programs, please give us a call at **1-866-827-2710**. You can also email us at aetnabetterhealthMDCM@aetna.com. Members may disenroll at any time from programs. More information can also be found on our website: aetnabetterhealth.com/maryland.

Screening helps prevent cervical cancer

You don't usually think of cancer as something you can catch. But cervical cancer is nearly always caused by a virus.

Here's what happens: The human papillomavirus (HPV) is passed from person to person during sex. HPV causes cells on the cervix to change. They usually go back to

normal on their own. But sometimes these cells turn into cancer.

That can take many years. In the meantime, women can protect themselves. Though there are no early symptoms of cervical cancer, these tests can find problems early:

- An HPV test checks for the virus. Your doctor

may suggest this if you are over age 29.

- A Pap test checks for abnormal cells. You should begin having Pap tests at age 21.

Abnormal Pap test results don't usually mean cancer. But treating abnormal cells can put a stop to cancer before it starts.

Source: Centers for Disease Control and Prevention



HEALTH TIP: There are shots that can help protect against HPV. These are recommended for all kids ages 11 or 12. Women can get them through age 26, and they are available to young men through age 21.

Check out our Website

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 our Quality Improvement Program
- Clinical Practice Guidelines



If you do not have internet access, give us a call at **1-866-827-2710** and we can send you the written information needed.

Your postpartum checkup: Questions to ask

If you've just had a baby, you've probably seen a lot of your doctor. Prenatal checkups were important for your health and so is your postpartum checkup.

That's when your doctor will check to see how you're recovering from your baby's birth. It's a great time to ask any questions you have about your health. For example:

Q: When will I have my period again?

Why it's worth asking: There's a range of what's normal. If you nurse — which delays periods — your next one might be months away. Your doctor

can tell you what to expect.

Q: What are my options for birth control?

Why it's worth asking: Becoming pregnant again within a year after giving birth raises the risk that your baby will be born too early. Plus, not all kinds of birth control are safe to use if you're nursing.

Q: What's the best way to lose baby weight?

Why it's worth asking: The safest way is to drop pounds gradually, especially if you're nursing. Your doctor can give you tips for a healthy diet and exercise plan.

Q: When will I feel like myself again?

Why it's worth asking: Many new moms feel sad or weepy for a few days after giving birth. That's normal.

If your sadness doesn't go away, you might have what's called postpartum depression. It's a serious illness that can make it hard to care for your baby — and yourself. But it can be treated. Be sure to speak up if you're sad or depressed.

Sources: March of Dimes; Office on Women's Health

How to file a complaint, grievance or appeal

If you disagree with a provider or Aetna Better Health of Maryland about an adverse benefit determination, this is called a complaint. If your complaint is about a service you or 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 that you receive the letter saying we will not cover the service you wanted. Your doctor can also file an appeal for you if you sign a form giving him/her permission.

A complaint about something not related to a service 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.

To file a grievance or appeal, you can call us at **1-866-827-2710**. Our customer service representatives will assist you with filing a complaint, grievance, or appeal. You will need to confirm the appeal request in writing, unless it is an expedited request. We will send you a simple form that you can sign and mail back. We will assist you in completing the form as needed. For more information about appeals and grievances, see pages 42-45 of your Member Handbook.

For more information on health education materials, please call **1-866-827-2710** and ask for the Prevention and Wellness Coordinator.

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 using one of the following options:

- Call Aetna Better Health Member Services: **1-866-827-2710** or **1-855-877-9735**
- Notify the Maryland Department of Health, Office of

the Inspector General: **1-866-770-7175** or **http://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 **<https://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 have the choice to remain anonymous when you make the report. However, it is good to 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 imposed by government entities and exclusion from future participation in Medicaid and any services provided by the state and federal government.

Get the shot, not the flu

Just about everyone who's 6 months of age or older needs a flu shot. That's especially true if you have a chronic illness.

The best time to get a shot is before the flu starts spreading in your community. That's hard to predict, though. It's probably best to get the shot as soon as it's available in your area.

Remember: You can't get the flu from a shot. It's among the best ways to avoid getting the flu.

Source: Centers for Disease Control and Prevention



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. Models may be used in photos and illustrations.

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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 updated pharmacy formulary and latest Member Handbook. For a printed copy of anything on our website, call Member Services at **1-866-827-2710 (TTY: 711)**.

Nondiscrimination Statement

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email **MedicaidCRCoordinator@aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Aetna Better Health of Maryland relating

to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD).**

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.

Such complaints must be filed within 180 days of the date of the alleged discrimination.

Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.



A full description of the Rights and Responsibilities can be found in the Member Handbook and on the Aetna Better Health website at **aetnabetterhealth.com/maryland**.

aetnabetterhealth.com/maryland

Language accessibility statement

Interpreter services are available for free.

Español/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆኑ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስመራዊ ለተሳናቸው: **711**).

العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

Bàsòò Wùdù/Bassa

Dè de nìà ke dyèdè gbo: ɔ jũ ké òm dyi Bàsòò-wùdù-po-nyò jũ ní, nìi à wuɖu kà kò dò po-poò bɛ òm gbo kpáa. Ɖà **1-800-385-4104** (TTY: **711**).

中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارائه می‌گردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે.

ફોન કરો **1-800-385-4104** (TTY: **711**).

Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

اردو/Urdu

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ **1-800-385-4104** (TTY: **711**) پر کال کریں۔

Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104** (TTY: **711**).

Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófèṣẹ́, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).