




Joyful



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Aetna Better Health® of New Jersey

Have a safe summer

 Summer is the ultimate laid-back time. Think flip-flops, T-shirts and barbecues.

It's easy to be casual about many things in the summer, but it's not good to be casual about safety. With warm weather comes the risk for certain injuries and health problems. Some can be serious enough to be life-threatening.

To keep you and your family safe:

Secure home windows. Opening the windows is a must if you don't have air conditioning or if you're trying to keep your electric bill in check. If children are in your home, that can be dangerous. Every year thousands of kids in the U.S. are killed or injured in falls from windows.

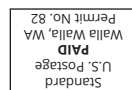
Screens are not enough to keep children safe. Use window guards or window stops. You can buy them online or at hardware stores. Also keep furniture away from windows to discourage kids from climbing near them.

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Dental health: Why check-ups matter so much

Going to the dentist is a good idea for everyone. The bacteria in our mouths produce a sticky film, called plaque, and produce acids from the foods we eat that contribute to tooth decay and gum disease. Brushing and flossing help, but they don't get rid of it all. Having your teeth cleaned at the dentist regularly will remove what's left behind.

Your dentist can also catch problems early when they're easier to treat. For example, cavities are easier to fill when they're small. Plus gum disease can be reversed if caught early.

When to see the dentist

Your dentist can tell you how often to go. Here's what experts usually recommend:



Babies. Take your baby to the dentist after they get their first tooth. Babies should see a dentist before turning 1.



Children. Most kids should see the dentist every six months. Children with special needs or early childhood caries may need more frequent preventive visits.



Adults. Most adults should go every six months. Your dentist may suggest going more often if you're at higher risk for gum disease or have special health care needs.

During your visit

Tell your dentist if you've had a change in your health. Medical conditions may affect your teeth, especially if you have:

- Tooth sensitivity.
- Puffy or bleeding gums.
- Persistent bad breath.
- Pain or swelling in your mouth.
- Dry mouth.
- Diabetes, heart disease, an eating disorder or HIV.
- A family history of tooth decay or gum disease.
- A history of smoking or tobacco use.

Sources: American Dental Association; National Institutes of Health


Did you receive a bill?

As an Aetna Better Health of New Jersey member, you should not receive a bill from a provider for medically necessary services that were authorized or for covered services, except as permitted for co-payments in your plan. If you do receive a bill for any covered

medical service, it is important that you call Member Services toll-free at **1-855-232-3596 (TTY: 711)** so that we can help.

Reminder: Always provide your Aetna Better Health of New Jersey identification card at the time of your visit to prevent billing issues.

Water is wonderful: Drink up!

 Water is a great choice when you're feeling thirsty. It offers your body lots of benefits. For instance:

- It helps you keep a normal body temperature.
- It helps your joints to work smoothly.
- It helps your body get rid of waste.
- It has zero calories.

More fun facts about water:

- The human body is about 60% water.
- If you're drinking enough water, your urine should be pale yellow.
- Strawberries are high in water. As are fruits like grapes, pears and melons.
- Many veggies are also high in water, like lettuce, celery and spinach.

Sources: Academy of Nutrition and Dietetics; Centers for Disease Control and Prevention



Have a safe summer

Continued from front page

Make helmets a priority.

Many kids practically live on their bikes during the summer. Make sure yours wear a helmet. (You should wear one too.) Helmets help reduce the risk of head injury and of death from bicycle crashes. Helmets are also a good idea during other activities, such as:

- Riding a skateboard.
- Batting or running bases in baseball or softball.
- Using in-line skates.

Watch out for heatstroke. It is a medical emergency. Signs and symptoms include a body temperature of 103 degrees or higher; hot, red, dry or damp skin; a rapid and strong pulse; and possible unconsciousness. Call **911** right away if you think someone has heatstroke. Move the person to a cooler environment. Try to bring their temperature down with cool cloths or a bath. Do not give the person fluids.

Know the signs of anaphylaxis.

This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings, medications and

latex. Signs and symptoms may include a red rash (usually itchy) with hives or welts; swelling in the throat or other areas of the body; wheezing; and trouble breathing or swallowing.

Anaphylaxis requires immediate medical attention. That includes an injection of epinephrine and a trip to the hospital emergency department.

Sources: American Academy of Allergy, Asthma & Immunology; Centers for Disease Control and Prevention; Safe Kids Worldwide; U.S. Consumer Product Safety Commission





Lead poisoning: What parents need to know


Lead used to be all around us — and it is still in a lot of things. It can be in old paint, water pipes and even the soil. That's a problem because when children swallow lead, it can harm their brains.


Now there are laws designed to help keep lead out of people's homes. If you live in an older building, however, your child might still be exposed. As a parent, there's plenty you can do to lower the risk of lead poisoning. For instance:


Find out if your home has been tested. Talk with your local health department about getting your home tested for lead if it was built before 1978. That's when lead in paint was banned. If you rent, ask your landlord about lead, ideally before you sign a lease.

 **Reduce lead in the water.** If you haven't used the tap in more than six hours, run the water for several minutes before using it. Use cold water for making baby formula, drinking and cooking. Hot water contains more lead from aging pipes.

 **Clean older homes often.** Use a wet mop or rag to dust floors and windowsills. This helps keep lead dust from spreading.

 **Keep kids away from peeling paint.** Cover it with duct tape or contact paper until it can be safely removed.

 **Renovate carefully.** Repairs that aren't done the right way can create lead dust. Make sure the contractor is certified by the Environmental Protection Agency.

 **Watch where your child plays.** If you live near older homes, there might be lead in the soil. Kids shouldn't play in that dirt.

Sources: American Academy of Family Physicians; American Academy of Pediatrics; Centers for Disease Control and Prevention




Should your child be tested?

Every Medicaid-eligible and NJ FamilyCare child must be tested for lead at age 1 (12 months) and again at age 2 (24 months). Any child age 25 to 72 months who has not been tested previously should be tested immediately. A blood test is the only way to know if a child has lead poisoning. If there's any chance your kids have come into contact with lead, ask your provider if it's time for a test.

Urgent vs. emergency

Where do you go when you need medical care quickly — say for a bump, a bruise or a bellyache? Urgent care centers can manage many minor illnesses and injuries, but some symptoms call for emergency care.

Play it safe. This is not medical advice or a complete list. If you think you have something serious or life-threatening, seek emergency care right away.

 Go to your primary care provider:	<ul style="list-style-type: none">• For routine check-ups and preventive care.• To manage chronic conditions, illnesses or pain.• For long-term medications, including medication changes or updates.• To maintain full and accurate medical records.
 Go to urgent care for mild or minor:	<ul style="list-style-type: none">• Allergic reactions or rashes.• Cuts, burns or wounds.• Headaches.• Illnesses, such as colds, sore throats, earaches and low-grade fevers.• Injuries, such as back pain, sprains and strains.• Nausea or vomiting.
 Call 911 or go to the ER for:	<ul style="list-style-type: none">• Allergic reactions with trouble breathing, hives or swelling.• Chest pain that lasts for more than a few minutes.• Difficulty breathing.• Heavy bleeding, severe burns or deep wounds.• High fever with a headache or stiff neck.• Injury to the neck, spine or head, especially with other symptoms.• Passing out, fainting or seizures.• Poisoning or overdose.• Serious injuries, such as broken bones.• Severe and persistent vomiting or diarrhea.• Sudden severe headache or pain, such as in the jaw or arm.• Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech.

Sources: American College of Emergency Physicians; National Institutes of Health

24-hour nurse line

Our members can call our toll-free medical advice line at **1-855-232-3596 (TTY: 711)**, 24 hours a day, 7 days a week. Trained medical professionals answer every call. They are always ready to help with medical questions and problems. You and your family can get health advice whenever you need it, at no cost to you.

Invite your kids into the kitchen

Do you want your children to be adventurous eaters? Invite them into the kitchen to help you cook.

Kids who help their parents cook are more likely to try all the foods you prepare, even if they don't embrace them right away. Cooking teaches kids about nutrition and food safety — not to mention mathematics and science. A child who becomes skilled in the kitchen is less likely to quickly grab processed foods when hungry.

Ready to have your kids begin cooking? Here are some tips for enlisting their help.



Start with food safety. Be sure your children know the basics, like:

- Washing their hands with soap and running water before and after handling food.
- Keeping work surfaces clean.
- Keeping raw meat, poultry and fish separate from other foods.
- Waiting until food is cooked before tasting.
- Cooking foods to their proper temperatures.

Let them explore with their senses.

Kneading dough. Rinsing produce. Tearing lettuce and snapping green beans. These activities will pique a child's curiosity about food with senses other than taste. If your child is hesitant to taste a food, invite them to smell it first. Taste it yourself and tell them how good it is.

Teach them how to read (and follow) a recipe.

Show your kids how to gather ingredients and utensils for a recipe. Tell them why it's important to measure the correct amount of each ingredient for the recipe to work.

Emphasize safe kitchen skills.

Teach your child how to use kitchen tools the correct way to avoid injuries. They may not be ready to use knives, even with adult supervision, until they are 10 to 12 years old. Show them how to wear oven mitts to protect themselves from burns, and explain why they should turn pan handles inward to avoid bumping into them. Be sure they know how to turn appliances on and off.



Cooking with your kids can set them on the path to a lifetime of healthy eating while making fun family memories.

Sources: *Academy of Nutrition and Dietetics; American Academy of Pediatrics*

Greek-style flank steak with tangy yogurt sauce

Makes 4 servings.

Ingredients

1 beef flank steak (12 ounces)

For marinade:

¼ cup lemon juice

1 tablespoon olive oil

2 teaspoons fresh oregano, rinsed, dried and chopped (or ½ teaspoon dried)

1 tablespoon garlic, minced (about 2 to 3 cloves)

For yogurt sauce:

1 cup cucumber, peeled, seeded and chopped

1 cup nonfat plain yogurt

2 tablespoons lemon juice

1 tablespoon fresh dill, rinsed, dried and chopped (or 1 teaspoon dried)

1 tablespoon garlic, minced (about 2 to 3 cloves)

½ teaspoon salt

Directions

- For the marinade, combine lemon juice, olive oil, oregano and garlic in a large bowl.
- Lay steak in a flat container with sides, and pour marinade over the steak. Let the steak marinate for at least 20 minutes (or up to 24 hours in the refrigerator), turning several times.

- Combine all the ingredients for the yogurt sauce. Set yogurt sauce aside for at least 15 minutes to blend flavors. (Sauce can be prepared up to 1 hour in advance and refrigerated.)
- Preheat oven broiler on high temperature, with the rack 3 inches from heat source.
- Broil steak for about 10 minutes on each side (to a minimum internal temperature of 145 degrees). Let cool for 5 minutes before carving.
- Slice thinly across the grain into 12 slices (1 ounce each).

- Serve three slices of the steak with ½ cup yogurt sauce on the side.

Try it in a sandwich with pita bread, lettuce and tomato.

Nutrition information

Serving size: 3-ounce steak, ½ cup yogurt sauce. Amount per serving: 181 calories, 7g total fat (2g saturated fat), 36mg cholesterol, 9g carbohydrates, 21g protein, 0g dietary fiber, 364mg sodium.

Source: National Heart, Lung, and Blood Institute



6 ways to head off falls

Falls are the No. 1 cause of injury for older Americans. That doesn't mean falling is a normal part of growing old, though. Here are six things you can do to prevent falls.

- 1. Work on your balance and lower body strength.** Tai chi is a good activity that combines those goals.
- 2. Get your sight and hearing checked once a year.** New glasses or a hearing aid may improve your awareness of your surroundings.
- 3. Review your medicines with your provider.** Ask if any of them put you at risk for falls.
- 4. Make your home safer.** Get rid of tripping hazards. If needed, install grab bars next to your toilet and outside your shower or tub. Nonslip mats may help too.
- 5. Get a good grip.** Always hold on to handrails when using stairs.
- 6. Talk to your provider about your risk for falling.** Tell your provider about any falls you've had — even if you weren't injured.

Sources: Centers for Disease Control and Prevention; National Council on Aging; National Institutes of Health

Cope with seasonal asthma triggers all year



Managing asthma well is a year-round job. It starts with keeping your triggers in check.

Asthma triggers are things that can make coughing, chest tightness and breathing worse.

Not everyone has the same triggers, and different triggers can crop up at different times of the year.

Check out this chart for tips on coping with some common seasonal triggers.

Asthma trigger	Coping tips
Pollen	<p>Plan outdoor activities to avoid peak pollen hours:</p> <ul style="list-style-type: none">• In the spring and summer, tree and grass pollens are worse in the evening.• In late summer and early fall, weed pollen is worse in the morning. <p>Close windows during pollen season.</p> <p>Have everyone take off their shoes at the door.</p> <p>Shower and change clothes when you come indoors.</p>
Smoke	<p>Listen to local weather alerts. When the air quality is poor:</p> <ul style="list-style-type: none">• Stay indoors.• Close doors, windows and vents.• Circulate clean air through air conditioners, if possible.
Mold	<p>Don't disturb areas where mold may grow, such as leaf piles, rotting logs or rotting grasses.</p>
Cold air	<p>Cover your nose and mouth with a scarf when you go outside.</p> <p>Exercise indoors when it's very cold out.</p>

Sources: American Academy of Pediatrics; American College of Allergy, Asthma & Immunology; American Lung Association; Asthma and Allergy Foundation of America



Type 2 diabetes: Act now to lower your risk

We all live with risks to our health. We do what we can to lower them. For instance, we buckle our seat belts when we get in a car. We take our medicines as prescribed. We also get the vaccines that we need.

However, there is another serious health risk that many of us overlook: type 2 diabetes.

Type 2 diabetes can hurt our bodies from head to toe. If not well controlled, type 2 diabetes can cause heart disease, stroke, eye and foot problems, and more.

Fortunately, there are ways to prevent or delay this most common form of diabetes.

Who is at risk?

You may be at risk for type 2 diabetes if you:

- Are overweight or obese.
- Are 45 years old or over.
- Have a family history of diabetes.

- Are African American, Alaska Native, American Indian, Asian American, Hispanic/Latino, Native Hawaiian or Pacific Islander.
- Have high blood pressure.
- Have a low level of HDL cholesterol or a high level of triglycerides.
- Have had gestational diabetes or had a baby weighing 9 or more pounds.
- Are physically inactive.
- Have a history of heart disease or stroke.
- Have polycystic ovary syndrome (PCOS).
- Have *acanthosis nigricans* — dark, thick, velvety skin around your neck or armpits.

How can I help prevent it?

Type 2 diabetes doesn't have to be in your future. Healthy eating and exercise habits can significantly lower your risk.

Here are three things to try:



Shed a few pounds if you're overweight.

Losing just 5% to 7% of your starting weight can make a difference. For example, if you weigh 200 pounds, set a goal of losing 10 to 14 pounds.



Get moving. Aim for at least 30 minutes of physical activity five days a week. If you've been inactive, check with your health care provider about which activities are best for you. Start slowly and build up to your goal.



Eat healthy foods — but not too much.

Lower your daily calorie intake by eating smaller portions. For example, fill half your plate with vegetables and fruits. Fill a quarter with whole grains. Use just a quarter of it for a low-fat protein. Choose low-fat foods that don't have a lot of sugar, salt or calories. Drink water instead of sweet beverages. Keep your tastebuds happy: Use spices and herbs rather than salty, fatty and sugary condiments to flavor your food.

You can do it!

If you are at risk of developing type 2 diabetes, you can take control, starting today. Talk with your provider about more ways to prevent this disease.

Source: National Institute of Diabetes and Digestive and Kidney Diseases

How check-ups can help you stay healthy

Provider visits aren't just for sick days. You need routine check-ups too — even when you're feeling fine.

Check-ups are also known as wellness visits. They are meant to prevent problems so that you can stay well. They may even help you live longer.

During your check-up, your provider may:

- Find some health issues before you notice a problem.
- Give you shots to protect you from serious diseases.
- Discuss any changes in your body.
- Ask about conditions or diseases that run in your family.
- Give you advice about diet, exercise, smoking, alcohol or stress.

Your provider can help you get any screening tests that may be right for you at this time. For instance, it might be time for a blood pressure, cholesterol or cancer screening test. Which tests you need depends on things like your age and family health history. Your provider can help you sort it out.

Get wise about wellness

Check-ups are also a good time to ask any questions you might have. Write them down before your visit. Have you noticed a new ache or other symptom? Would you like help to eat right, exercise more or quit smoking? Your provider is there to give you good advice and treatment.

Make an appointment

It's a good idea to schedule a visit once a year. Put a reminder in your calendar — or do it around the same time every



year, like your birthday or a holiday. Regular check-ups are too important to miss.

Sources: American Academy of Family Physicians; U.S. Department of Health and Human Services

Contact us



Member Services

1-855-232-3596

24 hours a day, 7 days a week

TTY: 711

**AetnaBetterHealth.com/
NewJersey**

24-hour nurse line

1-855-232-3596

24 hours a day, 7 days a week

TTY: 711

March Vision

1-844-686-2724

TTY: 1-877-627-2456

LIBERTY Dental Plan

1-855-225-1727

TTY: 711

Modivcare

(medical transportation only)

www.modivcare.com

1-866-527-9933

TTY: 1-866-288-3133

Access Link

(non-medical transportation — initial approval may take up to 30 days)

973-491-4224

TTY: 1-800-955-6765

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AETNA BETTER HEALTH® OF NEW JERSEY

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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
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
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>.

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Multi-language Interpreter Services

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)**。

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.

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104 (TTY: 711)**.

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: 711).

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104 (TTY: 711)**.

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104 (utenti 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)**.

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)**.

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104 (TTY: 711)**.

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