



# Thrive



[AetnaBetterHealth.com/California](https://www.aetna.com/better-health/california)

Aetna Better Health® of California

## Programs for better health.

Aetna Better Health of California has a personal approach to health care. We want to make sure you have what you need. Listed below are different programs that may be helpful.

The programs are:

**Chronic Conditions Management.** For medical concerns like depression, high blood pressure and more.

**Healthy Adults.** Works with you to make sure health tests are up to date and given at the right time.

**Healthy Kids.** Provides routine and timely medical tests for children and teens and education on wellness.

**Diabetes Prevention.** A new lifestyle change program to lower risks of type 2 diabetes.

**Health Homes.** Provides medical and mental health services.

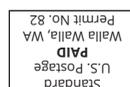
To learn more or find out if you can be a part of any of the programs, call the care team at **1-855-772-9076 (TTY: 711)**. If you agree to start a program, you can stop that program at any time.

## Information in other languages and formats.

Did you know you can get copies of member materials in other languages or formats such as Braille, large-size print or audio? We provide these materials at no cost. To request one, call our Member Services Department at **1-855-772-9076 (TTY: 711)**.

Summer 2021

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Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131

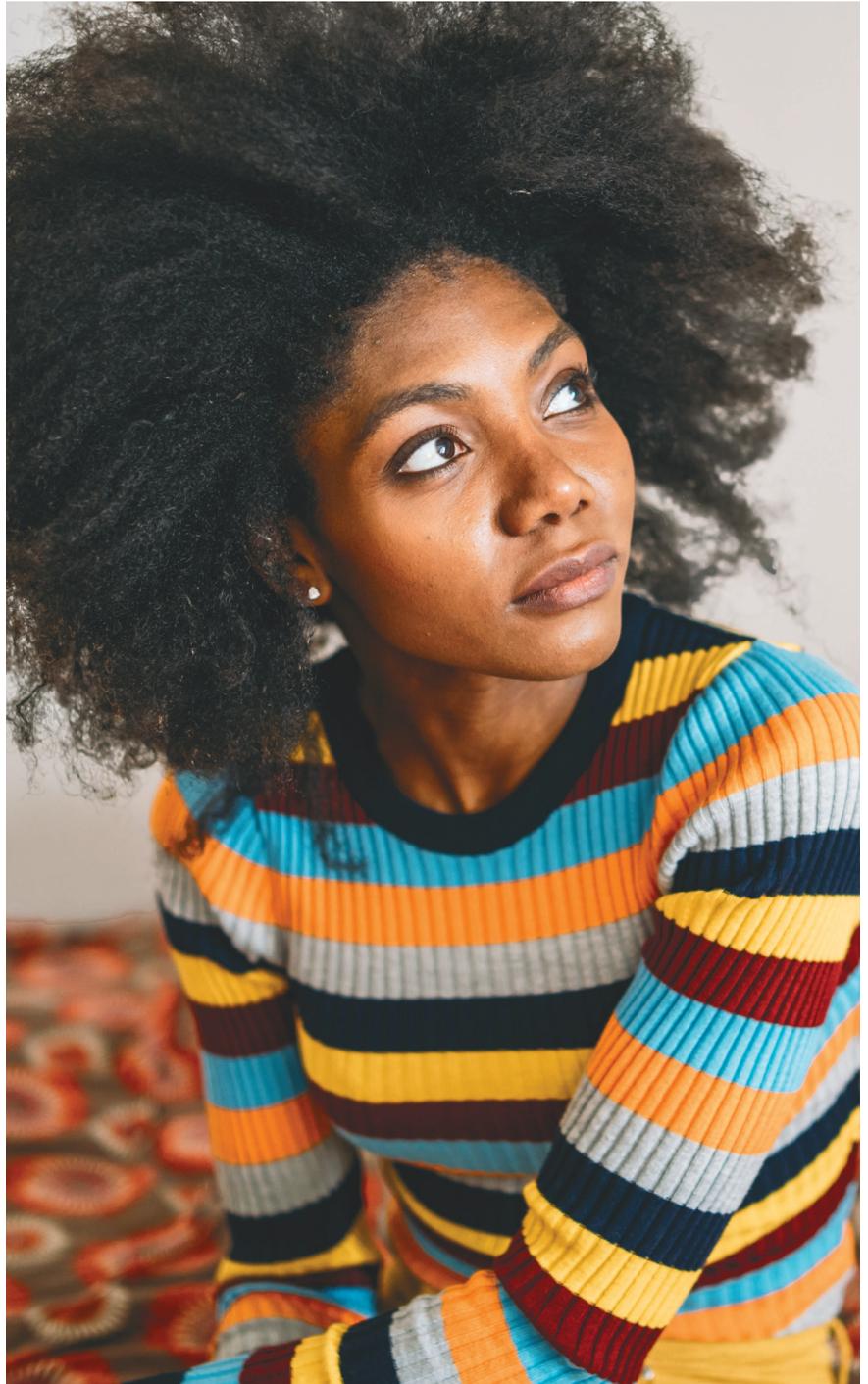
## Do you have depression?

Many of us feel sad or down now and then, but have you found that things you once enjoyed no longer make you happy? Do you find yourself crying very easily? These can be signs of depression. Depression can be recognized if you have these feelings for long periods of time, and if you no longer have the energy or motivation to do regular activities and things you used to enjoy.

If you have depression, you are not alone. Depression is treatable. Counseling or medicine — or both — can help you feel better. Every treatment is different and can take up to 3 to 6 months or longer for some people. Your provider can work with you to develop a plan and give you tools to help manage depression.

You may feel nausea, tired, have dry mouth or blurry vision after taking prescribed medicine. Tell your doctor about any side effects, but stay on your medicine until your doctor tells you to stop.

 Speak to your doctor or call our Member Services Department if you have any questions. You can call **1-855-772-9076 (TTY: 711)** for help.



## We cover transportation.

 Did you know you can get no-cost transportation for traveling to and from a medical appointment or services related to your Medi-Cal benefits? To get more information or to request transportation services, call Aetna Better Health of California at **1-855-772-9076 (TTY: 711)** at least three days before your appointment, or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

## Need help? Our care team is here for you.

We have a care team that can help you with your health care needs. This team can help take care of things like pregnancy, mental health, diabetes and more.

The team can give you lots of help or just a little help. The help is given by working with your doctor and others to help improve your health.

If you work with the care team, you will learn things like how the care team can help, how to end care team help and how to use services. You will also get papers giving you information on your health and more.



To work with the care team, you, your doctor or the person who takes care of you can call **1-855-772-9076 (TTY: 711)**.

## Did you know your pain medicine can be bad for you?

Medicines given to you by your doctor for pain can be as bad for you as street drugs. These are called opioids. Opioids are found in the opium poppy plant. They are used for short-term, serious pain.

To keep yourself and your family safe from the dangers of opioids:

- Only use as prescribed
- Properly store medicine
- Talk to your doctor about other options

We have an Opioid Management Program that can help you manage or stop the use of opioids. Our care management team will provide help getting to other doctors that can help you understand the cause of your pain. They can give other medicine options and more. You can opt in or out of the program at any time. Do not stop taking any medicine without consulting your doctor first.

 If you or someone you know wants more information or help with the use of opioids, call **1-855-772-9076 (TTY: 711)** and ask to talk to a care manager.





# This season, a flu vaccine is more important than ever!

Getting a flu vaccine is very important to protect yourself, your family and your community from the flu. A flu vaccine this season can also help reduce the burden on our health care system. It can help save medical resources for the care of COVID-19 patients.

Influenza spreads. So be ready. Get vaccinated as soon as the vaccine is available this fall. Immunization is the No. 1 best way to prevent the flu. With rare exceptions, everyone 6 months and older needs a yearly flu vaccine.



## 5 things to know

1. The flu can bring miserable symptoms and lead to missing work or school. It makes some people seriously ill. Every year, flu complications lead to hospital stays — and even deaths.
2. Viruses tend to change each flu season. Scientists review U.S. flu vaccines yearly to make sure they best match the viruses that are going around that year.
3. Flu vaccines have a solid safety record. Vaccines can't give you the flu. And serious side effects are very rare.
4. Shot or spray? You can have it your way. Flu vaccines are available as shots or nasal sprays. The nasal spray is an option for healthy people ages 2 through 49 years who are not pregnant.
5. You can get the flu shot at no cost. Talk to your doctor or call Member Services at **1-855-772-9076 (TTY: 711)** to find a location near you.

*Source: Centers for Disease Control and Prevention*

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### Contact us



Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131

Member Services: **1-855-772-9076**  
**(TTY: 711)** 24 hours, 7 days a week  
**[AetnaBetterHealth.com/California](https://www.AetnaBetterHealth.com/California)**

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*Here For You* is published as a community service for the friends and members of Aetna Better Health® of California. This newsletter contains information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. This content was reviewed for accuracy in March 2021. Models may be used in photos and illustrations.

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## Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
- Information written in other languages

If you need these services, contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

## How to file a grievance

If you believe that Aetna Better Health of California 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 Aetna Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**In writing:** Fill out a complaint form or write a letter and send it to:  
Aetna Better Health of California  
10260 Meanley Drive  
San Diego, CA 92131

**In person:** Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

**Electronically:** Visit Aetna Better Health of California website at  
**[AetnaBetterHealth.com/California](http://AetnaBetterHealth.com/California)**

## Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

**By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

**In writing:** Fill out a complaint form or send a letter to:  
**U.S. Department of Health and Human Services**  
**200 Independence Avenue, SW**  
**Room 509F, HHH Building**  
**Washington, D.C. 20201**

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

**Electronically:** Visit the Office for Civil Rights Complaint Portal at  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**.

## LANGUAGE ASSISTANCE

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### English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (TTY: 711).

### Español (Spanish)

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

### Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ 1-800-385-4104 (TTY: 711).

### Tagalog (Tagalog – Filipino)

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

### 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (TTY: 711) 번으로 전화해 주십시오.

### 繁體中文 (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 1-800-385-4104 (TTY: 711)。

### Հայերեն (Armenian)

Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակապակցում աջակցություններ: Ձանգահարեք 1-800-385-4104 (TTY (հեռախոս)՝ 711)

### Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 711).

Send with all notices

### فارسی (Farsi)

**توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-385-4104 (TTY: 711) تماس بگیرید.

### 日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。  
1-800-385-4104 (TTY: 711) まで、お電話にてご連絡ください。

### Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-385-4104 (TTY: 711).

### ਪੰਜਾਬੀ (Punjabi)

ਪਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।  
1-800-385-4104 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

### العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-385-4104 (رقم هاتف الصم والبكم 711).

### हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
1-800-385-4104 (TTY: 711) पर कॉल करें।

### ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร  
1-800-385-4104 (TTY: 711).

### ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើអ្នកនិយាយភាសាខ្មែរ, បេសវាជំនួយខ្លួនភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-385-4104 (TTY: 711) ។

### ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-385-4104 (TTY: 711).