

## HEALTHY LIVING

## Your Aetna Better Health plan made easier

We're here to support you — whether you need a routine checkup, help managing a condition or answers about your benefits. Find out what's available to you so you know where to turn for care and support. View this info online at [AetnaBetterHealth.com/education/maryland-info](https://www.aetna.com/betterhealth/education/maryland-info)

### ✔ Review your member handbook

It's your go-to source for plan information. It covers everything you need to know, including:

- What your plan covers
- How to get care
- How to file a complaint, grievance or appeal
- How we make decisions about your care
- Special programs and benefits to help you stay healthy

You can view your handbook online at [AetnaBetterHealth.com/maryland/member-materials-forms.html](https://www.aetna.com/betterhealth.com/maryland/member-materials-forms.html)

Prefer a hard copy?  
Call Member Services at **1-866-827-2710 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.

### ✔ Know your rights

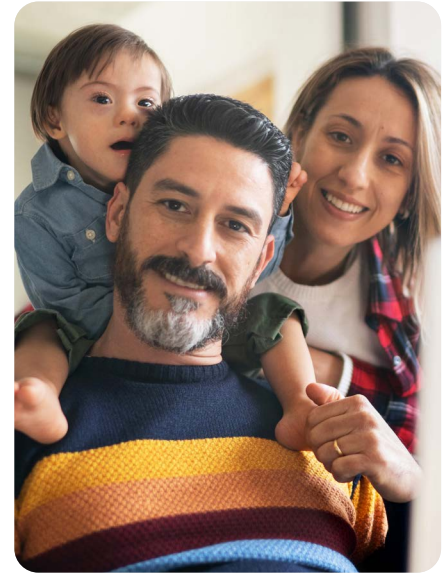
As an Aetna Better Health member, you have certain rights and responsibilities.

Go to [AetnaBetterHealth.com/maryland/medicaid-rights-responsibilities.html](https://www.aetna.com/betterhealth.com/maryland/medicaid-rights-responsibilities.html) for a complete list.

### ✔ Get language help

We offer language services at no cost to you. That includes interpreter services in any language (including sign language). You can also ask for written materials in any language. We also offer materials in other formats, such as large print, audio or accessible electronic formats.

Go to [AetnaBetterHealth.com/maryland/notice-of-non-discrimination.html](https://www.aetna.com/betterhealth.com/maryland/notice-of-non-discrimination.html) or call Member Services for help.



## Learn about your benefits and care options

Whether you're managing a condition or just trying to stay healthy, we have programs and benefits that can help. Visit our website to learn more about:

- Your pharmacy benefits
- Our population health management programs
- How we make decisions about your care
- The guidelines our providers follow
- What we're doing to improve our services



Aetna Better Health®  
of Maryland

**Questions?** Go to [AetnaBetterHealth.com/maryland](https://www.aetna.com/betterhealth.com/maryland). Or call Member Services at **1-866-827-2710 (TTY: 711)** and we can send you written information.

# Find the right primary care provider

A primary care provider (PCP) is your main doctor for checkups and care. Here's why having the right PCP matters — and how to choose one.

## 1 They are a trusted partner in health

You should feel comfortable asking your PCP anything. No worry is too small, and no question is silly. Your PCP knows your health history and can help you get the care you need.

## 2 They can help you manage a chronic condition

If you or your child has a long-term condition like asthma, diabetes or high blood pressure, your PCP can help. They work with your other providers to help you create and follow your care plan.

## 3 They can help prevent health problems

Your PCP doesn't just treat you when you're sick — they help you stay healthy. Regular checkups and screenings can find problems early, before you feel sick.

## 4 They can help guide you through your health care

Health care can feel confusing. Your PCP helps make it easier to understand. They can help by:



- Referring you to other doctors when needed
- Helping you understand your test results
- Making sure all parts of your care work together

## 5 They provide well-rounded care

Your PCP cares about all parts

of your health. They can help with:

- Mental health
- Healthy food choices
- Exercise
- Wellness goals

They can even help you get support for things like housing, childcare, food access and more.

**Don't have a PCP or want a new one?** Search our provider directory online at [AetnaBetterHealth.com/maryland/find-provider](https://AetnaBetterHealth.com/maryland/find-provider). Or call Member Services for help.

# Get more from your checkup

These visits are a chance to talk openly with your provider, ask questions and stay on top of your health. Here are a few simple ways to get the most out of your appointment.

## Write down your questions

It's easy to forget what you want to ask during the visit. Having your list of questions handy helps you cover everything on your mind.

## Know your family medical history

Make note of any conditions your parents, grandparents or siblings have had. This will help your PCP decide which health screenings you might need and when.

## Be honest

Your PCP is there to help, not judge. Being honest and detailed will help them take better care of you.

## Record your conversation

That way you don't have to worry about taking notes while you talk. (Ask your PCP if it's OK first.) Or, you can bring someone with you to help take notes and ask questions.

## Help calm kids' nerves

Explain why they're going to the doctor and what will happen at the visit. Get them involved by coming up with questions for the doctor together.



## When should I get a checkup?

Adults should get a checkup at least once a year.

Kids need checkups, called well-child visits, more often based on age. Here's what experts recommend for little ones:

- **Babies under a year old** should see their PCP at 3-5 days, 1 month, 2 months, 4 months, 6 months and 9 months.
- **Children 1 to 3 years old** should see their doctor at 12 months (1 year), 15 months, 18 months, 24 months (2 years) and 30 months.
- **Kids three years and older** should see their doctor once a year.



**Take our social needs screening.** Help us better understand your health needs and how we can improve our services. The screening is quick and private. Scan the QR code or go to [AetnaBetterHealth.com/maryland](https://www.aetna.com/betterhealth/maryland).



## Simple food swaps for a healthier heart

Your heart works hard for you. Show it care with these tips for building a heart-healthy plate.

### Fill half your plate with produce

Leafy greens like spinach and fruits like berries help support heart health and fight inflammation.

### Choose whole grains

Brown rice, oatmeal and whole-grain bread have more fiber. Fiber can help lower cholesterol.

### Pick lean proteins

Fish like salmon have healthy fats that support your heart. Chicken and turkey are lower in saturated fat.

### Go meatless

Eating more plant-based meals can help lower your risk of heart disease. Add one or more vegetarian meals to your weekly menu.

### Opt for low-fat dairy

Choose fat-free or low-fat versions of milk, cheese and yogurt. They are lower in saturated fat, which can raise bad cholesterol.

### Cook with heart-healthy oils

Use oils, like olive or canola oil, instead of butter or shortening. Oils have healthy fats that can help lower bad cholesterol.

### Season wisely

Use herbs and spices instead of salt. Too much salt can raise your blood pressure.

# Family planning for every body

Family planning does more than prevent or prepare for pregnancy. It includes routine care that helps protect your body and supports your health now and in the future. Here's what to know.

Family planning means care for your reproductive health. Even if you don't want kids now, or ever, this care is still important.

Family planning helps you:

- Learn about your body
- Prevent pregnancy
- Prepare for pregnancy
- Practice safe sex
- Prevent or treat sexually transmitted infections (STIs)

A family planning visit may include:

- Talking about your health and your plans for the future
- A well-woman exam and other health screenings
- Learning about birth control and picking the method that works best for you
- Help with infertility or getting pregnant
- Testing for and prevention of STIs
- Referrals to other care if you need it.

You do not need a referral to see a family planning provider. You can go to any provider you trust and feel comfortable with. That includes providers who are in- or out-of-network.

Family planning services are here to help you make the best choices for yourself.



## Are you a new mom or mom-to-be?

Join us for a Virtual Baby Shower. We'll celebrate with fun activities, helpful resources for new parents, and exciting giveaways.

## Upcoming showers:

- June 18, 10–11:30 AM
- September 17, 10–11:30 AM
- December 10, 10–11:30 AM

Email [olebaras@aetna.com](mailto:olebaras@aetna.com) for more info.



**Are you pregnant or trying to get pregnant?**

Go to [AetnaBetterHealth.com/maryland/pregnancy-care.html](https://www.aetna.com/betterhealth/maryland/pregnancy-care.html) for more info on extra benefits and care for pregnancy.



## Take charge of your sexual health

Many people get a sexually transmitted infection (STI) during their lives. Prevention and testing can help protect your health.

STIs can pass from one person to another during sexual contact. Some STIs can also spread from sharing needles.

The good news: Many STIs are treatable. Especially when they're found early.

### Know the signs

STIs can have different symptoms. Here are some common ones to watch for:

- Pain or burning when peeing
- Sores, bumps or rashes around the genitals
- Changes in fluid from the penis or vagina (you might notice a

strong smell or different color or amount of discharge)

- Genital itching or pain
- Pain during sex
- Lower belly pain

Not everyone with an STI has symptoms. Testing is the only way to know for sure.

### Get tested

Testing for STIs is covered by your health plan. Ask your provider about getting tested. Especially if you have a new partner or more than one partner. Or if you have any symptoms.

Testing is also important for pregnant people. STIs can cause problems during pregnancy. And they can be passed to the baby during childbirth. If you test positive for an STI, your provider can treat it to keep you and your baby safe.

STIs are common. But help is here. Getting tested and treated are steps you can take for yourself, your partner and your family. Your provider is there to answer questions and help you get the care you need.

# Health screenings made simple

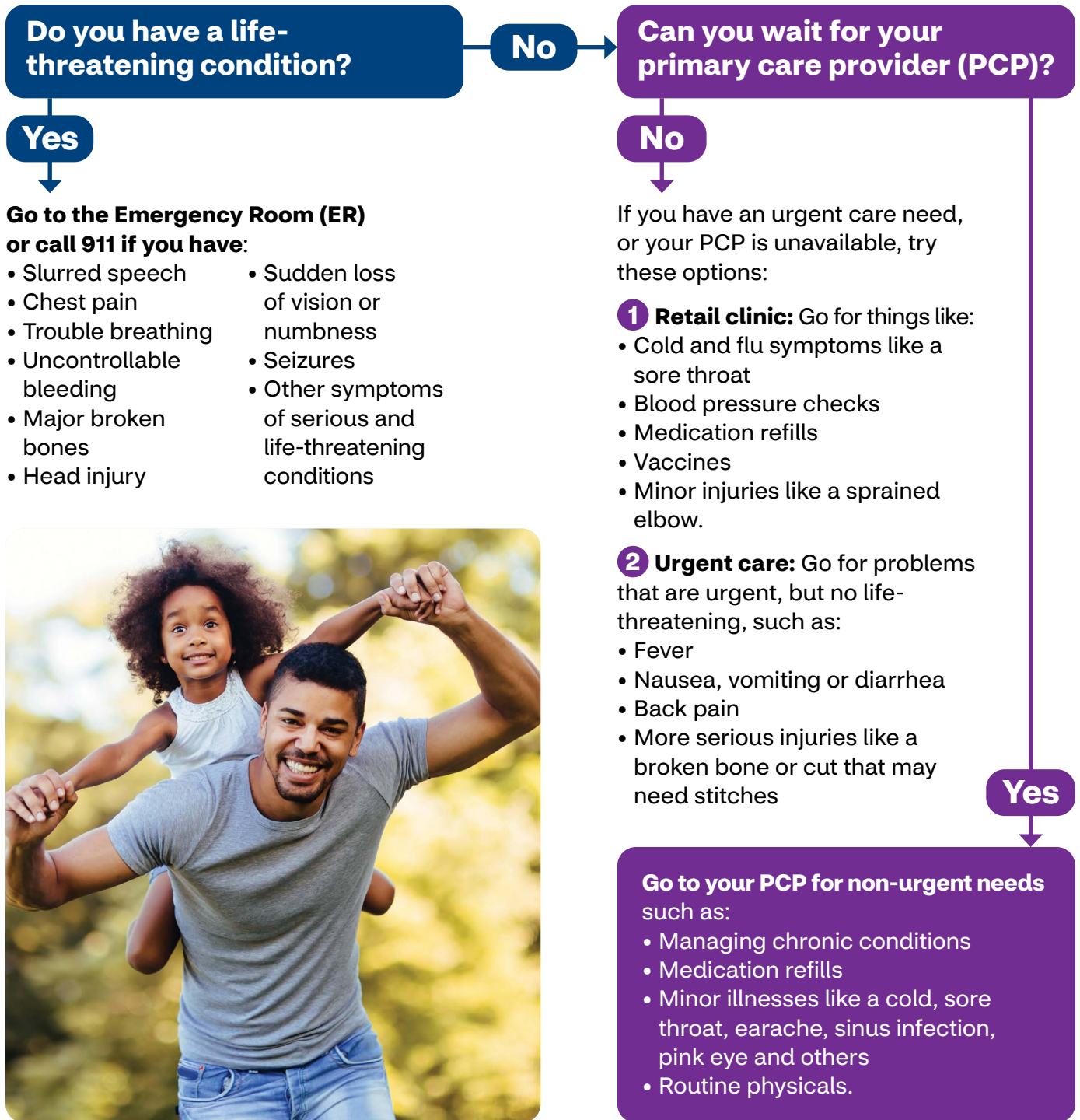
Regular health screenings are essential for catching health problems early, before you start feeling sick. Take advantage of these covered screenings to keep you and your family healthy.



| SCREENING                  | WHO NEEDS IT                                                  | WHEN TO GET IT                                                                                                                           |
|----------------------------|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| ✓ <b>Blood pressure</b>    | All adults                                                    | Every 3-5 years for adults under 40<br>Every year for adults over 40                                                                     |
| ✓ <b>Cholesterol</b>       | All adults                                                    | Every 4-6 years, or more often if needed                                                                                                 |
| ✓ <b>Diabetes</b>          | Adults 35 to 70 with overweight or obesity                    | Ask your doctor                                                                                                                          |
| ✓ <b>STI/HIV</b>           | All sexually active adults and pregnant women                 | Ask your doctor                                                                                                                          |
| ✓ <b>Breast cancer</b>     | Women 45 to 74 years old (or sooner if you are at high risk)  | Every 2 years                                                                                                                            |
| ✓ <b>Cervical cancer</b>   | Women 21 to 65 years old                                      | Every 3 to 5 years                                                                                                                       |
| ✓ <b>Colorectal cancer</b> | Adults 45 to 75 years old (or sooner if you are at high risk) | Every 1-3 years for at-home stool tests<br>Every 10 years for a colonoscopy                                                              |
| ✓ <b>Well-child visits</b> | All children                                                  | 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, then once a year                 |
| ✓ <b>Lead screening</b>    | Children under 3 years old                                    | All children should be tested at 12 months and 24 months old                                                                             |
| ✓ <b>Dental exam</b>       | Everyone                                                      | Every 6 months                                                                                                                           |
| ✓ <b>Vision exam</b>       | Everyone                                                      | At least once between 3 and 5 years old, then as recommended after that for children<br>Every 2 years (or more often) for adults over 18 |

# Find the right care fast

Not sure where to go for care? Use this flowchart to decide if you should go to your primary care provider, urgent care or emergency room.



## Need medical help after hours?

Call our 24-hour nurse line at **1-866-827-2710 (TTY: 711)**. You'll be connected with a nurse who can answer your questions or help you decide where to go for care.

# Get extra support for your health care needs

Every Aetna Better Health® member is on their own personal health care journey. We can help guide you in managing and improving your health. Check out some of our population health programs.

## Keeping Members Healthy

Almost all members are enrolled in this program. We'll help you keep up with preventive care and use your plan benefits.

## Patient Safety and Outcomes Across Settings

This program helps coordinate your care across different health care settings, like:

- Hospitals
- Nursing facilities
- Specialty care
- Community-based medical homes
- Home-based care

## Managing Members with Emerging Risk

Dealing with a health problem? We'll help you work with your care team and manage your condition at home to keep you as healthy as possible and prevent complications.

## Managing Multiple Chronic Conditions

In this program, we focus on you as a whole person rather than as a set of conditions. We'll help you keep up with provider visits and manage your health outside the clinic.

For most programs, we will automatically enroll you if you are eligible. You can choose to join or leave a program at any time. Just call us if you do not want to be part of a program.

---

Go to [AetnaBetterHealth.com/maryland/population-health-programs.html](https://www.aetna.com/betterhealth/maryland/population-health-programs.html) for more info.

## Our care managers are here for you

Care managers are nurses and social workers who can help you on your care journey. They'll teach you more about your health and help you get services and care that you need. If you have questions or if you would like to speak to a care manager, call us at **1-866-827-2710 (TTY: 711)**. You can also email us at [AetnaBetterHealthMDCM@Aetna.com](mailto:AetnaBetterHealthMDCM@Aetna.com).

## How to file a complaint, grievance or appeal

If you're unhappy with the services or care you received from a provider or health plan, it's called a complaint.

If your complaint is about a service your provider feels you need but we won't cover, you can ask us to review your request. This is called an appeal. You'll need to file an appeal within 60 days of the date on your denial letter. You can file an appeal by phone **(1-866-827-2710)**, in writing or in person. Your doctor can also file an appeal for you, with your permission.

A complaint that isn't related to a denied service is called a grievance. For example, you may file a grievance for not being treated fairly or having trouble getting an appointment. You can file a grievance by calling Member Services.

Check your member handbook to learn more about grievances and appeals.

**Need help understanding your health?** We provide free health education. Call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator. Or email [olebaras@aetna.com](mailto:olebaras@aetna.com).



# Fraud, waste and abuse

We ask members and providers to report Medicaid fraud, waste or abuse.

**Fraud:** When someone lies to get money or services.

**Waste:** When someone overuses resources they don't need.

**Abuse:** When someone takes money for services when they haven't earned payment.

If you see fraud, waste or abuse, report it right away. You have three options:

- Call Member Services: **1-866-827-2710 (TTY: 711)** or **1-855-877-9735 (TTY: 711)**
- Notify the Maryland Department of Health, Office of the Inspector General: **1-866-770-7175** or **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 **OIG.HHS.gov/Fraud/Report-Fraud/Index.asp**

Reporting fraud, waste or abuse will not affect the quality of any treatment or services you receive. Everyone can help prevent fraud, waste or abuse. Failure to report such events could result in fines and other criminal penalties.

## We're here for you

### Member Services

**1-866-827-2710 (TTY: 711)**

24 hours a day, 7 days a week Speak with Care Management, Utilization Management, Community Outreach, Health Education and more.

### Maryland Medicaid Help Line

**1-800-284-4510**

### Dental Services

Maryland Healthy Smiles Dental Program: **1-855-934-9812**

Mon-Fri, 7:30 AM to 6:00 PM

### Vision Services

Superior Vision: **1-800-879-6901**

Mon-Fri, 8 AM to 9 PM

### 24-Hour Nurse Line

**1-866-827-2710**, say "Nurse,"

24 hours a day, 7 days a week

### Behavioral Health Services

Carelon Maryland: **1-800-888-1965**

Mon-Fri, 8 AM to 6 PM

Carelon Crisis Line available  
24 hours a day, 7 days a week

### Interpreter Services

You have the right to have someone help you with any communication issue you might have. There is no extra cost to you. Just call Member Services.

### Transportation Services

Call Member Services to schedule a ride at least three days before your appointment.

### Emergency

If you have a medical condition that could cause serious health problems or even death if not treated immediately, call **911**.

### **NOTICE TO THE PUBLIC**

#### **NON-DISCRIMINATION STATEMENT AND ACCESSIBILITY REQUIREMENTS**

Aetna Better Health of Maryland and The Maryland Department of Health (the Department) complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

Aetna Better Health of Maryland, upon request:

- Provides free aids and services to people with disabilities to communicate effectively with Department staff, such as, but not limited to:
  - Qualified sign language interpreters
  - Writing information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides **NO COST, FREE** language services to people whose primary language is not English, such as, but not limited to:
  - Qualified interpreters
  - Information written in other languages

**If you need these services, please contact the Department's health program, service, local health department or health insurance marketplace directly.**

If you believe that the Department 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 Maryland Civil Rights Coordinator, PO Box 818001, Cleveland, OH 44181-8001; Phone [1-888-234-7358](tel:1-888-234-7358) (TTY [711](tel:711)); Email [MedicaidCRCoordinator@aetna.com](mailto:MedicaidCRCoordinator@aetna.com); who has been designated to coordinate the efforts of Aetna Better Health to comply with section 1557 or The Maryland Department of Health, Office of Equal Opportunity Programs, Equal Access Compliance Unit (EACU), 201 West Preston Street, Room 422, Baltimore, Maryland 21201, [410-767-6600](tel:410-767-6600) (Voice) [410-333-5337](tel:410-333-5337) (Fax), [mdh.oeop@maryland.gov](mailto:mdh.oeop@maryland.gov) (email). Deaf and hard of hearing individuals may use MD Relay [7-1-1](tel:7-1-1).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, EACU staff are 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/smartscreen/main.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, [1-800-868-1019](tel:1-800-868-1019), [800-537-7697](tel:800-537-7697) (TDD). Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

## Language Accessibility Statement

If you speak English, language assistance services, free of charge, are available to you.

Call: [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104)).

### Español/Spanish

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

### አማርኛ/Amharic

የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ [1-800-385-4104](tel:1-800-385-4104) (መስማትለተሳናቸው፡ TTY: [711](tel:1-800-385-4104))።

### العربية /Arabic.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104))

### Bàsɔ́ -wùdù-po-nyò/Bassa

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsɔ́ -wùdù-po-nyò] jũ ní, nií, à wuɖu kà kò dò po-poòbèin̩ m̩ gbo kpáa. [Đá 1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104))

### 中文/Chinese

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](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104))。

### فارسی/Farsi

توجه: اگر به زبان فارسی گفتگو می‌کنید، خدمات کمک زبانی به صورت رایگان برای شما فراهم می‌باشد. با شماره [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104)) تماس بگیرید.

### Français/French

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le: [1-800-385-4104](tel:1-800-385-4104) (ATS: [7-1-1](tel:1-800-385-4104)).

### kreyòl ayisyen/Haitian Creole

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

### Igbo

O buru na asu Ibo asusu, enyemaka diri gi site na call [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104))

### 한국어/Korean

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

### Português/Portuguese

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104))

### Русский/Russian

Помощь доступна на вашем языке: [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104)). Эти услуги предоставляются бесплатно.

### Tagalog

Makakakuha kayo ng tulong sa iyong wika: [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104)). Ang mga serbisyong ito ay libre.

### Tiếng Việt/Vietnamese

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104)).

### Yorùbá/Yoruba

Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104))

### ગુજરાતી/Gujarati

જો તમે ગુજરાતી બોલો છો, તો તમારા માટે ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે.કોલ કરો: [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104)).

### اردو/Urdu

خبردار: اگر آپ اردو بولتے ہیں تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں [1-800-385-4104](tel:1-800-385-4104) (TTY: [711](tel:1-800-385-4104))