

HEALTHY LIVING

Budget-friendly healthy snacks your whole family will crave

Handing out the right snacks can do double duty: It can fuel good energy and health now, and boost immunity to help fight off illness as we enter cold and flu season. But common go-tos like packaged chips, cookies and candy can be pricy and harm your health over time. Instead, try these easy, kid-friendly snacks. They're good for your health and kind to your wallet.



Greek yogurt

It's thick and creamy, and loaded with calcium and protein. Throw in some banana slices for potassium. Or add berries (fresh or frozen) for vitamin C and antioxidants.



Apple slices and peanut butter

Together, they serve up healthy fats, protein and important vitamins and minerals like vitamin E and potassium.



Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger. Plus you're drinking up immune-boosting minerals like calcium, and vitamins A and D.

Need more ideas? Nuts like almonds and walnuts, air-popped popcorn with a shake of salt, sliced veggies with hummus, frozen grapes, oatmeal and fruit are all great options.

It's time to renew!

Do you or a family member currently have health insurance through Medicaid or the Maryland Children's Health Program (MCHP)?

Changes are coming to Maryland Medicaid. Check in to make sure your contact information—including your mailing address—is up to date so that you can receive important notices on any changes to your health insurance.

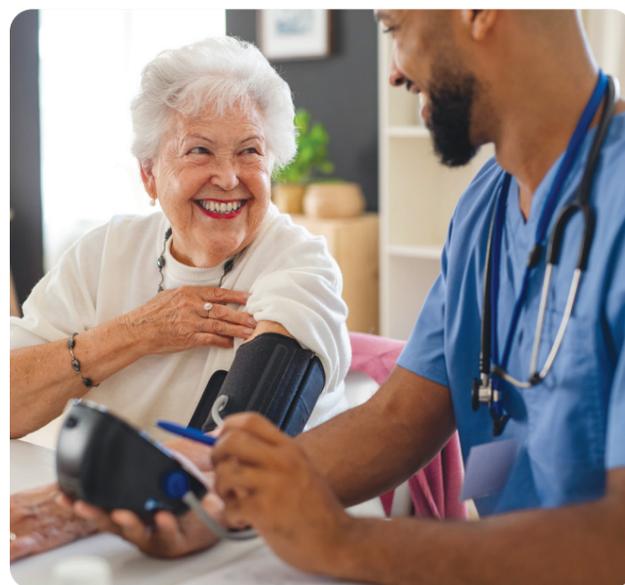
There are 3 ways to get started:

- 1 Log in to your account marylandhealthconnection.gov/checkin
- 2 Call **855-642-8572**
- 3 Scan the QR code below with your phone



Heart disease 101

Heart disease isn't just one condition. There are many types, including coronary artery disease, congestive heart disease, arrhythmia, heart attack and stroke. But they share a lot of symptoms. Screenings are often the same, too. If you're worried about your heart health, talk to your primary care provider (PCP) about having one of these tests.



CT scan

This looks for calcium in the arteries, which is a sign of plaque buildup. If the test shows plaque buildup, your doctor may recommend medicine to lower your cholesterol levels.

Stress test

This test usually involves walking on a treadmill and monitoring your heart to see how it's working. If you're having chest discomfort, a stress test can help your PCP decide if that's a heart problem.

Electrocardiogram (EKG)

This simple, painless test involves placing electrodes on your chest to record your heart's electrical activity.

Angiogram

If your other tests are abnormal, or if you're having symptoms, you might get an angiogram. This scan shows blood flow through your arteries and veins to check for blockages.

If you think you may be having a heart attack or stroke, call 911 right away. Getting help fast can save your life and lead to a better recovery.

Symptoms of a heart attack can include:

- Pain or pressure in the chest
- Discomfort in the jaw or neck
- Shortness of breath
- Sweating, nausea or dizziness

Know the signs of preeclampsia

This high blood pressure condition happens during pregnancy. It can be dangerous to both mother and baby. During your prenatal checkups, your care provider will screen for preeclampsia. Call your provider immediately if you have any of these symptoms:

- Severe headaches
- Blurred vision, spots in front of your eyes or sensitivity to light
- Nausea and vomiting
- Swollen hands and feet
- Sudden weight gain of more than a pound a day
- Pain in the upper right side of your abdomen
- Shortness of breath

Depression signs through the ages

Depression can happen to anyone. It's also highly treatable. Since some symptoms vary between age groups, it's important to know what to watch for.

Children

- More argumentative, grouchy or annoyed
- Often tired or agitated
- Problems concentrating in school
- Feeling inadequate, guilty or worthless
- Self-injury or self-destructive behaviors
- Angry outbursts or tantrums

Teenagers

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy, motivation or enthusiasm
- Using substances like alcohol or drugs
- Poor self-esteem
- Not taking care of appearance

Adults

- Often annoyed, frustrated, irritable and/or angry
- Loss of interest in socializing and hobbies
- Restless, agitated or sluggish
- Feeling worthless or very guilty
- Hard time concentrating, remembering and making decisions

- Older adults may also be anxious, confused, helpless or quick to cry

New mothers (called postpartum depression)

- Feeling overwhelmed or "empty"
- Detachment from baby
- Panic attacks
- Tired
- Decreased interest in activities
- Self-doubt, guilt, anger
- Changes in sleep or eating

If you see any of these signs in a loved one or yourself, reach out to your primary care provider (PCP) for help.



Our care managers are here for you

Do you need help getting care? Our care management team is here for you! Care managers are nurses and social workers who understand your health conditions and help connect you to the right care. A care manager can teach you more about your health, get services and care that you need like helping you find rides to your appointments, and more.

If you have questions or if you would like to speak to a case manager, call us at **1-866-827-2710 (TTY: 711)**. You can also email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may disenroll from the program at any time.

Know your numbers Members with high blood pressure may receive a free blood pressure monitor once every three years. Call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with a Care Manager to learn more.

Are you having thoughts about hurting yourself or others? Go to the nearest emergency room or call or text the **Suicide & Crisis Lifeline** at **988** for free and confidential emotional support. Or visit **988lifeline.org** to chat.

Your family's healthy-all-year secret

Spoiler alert: It's vaccinations. They can help your family stay well this winter — and for many seasons to come. Here are six vaccinations to keep on your radar. Go to [Vaccines.gov](https://www.vaccines.gov) for a full list.



Chickenpox (varicella)

When it's given: Children get two doses: one at 12 to 15 months old, the second between ages 4 and 6. If you've never been vaccinated or had chickenpox, you'll need the vaccine now.

Diphtheria, tetanus and pertussis (DTaP, TDaP)

When it's given: Younger children usually get five doses of DTaP between ages 2 months and 6 years. TdaP is for older kids, with a first dose between ages 11 and 12, and adults, who need the shot every 10 years (more often if pregnant).

Flu (influenza)

When it's given: Starting at 6 months old, annually. Get the vaccine as soon as it's available — usually in September or October.

Human papillomavirus (HPV)

When it's given: First dose is given between ages 11 and 12. If you're older and haven't had the shot, talk to your doctor. HPV, a sexually transmitted infection (STI), can cause cervical and other cancers.

Measles, mumps and rubella (MMR)

When it's given: Between 12 and 15 months of age for the first dose, and between ages 4 and 6 for the second dose. Sometimes adults need to get it again; ask your doctor if you need the shot.

Pneumococcal

When it's given: Infants, young children and older adults need this. It's given to children at 2, 4 and 6 months and between 12 and 15 months for a total of 4 doses. Adults get one more dose at age 65 or older.

Beyond physicals

Get screened now

Body mass index (BMI)

BMI can show if you're at a higher risk for serious health conditions like diabetes.

Hepatitis C

Adults and pregnant women should have this blood test.

Lead screenings

Lead poisoning can be serious. Doctors will screen children with a blood test.

STIs

All sexually active people should be screened for STIs like HPV, chlamydia and gonorrhea.

4 tips for healthy lungs



Whether you have a chronic lung condition like asthma, or a respiratory infection like a cold, use our tips to breathe easier.

- 1 Take your medicine as directed by your doctor. Also, make sure you are using your inhaler correctly.
- 2 Get a flu shot. Ideally, by the end of October.
- 3 See an allergist if needed. Allergies can trigger an asthma attack.
- 4 If you smoke, quit now. It's the best way to stop more lung damage.



Do you know about our asthma program? You can work with a care manager to develop an asthma action plan and learn to manage your asthma. You can even earn gift cards! Members with asthma and COPD can also receive 2 carpet cleanings each year. Call Member Services at **1-866-827-2710 (TTY: 711)** to learn more.

Quality Improvement

Keeping you and your family healthy is important to Aetna Better Health of Maryland. Our Quality Improvement Program tracks the quality of care our members receive. This helps us improve members' health. We also look for areas that need improvement.

Visit our website at [AetnaBetterHealth.com/maryland/quality-improvement-program.html](https://www.aetna.com/betterhealth/maryland/quality-improvement-program.html) to learn more about our quality program goals and progress.

Helpful information

Dental Services

Healthy Smiles Dental Program, **1-855-934-9812**; Monday to Friday, 7:30 AM to 6 PM

Vision Services

Superior Vision, **1-800-879-6901**; Monday to Friday, 8 AM to 9 PM

Member Services

1-866-827-2710 (TTY: 711)
24 hours; 7 days a week

Behavioral Health Services

Optum Maryland, **1-800-888-1965** Monday to Friday, 8 AM to 6 PM
Optum Crisis Line available 24 hours a day, 7 days a week

24-Hour Nurse Call Line

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

Interpreter service

You have the right to have someone help you with any communication issue you might have. There is no cost to you. Call Member Services at **1-866-827-2710 (TTY: 711)**.

Maryland Medicaid Help Line

1-800-284-4510

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

To speak with other health plan staff, call Member Services at **1-866-827-2710 (TTY: 711)**. You can speak with staff in Care Management, Utilization Management, Community Outreach and Health Education.

Don't forget to schedule your annual doctor visit

You can talk to your doctor about any concerns and ways to stay healthy. To learn more, call Member Services at **1-866-827-2710 (TTY: 711)**

Free health education Prevention and Wellness Coordinators can provide health education for free. Call Member Services at **1-866-827-2710 (TTY: 711)** and ask to speak with the Prevention and Wellness Coordinator or email WellnessAndPrevention@Aetna.com

How to file a complaint, grievance or appeal

If you are dissatisfied with a provider or Aetna Better Health of Maryland, it is called a complaint.

If your complaint is about a service your provider feels you need but we will not cover, you can ask us to review your request. This is called an appeal.

You must 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 is not related to a denial of service is called a grievance. Examples include not being treated fairly or trouble getting an appointment. You can file a grievance any time by calling customer service at **1-866-827-2710**.

You can find more information about appeals and grievances in your Member Handbook.

Aetna Better Health of Maryland makes Utilization Management (UM) decisions based only on appropriateness of care and service and existence of coverage. We do not reward practitioners, employees or "other individuals for issuing denials of coverage. Any financial incentives Aetna Better Health of Maryland may provide to UM decision makers do not encourage them to make decisions that result in underutilization of services. We also do not use employee incentives or disincentives to encourage barriers to care and service.



Medicaid member pharmacy information

You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website:

- Go to [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland)
- Look under the "What's Covered" tab:
- Click on "HealthChoice," then "Pharmacy benefits"

This list can change at any time. This is due to the ever-changing world of medicine.

If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

Too much of a good thing

Antibiotics can be a powerful treatment when you're sick. But using them too often can be harmful.

Antibiotics don't treat viruses. Colds, flu, and sore throat are almost always caused by a virus. So, antibiotics won't help. You only need antibiotics for a bacterial infection.

Your PCP can help determine the treatment that's right for you.

Fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste, and abuse

Fraud Intentionally deceiving 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. There are three options:

- Call Aetna Better Health 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](https://dohm.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](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 can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Attention: If you speak 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)**.

Español/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)**.

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。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。

Find us online

Visit [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland) to find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription information
- Information about our Case Management Program, Utilization Management Program and Quality Improvement Program
- Clinical Practice Guidelines

If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you written information.

Member rights and responsibilities Find a full description of your rights and responsibilities in the Member Handbook or at [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland).



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Easy ways to get the whole family moving

One fun, everyday way to boost your body's defenses against illness: Exercise. Plus, it's a great chance to spend time together as a family. Try these free fitness ideas that are good for all ages:

- ✓ **Make the dog walk a family affair**
- ✓ **Play "keep it up" with a ball or balloon**
- ✓ **Play basketball or tag**
- ✓ **Put on some music for a mini dance party**

Do activities like these at least three times a day and you'll have moved the minimum recommended amount.



Need help managing diabetes? Scan the QR code with your phone to see if you're eligible to join a Diabetes Prevention Program or call Member Services at **1-866-827-2710 (TTY: 711)** to learn more.