



Aetna Better Health® of New Jersey



Fall/Winter 2019

Choosing to breastfeed

So many good reasons why

Benefits for moms:

- Helps women heal after childbirth.
- May lower health risks in mothers, including for type 2 diabetes, ovarian cancer and certain types of breast cancer.
- Releases the feel-good hormone oxytocin, which can have a calming effect for moms.

Benefits for babies:

- Provides antibodies that protect infants from illness.
- Reduces the risk of sudden infant death syndrome (SIDS).
- Lowers health risks in childhood and beyond, including for asthma, obesity and type 2 diabetes.

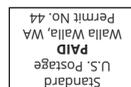
Breast milk:

- Is easier for babies to digest.
- Adjusts to meet a baby's changing nutrition needs.
- Saves families money and time.

Sources: American Academy of Pediatrics; American College of Obstetricians and Gynecologists; Office on Women's Health

M

Health tip: If you're having trouble breastfeeding, talk to a lactation consultant for help. Your health care provider can also help.



Aetna Better Health® of New Jersey
3 Independence Way, Suite 400
Princeton, NJ 08540-6626

Cell service at no cost to you!

See if you're eligible for Assurance Wireless Lifeline cell service plus an Android™ Smartphone

We know how important it is to stay connected to health care, jobs, emergency services and family. That's why Aetna Better Health of New Jersey is partnering with Assurance Wireless Lifeline service.

Each month eligible Assurance Wireless customers receive, at no cost:

- Data.
- Unlimited texts.
- Voice minutes.

Plus an Android Smartphone

You may qualify for Assurance Wireless Lifeline service if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).

To apply now or learn more, visit aetnabetterhealth.com/newjersey.

When you apply, you'll be able to receive health extras from Aetna:

- Health tips and reminders by texts.
- One-on-one texting with your health care team.



- Unlimited calls with our member services team.

Already have Lifeline? It's easy to switch to Assurance Wireless and receive Aetna health extras at no cost.

To learn more, go to aetnabetterhealth.com/nj or call Member Services at **1-855-232-3596 (TTY 711)** and ask about the Assurance Wireless Lifeline program.

Android is a trademark of Google LLC.

Offer limited to new eligible customers who are approved for Lifeline service residing in selected geographic areas and is non-transferable. One Lifeline discounted service (landline or wireless) is available per household. A household is defined as any individual or group of individuals who live together at the same address

and share income and expenses. Data speeds may vary. Offers not available in all states/areas and may vary by state. Visit assurancewireless.com for the offer available in your state. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Phone models may vary. Minutes do not rollover. Add'l voice: 10c/min. Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes & charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may use service with funds remaining in the account for max. 150 days, after which account expires and balance is

forfeited unless customer adds funds to the account. State and local sales taxes and fees may apply. Assurance Wireless reserves the right to modify, extend or cancel offers at any time. Coverage not available everywhere. Nationwide coverage area reaches more than 295 million people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Assurance Wireless is subject to Important Service/Product and General Terms of Conditions found on assurancewireless.com. Assurance Wireless is provided by Virgin Mobile. VIRGIN and the Virgin signature logo are registered trademarks of Virgin Enterprises Limited and are used under license. Android is a trademark of Google Inc. All other marks are the property of their respective owners.

aetnabetterhealth.com/newjersey

Diabetes Management Program

Diabetes is a disease that impairs your body's ability to produce or respond to insulin. This can be because:

- a. You don't make enough insulin (type 1 diabetes).
- b. Your body doesn't use the insulin you make correctly (type 2 diabetes).

If you have diabetes, it can be controlled with diet, pills and shots. If you are taking medicine, it's very important you take it every day. If you are having trouble doing that, it's important that you talk to your provider right away.

It's important that you follow your plan of treatment for diabetes. If not, this condition can lead to serious problems. Diabetes is a major cause of heart disease and stroke. It can also affect many other parts of the body. It can damage eyes, kidneys, legs and feet. In severe cases, it can lead to blindness, or losing a leg or foot. Keeping blood sugar down does not completely prevent complications. However, it may delay them and help them be less severe.

You can still live well with diabetes

Diabetes can't be cured, but many people manage this illness well. You can ask your care manager to tell you more about it. They are there for you and will work with you and your provider to help manage this disease.



If you want to learn more about living with diabetes, call your care manager at **1-855-232-3596 (TTY 711)**.



Diabetes: How a nutrition coach can help

When you have diabetes, the foods you dish up can go a long way toward helping you manage your disease.

That's because your food choices affect your blood sugar levels. Managing blood sugar can help you feel your best.

Learning new eating habits can take some practice. It helps to have someone to guide you — and cheer you on. That's where medical nutrition therapy comes in.

Nutrition as treatment

Nutrition therapy is part of your overall diabetes care. It can help you meet your treatment goals.

With nutrition therapy, a registered dietitian or nutritionist helps you make a plan for getting the right nutrients. Your dietitian might:

- Go over your eating habits with you.
- Help you set nutrition goals.
- Develop an eating plan just for you, including your favorite foods.
- Teach you how to track your carbs and adjust your insulin dose if needed.
- Give you tips for fitting healthy eating into your busy life.

You've got this

Nutrition therapy isn't just great for managing your blood sugar. It can help you protect your heart and manage your weight too.

Sources: Academy of Nutrition and Dietetics; American Diabetes Association

Want to learn more? Talk to your provider to find out if nutrition therapy is right for you.

Sure shots for healthy kids

Childhood immunizations are safe ways to prevent disease. Your children need you to protect them. You do all you can to keep them safe from accidents. You can also help keep them safe from disease by making sure they get all their shots.

These shots help their bodies fight off deadly diseases like hepatitis, polio, measles and others. The shots

are safe. They usually have no side effects other than soreness where the shot is given.

Children start their shots when they are about 2 months old. Most are finished by age 5 or 6. After that, older kids and teens need a booster.

You can keep your kids protected by knowing their shot schedule. Ask your provider to help you stay up-to-date with the shots that can keep your kids healthy.

Age	Check-ups, screenings, and immunizations recommended
0 to 2 weeks	Child health check-up, hepatitis B shot, hearing screen (if not already done)
1 month	Child health check-up, hepatitis B shot (catch-up)
2 months	Child health check-up, hepatitis B shot, rotavirus shot, diphtheria/tetanus/pertussis (DTaP) shot, <i>Haemophilus influenzae</i> type B (Hib) shot, pneumococcal (PCV) shot, polio (IPV) shot
4 months	Child health check-up, rotavirus, DTaP, Hib, PCV shots — typically the second dose
6 months	Child health check-up, rotavirus, DTaP, Hib, PCV, yearly flu shot beginning at 6 months to 5 years old (rotavirus and Hib shots given dependent on the dosing series and/or catch-up doses)
9 months	Child health check-up, hemoglobin test, blood lead screening test (either at 9 months or 12 months)
12 months	Child health check-up, developmental screening, blood lead screening test (catch-up), hepatitis A (dependent on dosing series), chickenpox shot, PCV, Hib shots (either at 12 months or at 15 months)
15 months	Child health check-up, DTaP, Hib (catch-up), measles/mumps/rubella (MMR) shot
18 months	Child health check-up, hepatitis A shot (dependent on when first shot was given), hepatitis B shot (third dose, catch-up)
2 years	Child health check-up, developmental screening, blood lead screening test
3 years	Child health check-up, developmental screening, begin routine vision test, hearing test, blood pressure check, and dental visits
4 to 6 years	Yearly child health check-up, MMR/DTaP/IPV/chickenpox booster shots once between 4 to 6 years of age; urine test at age 5, yearly dental visit
7 to 10 years	Child health check-up at ages 8 and 10, yearly dental visit
11 to 12 years	Yearly child health check-up, adult tetanus/pertussis (Tdap) shot, human papillomavirus shot (3-shot series for females only), meningococcal (MCV4) shot, measles/mumps/rubella (MMR) booster, yearly dental visit
13 to 21 years	Yearly child health check-up, urine test at age 16, catch-up immunizations, yearly dental visit



You can keep your kids protected by knowing their shot schedules. Ask your provider to help you stay up-to-date with the shots that can keep your kids healthy.



Chef Solus protein group word search puzzle!

Find these words:

- CHICKEN
- SOYBEANS
- PORK
- FISH
- BEANS
- BEEF
- WALNUTS
- PROTEIN
- SEEDS
- PEANUTS
- LEAN
- MUSCLES
- EGGS

Protein group

S	T	U	N	A	E	P	I	L	J
A	A	K	W	H	K	R	O	P	O
F	U	G	M	A	U	E	F	F	S
I	Y	Q	N	X	L	X	U	E	G
S	O	Y	B	E	A	N	S	E	G
H	M	V	X	H	K	V	U	B	E
N	A	E	L	X	S	C	P	T	Y
S	N	A	E	B	T	E	I	H	S
N	I	E	T	O	R	P	E	H	L
N	E	Y	F	L	F	Q	F	D	C
S	E	L	C	S	U	M	T	A	S

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Visit chefsolus.com for free online nutrition games, healthy interactive tools, food group worksheets and activities, recipes and tips!

Where is lead found?

You may know that lead is found in older types of paint (before 1978).

Lead could also be in other places:

- Your home and yard.
- Your children's playground and school.
- Industrial worksites.
- Surfaces with old paint that is chipping or cracking.
- Lead dust from some vinyl mini blinds.
- Lead crystal or lead-glazed dishes.
- Old, painted furniture and toys.
- Toys and jewelry made in other countries.
- Fishing sinkers, shotgun shells, tobacco products, match tips, and batteries.
- Lead in soil from old outside paint, exhaust from leaded gas, industrial pollution or old lead-based fertilizers.
- Lead dust from window and wall surfaces and outside soil stirred up while vacuuming.
- Drinking water from plumbing that used lead solder to connect pipes.

Don't use these home remedies — they contain lead

The following should be avoided, as they can have a lead content as high as 90%:

- **Azarcon.** A bright orange powder used for stomach problems.
- **Bala Goli.** A flat, round black bean used for stomach problems.
- **Ghasard.** A brown powder to aid digestion.
- **Greta.** A yellow powder used for stomach problems.
- **Kandu.** A red powder used for stomach problems.
- **Kohl (Alkohol).** A black powder used for skin infections and eye makeup.
- **Pay-loo-ah.** A red powder used for rash or fever.

Children 0 to 6 years old need to have a lead blood test every year.

Source: *Krames*

Festive mocktails for a dry holiday season

When you're living with a chronic condition, drinking alcohol can be risky. Try a tasty alternative: mocktails. If you're throwing a party, they'll keep everybody happy. Plus, there's lots of healthy ways to fix them.

Step 1: Start with a base.

- Try one of these:
- Club soda.
 - Seltzer water.
 - Mineral water.
 - Sugar-free tonic water.

Step 2: Add flavor.

- Try a splash or two of:
- 100% fruit juice, such as cranberry, mango or apple.
 - Herbal tea.
 - Coconut water.

Step 3: Add a good-for-you garnish.

Go for fresh or frozen fruit, sliced or whole. Add zest with a citrus peel or two. Fresh herbs are a tasty option too — think peppermint or rosemary.

For a crowd, try putting out an assortment of ingredients. Your guests will have fun mixing and matching them. Add cranberries and cinnamon sticks for a festive touch.

Source: American Institute for Cancer Research



How safe is your home?

Home accidents can happen to anyone, but you can help limit how often — and how much harm they cause.

Use the lists below to start a home safety check-up.

To help prevent accidents

- Install smoke alarms on every floor. Add carbon monoxide detectors for good measure. Test their batteries monthly and change them twice a year.
- Keep clutter off floors and stairs to prevent tripping.
- Do you use a fireplace? Have the chimney and flue inspected regularly.
- Take extra care when climbing ladders. Check the ladder to make sure no parts are loose or worn. Be sure the ladder is on solid ground — and don't reach too far.
- Big TVs and bookcases can tip over. Attach them to the wall, if you can.

In case of injury

- Store emergency numbers on all phones. Include your provider's office and the poison control hotline (**1-800-222-1222**).
- Have at least one landline in the home. Cellphones can run out of power.
- Make sure your house or building number is easy to see from the street.

For more tips, visit [emergencycareforyou.org](https://www.emergencycareforyou.org).

Source: American College of Emergency Physicians

HEALTH TIP: Shoveling snow? Push, don't lift — and try to use your legs instead of your back.

Turkey fajitas with baby spinach and red peppers

Makes 4 servings.

Ingredients

Seasoning marinade

- ½ teaspoon chili powder
- ¼ teaspoon ground cinnamon
- ¼ teaspoon ground cumin
- ¼ teaspoon garlic powder
- ⅛ teaspoon finely ground coffee
- ⅛ teaspoon ground black pepper

Filling

- ½ tablespoon canola oil
- 1 pound turkey cutlets or boneless turkey breast, cut into ¾-inch-by-3-inch pieces
- 4 taco-size (9-inch) whole-wheat tortillas
- 1½ cups lightly packed baby spinach
- ½ cup salsa verde
- 2 (½-inch) slices red onion, halved crosswise
- 12 (½-inch) strips red bell pepper

Directions

- In small bowl, whisk together chili powder, cinnamon, cumin, garlic powder, coffee and black pepper.
- Place canola oil and turkey in mixing bowl and add dry seasoning marinade. Using a fork or your hands, mix to coat turkey evenly with marinade. Set aside for 20 to 30 minutes.
- Heat medium cast-iron skillet over medium-high heat. Lay a large sheet of foil on your work surface. One at a time, heat tortillas in dry pan until they are flexible, about 1 minute, turning them after 30 seconds.
- Stack tortillas on foil, covering them with an inverted plate until all tortillas are warmed, then seal tortillas in foil, and set them aside.
- Heat grill-pan or stovetop grill over high heat until a drop of water flicked onto it dances. Using tongs, arrange seasoned turkey pieces in rows on grill, placing them ½-inch apart. This may require cooking turkey in 2 batches.
- Grill for 6 minutes, turning pieces every 1 minute so they cook evenly and to avoid burning. Transfer cooked turkey to serving plate.

- To assemble fajitas, place warm tortilla on a dinner plate, preferably warm. Arrange ¼ of spinach in center of tortilla. Add ¼ of turkey. Spoon on ¼ of salsa, top with half an onion slice and 4 pepper strips. Fold in top and bottom of tortilla, then sides. Serve immediately.

Nutrition information

Serving size: 1 fajita.
Amount per serving:
317 calories, 6g total fat (less than 1g saturated fat), 31g carbohydrates, 34g protein, 2g dietary fiber, 492mg sodium.

Source: American Institute for Cancer Research

Cook turkey to 165 degrees to help prevent foodborne illness.



Your feedback helps us improve our quality

Aetna Better Health of New Jersey works hard to give our members high-quality service. It is important that we measure our performance to make sure that we are meeting your needs. We do this in many ways throughout the year. One way is to conduct surveys. Our surveys can be done by phone or mail. One of the surveys we do each year is to determine member satisfaction. That survey is called CAHPS®. CAHPS® stands for Consumer Assessment of Healthcare Providers and Systems. It tells us how you feel about your provider and your health plan services.

Thank you for your feedback. If you get a survey like this in the future, please take the time to complete it. We will continue to work hard to offer you access to good health care and good customer service.

We also measure our performance through HEDIS®. HEDIS® stands for Healthcare Effectiveness Data and Information Set. It is a tool

that looks at many aspects of the services you get from the providers in our network. HEDIS® checks how well our providers do in giving you and your family services such as:

- Well-child and adolescent primary care provider visits.
- Diabetes care.
- Asthma care.



We use the results of the CAHPS® survey and our HEDIS® rates to improve the quality, efficiency and availability of the care and services we provide to you to make sure we have good providers to serve you.

I got a provider's bill in the mail! Now what?

Here at Aetna Better Health, we understand that receiving a medical bill in the mail while having medical coverage may be a confusing and intimidating experience. As a member of Aetna Better Health of New Jersey and the NJ FamilyCare program, you are protected by law from being charged for most medical services. Unfortunately, errors often occur, and our members report receiving bills.

We want to try to prevent these errors wherever possible. Please make sure you have your *Aetna Better Health of New Jersey* card with you



at all times, and you present it whenever you visit your provider. Even if you have Aetna as a commercial primary coverage, or for Medicare, your Aetna Better Health card is separate. Many billing errors occur because providers or

hospitals do not know that our members have additional Aetna Better Health coverage.

If you do receive a bill, please contact our Member Services team so that they may let you know the appropriate next steps. They will likely

ask you to submit a copy to us through the mail or fax; please keep the original copy for yourself. You will receive a letter from us when we receive the bill and open your case, and another once we are able to resolve it on your behalf.

How to make it through the holidays

The holidays can be stressful for even the healthiest people. They can be an even tougher time when you have a chronic illness.

Keep in mind that you can opt out of any holiday events you don't feel up to attending. It's OK to say no. When you do take part:

- Let someone else take on hosting duties.
- Plan in advance how you want to spend your time — and with whom.
- Take breaks from the social scene if you feel yourself running low on energy.
- Feeling tired? It's OK to take a nap.
- Avoid alcohol. It can worsen bad moods or feelings.
- Take care of yourself by eating balanced meals.
- Give yourself



permission to express your emotions. Don't try to force a happy face if you're really feeling down.

- Try taking a walk when the sun's out. Gray days can bring on seasonal affective disorder — a type of depression.

Getting out in the sun can brighten your mood.

- Get plenty of rest so you have the energy for favorite events.

Sources: *Alzheimer's Association; American Cancer Society; National Alliance on Mental Illness*

The pharmacies in our network are changing

You'll have to pay the full cost of your medicine if you use a pharmacy that isn't in our network as of Jan. 1, 2020.

To make sure that your covered prescriptions are paid for by Aetna Better Health of New Jersey, always fill them at a network pharmacy. These are the pharmacies included in your plan. Your network pharmacies include:

- Any CVS Pharmacy® (including those inside Target® stores).
- Most local neighborhood pharmacies.
- Many hospital pharmacies.

This change may not affect you right now. Just remember it's best to always get your medicine at a network

pharmacy. If you are filling prescriptions at a pharmacy that will no longer be in the network, you will soon get a letter about how to:

- Find a new pharmacy.
- Transfer (move) your current prescriptions to this pharmacy.

As a member of Aetna Better Health of New Jersey, you do not have to pay for covered prescriptions if you fill them at a network pharmacy.

You can visit aetnabetterhealth.com/newjersey or contact member services at **1-855-232-3596 (TTY: 711)** for a list of network pharmacies.

Prevent the spread of flu

#FighttheFluNJ



Cover coughs and sneezes

Use tissues; cough or sneeze into sleeve.



Wash your hands



Stay home if you're sick



Get a flu shot!

- If 6 months or older.
- Flu season can last until May.

Source: nj.gov/health/fighttheflunj

Use your voice

Share your ideas and improve your plan

Everyone can improve, right? Now you can join the **Member Advisory Committee (MAC)**.

Caregivers can join, too. MAC meets to review plan facts, share ideas and talk about changes or new programs.

To join, just call **1-855-232-3596 (TTY: 711)**.

To join MAC, you must be:

- At least 18 years of age.
- A member (or member caregiver) of Aetna Better Health of New Jersey for at least the last 90 days.
- Willing to attend meetings in person or by phone four to six times a year.

No need to worry about travel costs. If you attend the meetings in person, travel arrangements can be made. Remember, your voice matters and your ideas make things better for everyone.



Check them out

Do you know the warning signs of breast cancer?

Ask a woman to name a sign or symptom of breast cancer, and chances are she'd say a lump in the breast.

She'd be right, of course. A new lump or mass is the most common symptom of breast cancer. It's not the only one. Because it's best to find breast cancer early, it's important to know all the possible signs and symptoms of the disease.

Stay alert

Being familiar with how your breasts look and feel is a key component of breast health. If you notice any of the following signs or symptoms in a breast, you should see a provider right away:

- A lump. Cancerous breast lumps tend to be hard, painless and irregular (rather than rounded) around the edges.
- Swelling of all or part of a breast — or sometimes in the armpit or collarbone area — even if you can't feel a lump.
- Irritated or dimpled breast skin.
- Breast or nipple pain.
- A nipple that points inward.

- Red, scaly or thickening nipple or breast skin.
- Nipple discharge, which may be bloody or clear.

Any of these signs and symptoms, including lumps, can be caused by things other than cancer. Only a provider can tell for sure.

What happens next?

If you have a lump or breast change, your provider will examine your breasts. He or she may also order tests to take a closer look. These may include a diagnostic mammogram, which is just like having a screening mammogram except more x-rays are taken; a breast ultrasound, which uses sound waves to create an image of the inside of the breast; or a biopsy to check a sample of breast tissue for cancer.

It's important to remember that breast changes are very common, and most are not cancer. It's crucial to get any follow-up tests your provider orders.

Sources: American Cancer Society; National Cancer Institute

Key screening tests by age

These recommendations are for most women and men. Talk with your provider about what's right for you.

For women	
	Chlamydia and Gonorrhea Be screened yearly through age 24 if sexually active.
20	Blood pressure Be screened at least every 2 years.
	Cholesterol Be screened every 4 to 6 years.
21	Cervical cancer Have a Pap test every 3 years.
25	Chlamydia and Gonorrhea Continue screening if at increased risk for infection.
30	Cervical cancer Have a Pap test plus an HPV test every 5 years (preferred) or a Pap test every 3 years.*
45	Breast cancer Start having mammograms.
	Colorectal cancer Talk with your provider about screening options.
	Diabetes Be screened at least every 3 years (or start earlier based on risk factors).
55	Lung cancer Be screened yearly based on your history of smoking.
65	Osteoporosis Start screening (or start earlier based on risk factors).

*Women who have been screened regularly and have had normal results may choose to stop screening at age 66.

For men	
20	Blood pressure Be screened at least every 2 years.
	Cholesterol Be screened every 4 to 6 years.
45	Colorectal cancer Talk with your provider about screening options.
	Diabetes Be screened at least every 3 years (or start earlier based on risk factors).
50	Prostate cancer Ask your provider about screening.*
55	Lung cancer Be screened yearly based on your history of smoking.
65	Abdominal aortic aneurysm Be screened once between ages 65 and 75 if you've ever smoked.
70	Osteoporosis Start screening (or earlier based on risk factors).

*African American men should talk with their provider at age 45.

Sources: American Cancer Society; American Diabetes Association; American Heart Association; U.S. Preventive Services Task Force

These recommendations are for most women and men. Talk with your provider about what's right for you.



Smart and safe

Managing opioid medication

Meet Stephanie. Last month's car accident left her sore, so she's been steadily taking her opioid medicine to help manage the pain. As her prescription gets low, Stephanie is worrying about ongoing treatment. She wants to learn other ways to relieve her pain and safely manage opioids. Stephanie goes to see her provider, who advises her on the following steps:



1. Find other solutions

Her primary care provider (PCP) talks about ways to help manage her pain without opioids, like exercise, over-the-counter drugs and prescription anti-inflammatories.



2. Be ready with Narcan®

Stephanie's PCP also tells her about Narcan (naloxone) as a safety measure. Narcan is a drug used for people having an overdose. It can save lives.



3. Keep opioids away from others

Stephanie has two kids, ages 11 and 7. It's important to always keep medicine safe and away from others, especially young children.



4. Don't wait

Stephanie feels confident she can manage opioids. You can too. We can help. Just call our Member Services number on the back of your ID card.

What is OBAT?

Aetna Better Health of NJ has a new program. The program is to assist our members who want help with substance use. The program supports Medication Assisted Treatment (MAT). The new program is called Office Based Addiction

Treatment (OBAT). PCPs and specialists are able to participate as long as they have the training. Members will be able to go to the office of an OBAT provider and receive medication to assist with substance use. The office will also have a Navigator. The Navigator will assist with development of a care

plan, setting up counseling services, resources for recovery supports, and family education.

Providers can be found in our provider directory under Office Based Addiction Treatment (OBAT). Or you can call Member Services at **1-855-232-3596** for assistance.

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:

- 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:

- 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:

- 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.

AETNA BETTER HEALTH® OF NEW JERSEY

Nondiscrimination Notice

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

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>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

NJ-17-08-13

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 numer **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)**.

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104 (TTY: 711)** पर कॉल करें।

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104 (TTY: 711)**.

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104 (ATS: 711)**.

URDU: - توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104 (TTY: 711)** پر رابطہ کریں۔



Chronic Conditions Management Program

At Aetna Better Health of New Jersey, our goal is to help you and your family maintain a healthy lifestyle. To help you, we have created programs that focus on helping our members live healthy. We can help you take control of your health and teach you how to manage chronic conditions, including asthma, COPD, CAD, hypertension, diabetes, depression and Alzheimer's, as well as others. If you want to learn more about living with chronic conditions, call your care manager at **1-855-232-3596 (TTY: 711)**.

How much sleep do you really need?

Good decisions. Good moods. Good health. What do they have in common?

A good night's sleep — every night.

Your body repairs cells and tissues as you sleep. It also makes important hormones. If you don't get enough sleep, you could end up with serious health problems. Heart disease, diabetes and obesity have all been linked to lack of sleep or poor quality sleep.

Some people need more sleep. Others need less. Here's the recommended amount of sleep you and your family should aim for

Age	Hours
Newborns (0-3 months)	14-17 hours
Infants (4-11 months)	12-15 hours at night
Toddlers (1-2 years)	11-14 hours (including daytime naps)
Preschoolers (3-5 years)	10-13 hours
School-age children (6-13 years)	9-11 hours
Teenagers (14-17 years)	8-10 hours
Younger adults (18-25 years)	7-9 hours
Adults (26-64 years)	7-9 hours
Older adults (65+ years)	7-8 hours

Sources: National Institutes of Health; National Sleep Foundation

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
 DentaQuest
1-855-225-1727
TTY: 711

LogistiCare
 (medical transportation only)
1-866-527-9933
(TTY: 1-866-288-3133)

Access Link
 (non-medical transportation — initial approval may take up to 30 days)
1-800-955-2321

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of New Jersey. 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.