

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/newyork-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/newyork/member-materials-forms.html**

Prefer a hard copy?
Call Member Services at **1-855-456-9126 (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

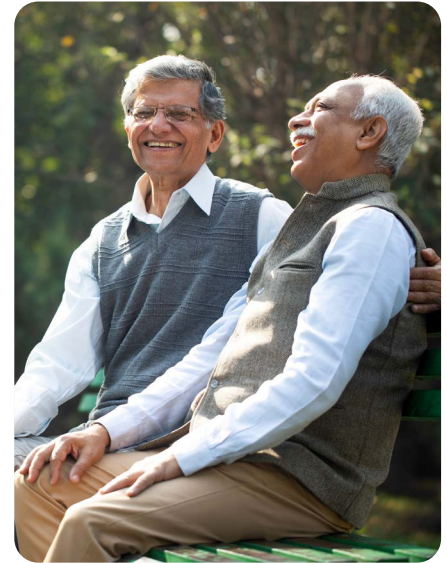
As an Aetna Better Health member, you have certain rights and responsibilities.

Go to **AetnaBetterHealth.com/newyork/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/newyork/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:

- 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 New York

Questions? Go to **AetnaBetterHealth.com/newyork** or call Member Services at **1-855-456-9126 (TTY: 711)**



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.

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

2 They can help you manage a chronic condition

If you have 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.

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.

Get more from your yearly checkup

Doctor's visits aren't just for when you're sick. Regular check-ins with your primary care provider (PCP) help you track your health and spot problems early.

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.

Bring a trusted person

Yes, you can bring someone with you! They can help take notes and ask questions if you forget anything.





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.



Plan your care your way

Advance directives are a key part of your care plan. They help ensure you get the care you want.

As you get older, you may have to make many decisions about your health care. At some point, you may not be able to speak for yourself. An advance directive can make it easier for you and your loved ones to plan for these situations.

An advance directive tells your doctors what medical care you want and don't want. It's used when you can't speak for yourself due to an accident or illness.

Learn more below about some types of advance directives.

Health care proxy

A Health Care Proxy (HCP) lets you choose someone you trust to make health care decisions for you if you cannot make them for yourself.

Living will

A living will lists your wishes for medical treatment if you're very ill and may not recover, or if you can't speak for yourself. It tells your doctors what treatment you do or don't want.

MOLST form

MOLST stands for "medical orders for life-sustaining treatment." Like a living will, it lists your wishes for treatment. But it is more likely to be honored because it is



a medical order and must be signed by a provider.

DNR order

DNR stands for "do not resuscitate." It states that you do not want to be revived if you stop breathing or if your heart stops beating.

Have questions about advance directives? Talk with your provider or case manager. They can help you make decisions about your care and determine what advance directives are right for you.



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.

NOTICE OF NON-DISCRIMINATION

Aetna Better Health of New York complies with Federal civil rights laws. **Aetna Better Health of New York** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (as defined in 45 CFR § 92.101(a)(2)).

Aetna Better Health of New York provides the following:

- Free aids and services to people with disabilities to help you communicate with us, 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 first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Aetna Better Health of New York** at **1-855-456-9126**. For TTY/TDD services, call NY Relay **711**.

If you believe that Aetna Better Health of New York has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator by:

- Mail: Attn: Civil Rights Coordinator, PO Box 818001, Cleveland, OH 44181-8001
- Phone: **1-888-234-7359** (for TTY/TDD services, call NY Relay **711**)
- Fax: 1-855-264-3822
- In person: 101 Park Avenue, 15th Floor, New York, N.Y. 10178
- Email: **MedicaidCRCoordinator@aetna.com**

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

- Web: Office for Civil Rights Complaint Portal at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**
- Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**
- Phone: **1-800-368-1019** (TTY/TDD **800-537-7697**)

This notice is available at Aetna Better Health of New York's website:

<https://www.aetnabetterhealth.com/newyork>.

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-800-385-4104. TTY/TDD 711.	English
ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 1-800-385-4104. TTY/TDD 711.	Spanish
请注意：您可以免费获得语言协助服务和其他辅助服务。请致电 1-800-385-4104 TTY/TDD 711。	Chinese
ملاحظة: خدمات المساعدة اللغوية والمساعدات الأخرى المجانية متاحة لك. اتصل بالرقم 1-800-385-4104. TTY/TDD 711.	Arabic
주의: 언어 지원 서비스 및 기타 지원을 무료로 이용하실 수 있습니다. 1-800-385-4104. TTY/TDD 711. 번으로 연락해 주십시오.	Korean
ВНИМАНИЕ! Вам доступны бесплатные услуги переводчика и другие виды помощи. Звоните по номеру 1-800-385-4104. TTY/TDD 711.	Russian
ATTENZIONE: Sono disponibili servizi di assistenza linguistica e altri ausili gratuiti. Chiamare il 1-800-385-4104. TTY/TDD 711.	Italian
ATTENTION : Des services d'assistance linguistique et d'autres ressources d'aide vous sont offerts gratuitement. Composez le 1-800-385-4104. TTY/TDD 711.	French
ATANSYON: Gen sèvis pou bay asistans nan lang ak lòt èd ki disponib gratis pou ou. Rele 1-800-385-4104. TTY/TDD 711.	French Creole
אכטונג: שפראך הילף סערוויסעס און אנדערע הילף, זענען אוועילעבל פאר אייך אומזיסט. רופט 1-800-385-4104 TTY/TDD 711.	Yiddish
UWAGA: Dostępne są bezpłatne usługi językowe oraz inne formy pomocy. Zadzwoń: 1-800-385-4104. TTY/TDD 711.	Polish
ATENSYON: Available ang mga serbisyonang tulong sa wika at iba pang tulong nang libre. Tumawag sa 1-800-385-4104. TTY/TDD 711.	Tagalog
মনোযোগ: নামমাত্র ভাষা সহায়তা পরিষেবা এবং অন্যান্য সহায়তা আপনার জন্য উপলব্ধ। 1-800-385-4104. TTY/TDD 711-এ ফোন করুন।	Bengali
VINI RE: Për ju disponohen shërbime asistence gjuhësore dhe ndihma të tjera falas. Telefononi 1-800-385-4104. TTY/TDD 711.	Albanian
ΠΡΟΣΟΧΗ: Υπηρεσίες γλωσσικής βοήθειας και άλλα βοηθήματα είναι στη διάθεσή σας, δωρεάν. Καλέστε στο 1-800-385-4104. TTY/TDD 711.	Greek
توجہ فرمائیں: زبان میں معاونت کی خدمات اور دیگر مفت معاونتیں آپ کے لیے بلا معاوضہ دستیاب ہیں۔ 1-800-385-4104 : 1-800-385-4104 TTY/TDD 711۔	Urdu
ध्यान दें: भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। 1-800-385-4104 पर कॉल करें। TTY/TDD 711।	Hindi