

# Ready, set, go



[AetnaBetterHealth.com/NewJersey](https://AetnaBetterHealth.com/NewJersey)

Aetna Better Health® of New Jersey

## Extra care for moms: Integrated care management.

### Ready to be a mom?

Sometimes women are ready for motherhood. Sometimes a baby is a surprise. Whatever you are feeling, we can help guide you through your pregnancy. We want a healthy you and a healthy baby. Our care management nurse team understands your range of emotions and offers:

- Medical support.
- Emotional support.
- Social services support.

### Your care plan

Our nurses and your care manager will talk with you about your concerns and goals for a healthy pregnancy.

By listening to you, your care manager will create a personalized plan with your provider. They will help keep you on track for needed provider visits and tests and will assist with care support for your baby after delivery.

### Medical support:

- Help with selecting a provider convenient to you.
- Help with prenatal care (care during pregnancy).

- Answers to your pregnancy and baby care questions.

### Emotional support:

- Connection to birthing classes.
- Access to resources via text message.
- 24/7 nurse line.

### Transportation support:

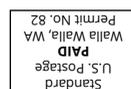
- Coordinate transportation for provider visits.
- Provide car seats upon request for ride to provider.

*Continued on next page*

M-ENG

Medicaid Newsletter  
Spring/Summer 2021

097-21-13  
86.22.346.1-SP (5/21)  
NJ-21-04-36



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

## Extra care for moms: Integrated care management.

*Continued from front page*

### Language support:

Translation and interpretation are available at no charge. Simply ask for assistance.

### Postnatal support (care after the baby is born):

- Assistance with going home.
- Education tips for baby care and care for you.
- Education about lead testing.
- Assistance with enrolling the baby for health care (must happen within 60 days).
- Over-the-counter gift card of \$15 for completing postpartum visits\* (after birth).

### Breastfeeding support:

- Lessons on how to feed your baby.
- Help in ordering and using a breast pump, such as the Medela.

### Enroll for support

For you as an Aetna Better Health member, care management is a covered benefit at no additional cost. Supplies and support services are covered. Doula services are available to eligible pregnant and postpartum members. To enroll, call care management at **1-855-206-7516**.

*\*You may be eligible for a \$15 gift card as a reward for your postpartum visit, if your visit is within seven to 84 days of delivery. Your provider will submit a claim for the completed service. A claim is a form your provider submits*



*so we know you went for a visit. If you had a C-section, you may need two visits. The first visit is to check your incision — this visit is usually one to two weeks after delivering your baby. The second visit is your regular postpartum visit.*

## Because we care.

Moms need help. You have a big job taking care of your baby. Support services, friends and family are all here to help you. Our care management nurse team can direct you to a helpful agency. Here are some helpful agencies you can contact directly or ask your care manager to help you contact. Be sure to ask for help when you need it.

Contact care management at **1-855-206-7516**.

### Connect with local agencies

- Housing assistance.
- Transportation: ModivCare, **1-866-527-9933 (TTY: 1-866-288-3133)**.
- Help to stop smoking: Mom's Quit Connection, **1-888-545-5191 (TTY: 711)**.
- Health insurance sign-up for the baby: NJ FamilyCare, **1-800-701-0710 (TTY: 1-800-701-0720)**.
- Community resource for moms and babies: NJ Nurse Family Partnership, **1-866-864-5226 (TTY: 711)**.

- Postpartum depression: **1-800-328-3838 (TTY: 711)**.
- Supplemental Nutrition Assistance Program (SNAP): **1-800-687-9512 (TTY: 711)**.
- Text4Baby.
- Utility assistance.
- WIC (Women, Infants, and Children): **State.NJ.US/health/fhs/wic**.

### Connect with support groups

- Child care services.
- Mom and baby activities.

## Expecting? Childbirth classes can help with your pregnancy and delivery.

Childbirth and infant CPR classes can help you know what to expect when you're pregnant. You'll also learn what to expect when you bring your new baby home. It's normal to be nervous when you have a new baby. Taking childbirth classes will help you feel more comfortable.

You should start childbirth classes at about week 30 of your pregnancy. Classes usually meet once a week for about four to six weeks. Class topics cover the late stages of pregnancy, when to go to the hospital, the stages of labor, what happens at birth and what to expect the first few days after birth. Other topics include pain management options, breathing and relaxation techniques, and breastfeeding. Some hospitals offer classes in Spanish too.

 Call Member Services at **1-855-232-3596 (TTY: 711)** and ask for care management for assistance with finding transportation, childbirth classes, breastfeeding information, breast pumps and to answer your pregnancy questions. These classes are available at no cost to you.

## Eye care services.

Have you had an eye exam recently? Aetna Better Health of New Jersey gives you eye care services through MARCH Vision Care. If you have questions about your vision services, call MARCH Vision Care at **1-844-686-2724 (TTY: 1-877-627-2456)**.



Members may find a vision provider in the provider directory or through the provider search online at **AetnaBetterHealth.com/NewJersey/find-provider**.

Your covered services include:

- One routine eye exam every year.
- One pair of glasses or contact lenses every two years.

Show your Aetna Better Health of New Jersey ID cards when you go to your appointments.

If you need help finding a provider, call us at **1-855-232-3596 (TTY: 711)**.





## How to help yourself or a loved one eat well.

We all need to eat well for good health. That can be difficult if it's hard to move around because of a disability. It can also be a challenge to help those who suffer memory problems — like dementia — or who have other special needs eat healthy foods.

If nutritious eating is difficult for you:

- Tell your provider. You should also speak up if you have lost weight.
- Ask friends or family to take you food shopping.
- Look into home aides or services that deliver meals.

### How to help

If you are caring for a loved one, these tips may help him or her eat a healthy diet:

### Make dining pleasant.

Turn off the TV and focus on the meal. Set the table nicely, and maybe put on some music.

**Don't offer too many meal choices.** More than two options may be confusing.

**Encourage your loved one to eat.** If the food is refused, don't push. Sometimes it helps to offer:

- Smaller, more frequent meals (for those who won't eat three traditional meals).
- One food at a time rather than full meals.
- Food on smaller plates (it may seem less overwhelming).

**Offer finger foods, if using a fork is difficult.** Sandwiches are one option.

**Get help for swallowing problems.** A speech therapist can help with swallowing problems.

**Flavor with spices.** Some foods taste bland to older people. Adding spices can make the food more enjoyable.

**Be patient with kids.** Like all children, those with special needs often need time to try new foods.

*Sources: Family Caregiver Alliance; National Council on Aging; National Institute on Aging*

## Been to the hospital? See your provider soon.

After you've been in the hospital or emergency room (ER), it can feel great to get home. Before you get back to your normal routine, though, there's at least one important thing to do. Let your primary care provider know about the visit.

Seeing your provider soon can help keep you from ending up back in the hospital or ER.

Your provider can make sure you get the tests and treatment you still need. You can ask questions about your illness. Your provider can even point you toward other resources that can help you get better. That might come in handy if you were treated for a mental health or substance use issue, for instance.

### Before you leave

Ask the hospital or ER staff if they can set up your provider visit for you before you go home. If not, call your provider's office as soon as you can. Let them know you just left the hospital.

### When you see your provider

You might want to ask:

- What can you tell me about my condition?
- Do I need to take any medicines?
- How often should I come back to see you?

*Sources: American College of Family Physicians; UpToDate*

# Peach and basil salad with fresh mozzarella.

Makes 4 servings.

## Ingredients

- 1 pound peaches, sliced into wedges, then cut crosswise (frozen may be used)
- 8 ounces fresh mozzarella cheese, cut into ¾-inch cubes
- 1 cup loosely packed fresh basil, torn into medium pieces
- 2 teaspoons extra virgin olive oil
- 2 teaspoons rice vinegar
- Pinch of salt
- Freshly ground black pepper, optional

## Directions

- In large mixing bowl, combine peaches, mozzarella and basil.
- Drizzle on oil and vinegar; add salt and pepper, if using; and toss gently until evenly coated.
- Serve immediately or refrigerate up to 4 hours.



## Nutrition information

Serving size: ¼ of recipe.  
Amount per serving:  
240 calories, 14g total fat (7g saturated fat),

15g carbohydrates, 15g protein, 2g total fiber, 410mg sodium.

Source: American Institute for Cancer Research

## Nutrition for people with special needs.

People with intellectual, cognitive or developmental disabilities can find it hard to eat healthy or manage their weight. This could be due to difficulty chewing or swallowing or a preference for certain textures.

Some tips to help with eating a healthy diet:

- Cut food in bite-size pieces.
- Serve soft foods like yogurt, applesauce, mashed potatoes or blended soups.

- Avoid foods that might cause choking, such as nuts, popcorn or raw carrots.
- Allow enough time for each meal, and do not rush.

**Remember:** Any special diet recommendations or supplements should come from your provider or a registered dietitian.

## Benefits of quitting.

When you give up smoking, the perks add up over time.



**After...**

**20 minutes** Blood pressure and heart rate drop.

**12 hours** Carbon monoxide level in the blood returns to normal.



**2 weeks to 3 months** Lungs are working better. The risk of heart attack decreases.



**1 to 9 months** Respiratory problems have started to decrease.



**1 year** Excess risk of heart disease decreases to half that of a current smoker.



**2 to 5 years** Risk of stroke can fall to about the same level as a nonsmoker.



**10 years** The risk of dying from lung cancer declines to about 50% of that of a current smoker.



**15 years** The risk of heart disease is the same as that of a nonsmoker.



Sources: American Cancer Society; American Heart Association; American Lung Association

The New Jersey Quitline can help. Call **1-866-NJ-STOPS (1-866-657-8677)** or visit **NJQuitline.org**.



## Our kiddos: It's our job to protect them.

Between birth and 18 years old, children and teens should receive a variety of vaccines, including those for:

- Chickenpox.
- Diphtheria.
- Hepatitis A and B.
- Hib (*Haemophilus influenzae* type b).
- HPV (human papillomavirus).
- Influenza (yearly flu shots).
- Measles.
- Meningococcal disease.
- Mumps.
- Pneumococcal disease.
- Polio.
- Rotavirus.
- Rubella.
- Tetanus.
- Whooping cough.

Source: Centers for Disease Control and Prevention



Not sure if your child is up-to-date? Check in with your child's provider. Need a family medicine or pediatrics provider? We can help. Call **1-855-232-3596 (TTY: 711)**.

## Behavioral health benefit.

Most NJ FamilyCare members can get mental health and substance abuse services from any Medicaid-approved provider by using their NJ FamilyCare cards. Members who are enrolled in MLTSS and clients of the Division of Developmental Disabilities will get mental health and substance abuse services from Aetna Better Health of New Jersey.

We cover some services related to mental health or substance abuse disorders. You can ask

us to help you coordinate these services between the Medicaid-approved provider and our program. This includes certain drugs that require your provider to get a prior authorization before the prescription is filled. Your provider must call us for approval before you can get any drugs that need a prior authorization.

If you need this kind of help, please call Member Services at **1-855-232-3596 (TTY: 711)**.



## On the road to a better, happier life.

When to consider seeing a mental health provider.

Is a problem in your life dragging you down? Is it making it hard to function, feel in control or be happy?

Emotional troubles like this are common. In any given year, 1 in 5 adults in the U.S. struggles with a mental health problem.

If you are struggling, a mental health provider can help you feel like yourself again.

### How treatment can help

Using talk therapy and maybe medicine, your provider can help you:

- Come up with plans for solving problems.
- Change behaviors that hold you back.
- Feel stronger when facing hard times.
- Spot thoughts that have a negative effect on your emotions.
- Heal pain from your past.

Most people who seek help get better. For instance, more than 80% of people treated for depression improve.

### Which provider?

There are many types of mental health providers. Your primary care provider can help you find a good match. A friend who has been in counseling might have tips too.

You can turn to a psychologist, psychiatrist, social worker, pastoral counselor or another mental health provider.

No matter who you go to for help, try to be open to new ways of behaving and thinking. That can help you get your life back on track.

*Sources: American Psychological Association; Mental Health America*

 In any given year, 1 in 5 adults in the U.S. struggles with a mental health problem.

## Diabetes Management Program.

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

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

If you have diabetes, it can be controlled with diet and medication. Lifestyle changes like quitting smoking, exercising and eating healthy can help. If you are taking medicine, it's very important you take it every day. If you are having trouble doing that, 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 **1-800-232-3596 (TTY: 711).**



### Diabetes health checks: Which ones do you need?

You won't have to sharpen your pencil or study up for these tests. When you have diabetes, a few exams shouldn't be missed. They can help you stay in control of diabetes and the health problems it can cause.

Here are some routine health checks and exams for people with diabetes. Ask your provider what's right for you:

- **A1C blood sugar test every three to six months.** This shows your average glucose control over the past few months. You can see how well your treatment is working overall.
- **Cholesterol and blood pressure checks.** High blood pressure or cholesterol problems can raise the risk of heart attack and stroke. Your provider should check your cholesterol every year and your blood pressure at each visit.
- **Eye exams.** Have a complete dilated eye exam at least yearly. The reason? Diabetes can harm your eyes even before you notice anything wrong. An eye doctor can spot these problems early.
- **Foot exams.** A full foot exam once a year can alert your provider to nerve damage or other changes. Ask your provider if you should check your own feet more often.

*Source: American Diabetes Association*

## Brush up on everyday dental care.

Most of us learned how to care for our teeth when we were very young. Over the years, it's easy to forget a few lessons.

For example, you may remember that you should brush your teeth twice a day, but how often should you floss?

If you answered "once a day," you're right. You don't need to floss every time you brush. It doesn't matter when you floss. You can do it before or after brushing and at any time of day.

Brushing and flossing help keep your teeth and gums healthy. Maintaining healthy teeth and gums lessens the chance that you'll need fillings and other dental work in the future.

Follow these tips for a healthy mouth:

- **Brush your teeth twice a day with a fluoride toothpaste.** Be sure to brush all your teeth all over — front, back, up around the gum line and in between the molars.
- **Clean between your teeth once a day.** That can be with dental floss or dental picks made of wood or plastic.
- **Limit sugary foods that can leave plaque on your teeth.**

Adding a fluoride mouth rinse to your routine can also help reduce tooth decay. Just be sure to keep it out of reach of small children.



Children should see their dentist when they get their first tooth or before their first birthday. Children and adults should have regular dental visits to avoid dental problems every six months unless the dentist recommends more visits.

*Sources: Academy of General Dentistry; American Dental Association*



### 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. The 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 the 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.

## Your primary care provider: Caring for all of you.

Most of us know that primary care providers (PCPs) treat illnesses from the flu and sore throats to chronic conditions like diabetes and high blood pressure. This may surprise you, though: Their goal is to treat you as a whole person, not just your disease.

That means your PCP is trained — and ready — to help you with behavioral health issues.

For instance, if you have diabetes, your PCP will do far more than check your blood sugar and watch for complications. Your PCP can also help you cope with the emotional challenges of living with diabetes: watching your diet, making time to exercise, managing medicine and more.

Likewise, if you're a smoker with a lung disease like chronic obstructive pulmonary disease (COPD), your PCP can help you overcome the emotional and physical challenges of quitting. These are just two examples of how PCPs can care for all of you.



Whatever behavioral health problems you might face, your PCP can either help you directly or refer you to an appropriate professional or program.

If your provider does refer you to a specialist, it is okay to have your test results, labs, appointment visit notes, etc., shared with your PCP. Your PCP and specialist are working together to give you the best outcome.

### Reach out

Because your emotions can affect your health — and how you take care of yourself — your PCP is also a crucial source

of support if you are struggling with things like:

- The loss of a loved one.
- Changes in your health or the health of a loved one, your financial security, or a relationship.
- A sensitive personal issue.

Remember, your PCP can't help you if they don't know what's happening in your life. While it may be hard to be open about your feelings, especially about something sensitive, your PCP is concerned with one thing only: supporting you.

*Sources: American Academy of Family Physicians; National Institutes of Health*

---

## Protect yourself and your family from COVID-19.



Washing your hands often with soap and water for at least 20 seconds is one of the best ways to protect yourself from contracting and spreading the coronavirus. Also be sure to clean and disinfect frequently touched surfaces daily.



Get the vaccine as soon as you qualify. Visit [COVID19.NJ.gov/Pages/Vaccine](https://www.covid19.nj.gov/Pages/Vaccine) to check on vaccine eligibility and locations.



Since this virus spreads from person to person, it is important to avoid close contact. Keep 6 feet of distance between you and people who do not live in your home. When in public, cover your mouth and nose.

## 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.

 <b>Go to your primary care provider:</b>	<ul style="list-style-type: none"><li>• For routine check-ups and preventive care.</li><li>• To manage chronic conditions, illnesses or pain.</li><li>• For long-term medications, including medication changes or updates.</li><li>• To maintain full and accurate medical records.</li></ul>
 <b>Go to urgent care for mild or minor:</b>	<ul style="list-style-type: none"><li>• Allergic reactions or rashes.</li><li>• Cuts, burns or wounds.</li><li>• Headaches.</li><li>• Illnesses, such as colds, sore throats, earaches and low-grade fevers.</li><li>• Injuries, such as back pain, sprains and strains.</li><li>• Nausea or vomiting.</li></ul>
 <b>Call 911 or go to the ER for:</b>	<ul style="list-style-type: none"><li>• Allergic reactions with trouble breathing, hives or swelling.</li><li>• Chest pain that lasts for more than a few minutes.</li><li>• Difficulty breathing.</li><li>• Heavy bleeding, severe burns or deep wounds.</li><li>• High fever with a headache or stiff neck.</li><li>• Injury to the neck, spine or head, especially with other symptoms.</li><li>• Passing out, fainting or seizures.</li><li>• Poisoning or overdose.</li><li>• Serious injuries, such as broken bones.</li><li>• Severe and persistent vomiting or diarrhea.</li><li>• Sudden severe headache or pain, such as in the jaw or arm.</li><li>• Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech.</li></ul>

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.



## Lead poisoning: What parents need to know.

Lead used to be all around us — and it is still in a lot of things. It can be in old paint, water pipes and even the soil. That's a problem because when children swallow lead, it can harm their brains.

Now there are laws designed to help keep lead out of people's homes. If you live in an older building, however, your child might still be exposed. As a parent, there's plenty you can do to lower the risk of lead poisoning. For instance:

- ✓ **Find out if your home has been tested.** Talk with your local health department about getting your home tested for lead if it was built before 1978. That's when lead in paint was banned. If you rent, ask your landlord about lead, ideally before you sign a lease.
- ✓ **Reduce lead in the water.** If you haven't used the tap in more than six hours, run the water for several minutes before using it. Use cold water for making baby formula, drinking and cooking. Hot water contains more lead from aging pipes.
- ✓ **Clean older homes often.** Use a wet mop or rag to dust floors and windowsills. This helps keep lead dust from spreading.
- ✓ **Keep kids away from peeling paint.** Cover it with duct tape or contact paper until it can be safely removed.
- ✓ **Renovate carefully.** Repairs that aren't done the right way can create lead dust. Make sure the contractor is certified by the Environmental Protection Agency.
- ✓ **Watch where your child plays.** If you live near older homes, there might be lead in the soil. Kids shouldn't play in that dirt.
- ✓ **Avoid some traditional home remedies.** Using Sindoor, Greta or Azarcon may increase the chance for lead exposure.

### Should your child be tested?

A blood test is the only way to know if a child has lead poisoning. Have your kids tested at ages 1 and 2. If there's any chance your kids have come into contact with lead, ask your provider if it's time for a test.

*Sources: American Academy of Family Physicians; American Academy of Pediatrics; Centers for Disease Control and Prevention*



## Benefits of enrolling in integrated care management.

For the times you need extra care, we have the team to help. Our care management nurse team specializes in offering support that includes:

- Medical support.
- Emotional support.
- Social services support.

### Your care plan

Our nurses will talk with you about your health concerns and goals. By listening to you, they create a personalized plan to help you. Our nurses will understand your medical condition and will help guide you to ongoing medical care and assistance. Your care plan is made just for you, because we care. Call our nurse team today to learn about the support you need.

### Enroll for support

For you as an Aetna Better Health member, care management is a covered benefit at no additional cost.



#### Medical support

- Referrals for special care facilities.
- Assistance with going home from the hospital.
- Education and tips for managing your diagnosis.
- Education on living with a chronic condition.
- Assistance in obtaining medical equipment.
- Help with understanding medications.
- Follow-up with your provider.
- Referrals for in-home visits for health checks and therapy.



#### Language support

Translation and interpretation are available at no charge. Simply ask for assistance.



#### Social support

We can connect you with local agencies for help with:

- Food.
- Housing.
- Child services.
- Rides.
- Utilities.

We can also connect you with support groups to:

- Learn about your medical condition.
- Learn how to help your loved one.
- Meet people with similar concerns.



#### Emotional support

- Coordinate transportation for provider visits.
- Provide after-hours support for crisis situations.
- Offer behavioral and mental health referrals.
- Arrange for services for children and adults with special health care needs.

We encourage you to enroll in the care management program. It is a covered benefit for you as an Aetna Better Health of New Jersey member. Call Member Services at **1-855-232-3596 (TTY: 711)** and ask for the care management team.

# 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 કોલ 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 number **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)**.

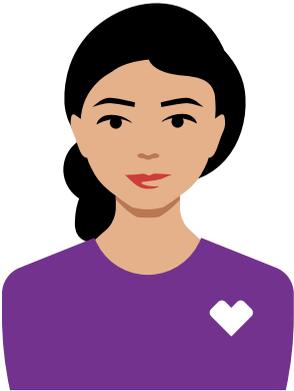
**HINDI:** ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104 (TTY: 711)** पर कॉल करें।

**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۔

## 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 New Jersey 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). You can also call Member Services at **1-855-232-3596 (TTY: 711)** for assistance.

**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**  
  
LIBERTY Dental Plan  
**1-855-225-1727**  
**TTY: 711**

ModivCare  
(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**  
**TTY: 1-800-955-6765**

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 that 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.

2021 © Coffey Communications, Inc. All rights reserved.