

Stay healthy



[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)

Aetna Better Health[®] of Virginia

You can help prevent the flu

The Centers for Disease Control and Prevention (CDC) says that you should get a flu shot each year. However, if you do get the flu, take prescription antiviral drugs as prescribed by your doctor. Prevention and early treatment are key when it comes to flu. This is especially true for elderly people, pregnant women, and people with chronic health conditions.

The CDC has confirmed that the flu vaccine is safe for

most people. The flu vaccine cannot give you the flu. Multiple studies have shown that it does not cause autism. Some people may have a mild reaction to the flu shot. You may not feel well for a few days. After you get the flu shot, let your doctor know if you experience:

- A low-grade fever
- Muscle aches
- Headaches
- Redness or swelling where you got the flu shot

People infected with the flu might be able to infect others starting one day before they feel the flu coming on. They can infect others up to five to seven days after getting sick. That means you might be able to spread the flu to others before you even know you are sick!

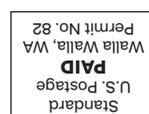
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Aetna Better Health[®] of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

You can help prevent the flu

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There are many preventive actions you can take. These actions may slow the spread of germs that cause the flu.

How can you prevent the flu?

- Avoid close contact with sick people.
- If you or your child feels the flu coming on, the CDC says that you or your child should stay home. You should stay home for at least 24 hours after the fever has gone down.
- When you are sick, avoid close contact with other people to prevent spreading germs.
- Cover your nose and mouth with a tissue when you cough or sneeze. Make sure to wash your hands afterwards.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect surfaces that might be contaminated with germs.
- Frequently clean items that are touched often, such as doorknobs, cellphones, and keyboards.



Our payment policies help protect you

People sometimes do not understand Utilization Management (UM) programs. At Aetna Better Health, UM is a process for reviewing services and care that have been provided to our members. There are no financial incentives in the review process. Our UM decision making is based on whether care and service are appropriate and medically necessary. It is also based on whether the member has health coverage.

We use medical guidelines to make sure the service or medicine is safe and medically

necessary. These guidelines come from national and regional health organizations and medical research. Aetna Better Health does not reward individuals for denying coverage. We do not encourage decisions that result in denial of care or decisions that result in underutilization or barriers to care or service. This policy is posted on our website at **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**. If you would like a copy of the complete UM policy, call Member Services at **1-800-279-1878 (TTY: 711)**.

Empowering you through your period, one month at a time

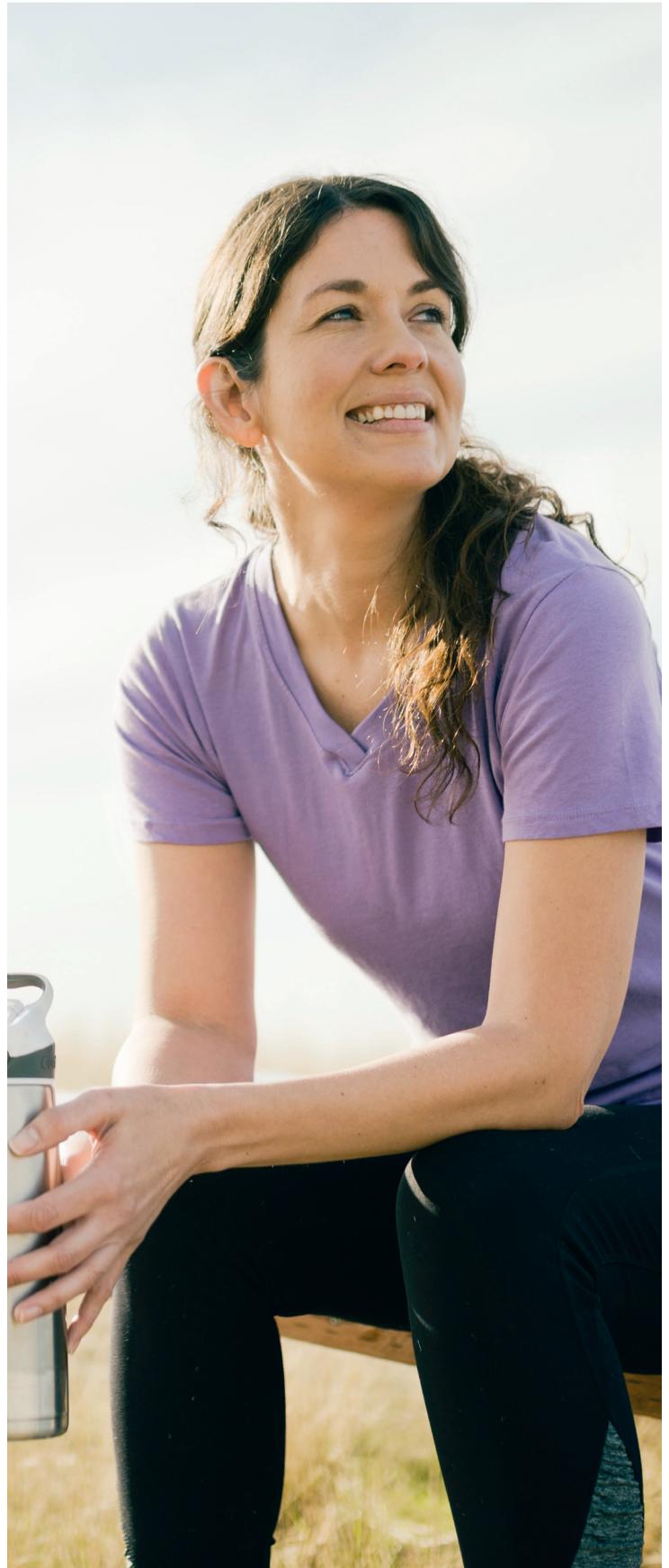
Aetna Better Health of Virginia cares about our members' ongoing health needs. That includes your menstrual health. Women between the ages of 10 and 55 now have a new benefit they can use to improve their menstrual health. Read on to learn more.

Did you know?

Some people miss work or school because they do not have enough menstrual care products. Many people do not have the ability to purchase supplies to manage their periods each month. This means some people may use the same product for a long period of time. Or they use alternatives (such as paper towels or newspaper). This can cause serious health problems, such as yeast infections, bacterial vaginosis, toxic shock syndrome, and urinary tract infections.

Aetna Better Health has developed a new benefit to help you manage your period. As an Aetna Better Health member, you can connect with CVS Pharmacy® each month to receive free menstrual products. They are delivered right to your door. Pads, tampons, and cleansing wipes are examples of items you can get.

There are two convenient ways to place an order. You can order online or by phone. The fastest and easiest way to order is to visit our website. Go to **CVS.com/otchs/abhva**. You can also place your order by phone. Orders can be placed by calling **1-888-628-2770 (TTY: 711)**. You can speak to a live agent Monday through Friday, from 9 AM to 8 PM ET. You can also order anytime via our automated interactive voice response system. Please have your member ID and order ready when placing your order by phone.



Take care of you: Get your



Are you seeing your primary care provider (PCP) for a checkup each year? You can schedule or do your screenings during this visit. Screenings help find health problems early, often before you have symptoms. This is when they're easiest to treat. Screenings can not only save you money long term, but can also save your life.

For men and women

Chlamydia screening

Chlamydia is a sexually transmitted disease (STD). You may not have symptoms. Your PCP or OB-GYN can test with a urine sample or with the same test that finds cervical cancer in women.

Antibiotics can cure this infection. Take all your medicine as your PCP or OB-GYN tells you. Be sure that your sexual partner gets treatment at the same time. Many STDs can be harmful without treatment. Some women aren't able to have children, or their babies can have health problems, as a result. So be sure to get your screening.

Cholesterol

Ages 9 to 11: Get blood tests at least once during this time.

Ages 17 to 21: Get blood tests at least once during this time.

Ages 40 to 75: Get blood tests to check cholesterol and triglycerides when you have a 10-year cardiovascular event risk of 10% or more.

Colorectal cancer

You can lower your risk of colorectal cancer. Try limiting yourself to two drinks (alcohol) each day if you're a man or one drink (alcohol) each day if you're a woman. Get active, and stay at a healthy weight for you. Finally, quit smoking. Your PCP can help.

Ages 50 to 75: Get screened with one or more tests to find polyps and cancer.

Ages 76 to 85: You can choose to screen based on your health and screening history.

Dental visit

Have one every six to 12 months.

Glaucoma

Ages 61 and over (everyone), ages 41 and over (African Americans), and if you have a family history: Get a dilated eye exam at least once every two years.

Heart disease

Problems like irregular heartbeats and narrowing blood vessels can lead to chest pain or a heart attack. You're at more risk for heart disease if you:

- Have high blood pressure, high cholesterol, or diabetes
- Are overweight or not active
- Smoke

checkups and screenings

Lung cancer

Ages 55 to 80: Talk with your PCP about screening every year if you have a history of smoking.

Sexually transmitted diseases (STDs)

Anyone who is sexually active can get an STD. You can have an STD or pass it on without even knowing. You're at higher risk of STDs if you have unprotected sex or more than one partner. Tests can reveal many types of STDs. If you have concerns or if you think you may have been exposed to an STD, talk with your PCP.

Tobacco

One of the best things you can do for your health is to stop using all tobacco products:

- Electronic nicotine delivery systems (ENDS: e-cigarettes, e-pens, e-pipes, e-hookahs, and e-cigars) have addictive nicotine and other harmful chemicals in both the aerosol and secondhand emissions.
- Smokeless tobacco (chewing tobacco, snuff, and snus) has addictive and cancer-causing chemicals (cancer of the mouth, esophagus, and pancreas).
- Cigarettes: Smoking causes heart and lung problems and can lead to cancer, asthma, and strokes.

Type 2 diabetes and high blood pressure (BP)

Many people don't know they have type 2 diabetes or high BP. There may not be any symptoms. But these conditions can lead to serious health problems. Be sure to talk with your PCP about screening.

Type 2 diabetes, ages 40 to 70: Get screened for abnormal blood glucose as part of cardiovascular risk assessment if you are overweight or obese.

High BP, ages 18 and older: Get a blood pressure measurement at annual checkups if you don't already have high BP.

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 You can do a lot to stay healthy. Getting your checkups and screenings is a great start. And remember, there is no cost to you for these screenings.

Take care of you: Get your checkups and

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For women

Breast cancer

A mammogram is an x-ray of the breast. This is the main test to find breast cancer.

Women who have regular mammograms are:

- More likely to find breast cancer early and be cured
- Less likely to need aggressive treatment, like chemotherapy or surgery to remove the breast

Ages 50 to 74: Get a screening mammogram every other year.

Ages 40 to 49: You can choose to start with mammograms every other year.

Cervical cancer

The cervix is the lower narrow end of the womb (uterus). A Pap test can find changes in the cells of the cervix that may be a sign of cancer. Human papillomavirus (HPV) usually causes this type of cancer. HPV can pass between sexual partners.

Ages 21 to 29: Have a Pap test every three years.

Ages 30 to 65: Have a Pap test with HPV test every five years or Pap test only every three years.

Chlamydia/gonorrhea

Age 24 and younger: If you're a sexually active woman, get screened.

Age 25 and older: If you're a sexually active woman at increased risk for infection, get screened.

Endometrial cancer

Talk with your PCP if you have unexpected vaginal bleeding at any age.



 Talk with your PCP about health screenings. Try to be open about your health. Remember, you're not the first person to have questions or concerns. Questions about your benefits? Just call **1-800-279-1878 (TTY: 711)**.

screenings

Folic acid

Folic acid is a B vitamin. Having enough folic acid in your body before you get pregnant helps prevent birth defects. You can get folic acid with most daily multivitamins. You'll also want to eat a healthy diet.

You can talk with your PCP or OB-GYN about health screenings. Questions? Just call **1-800-279-1878 (TTY: 711)**.

For men

Prostate health

The prostate gland is a small gland near your bladder. Sometimes the prostate will grow in size as men age. This can make it hard to urinate. Your PCP may want to do a screening test for prostate cancer.

Aetna Better Health follows recommendations of the American Cancer Society, the U.S. Preventive Services Task Force and the Centers for Disease Control and Prevention. These are general recommendations and assume no history of disease signs or symptoms. If you are at high risk or have a history of disease, ask your PCP about screenings and shots.

Vaccines you need (and when)



Some shots are not for people with certain health conditions — check with your primary care provider (PCP).

Chickenpox (varicella)

Ages 12 to 15 months: first dose

Ages 4 to 6 years: second dose

Ages 13 years and older: two doses at least 28 days apart if you never got the shot as a young child and have never had chickenpox

Flu shot

Ages 6 months and older: every year

Human papillomavirus (HPV)

Ages 11 or 12: routine series (shots at older ages become less effective)

Ages 13 to 26: for those who have not started shots or who have started but not finished the series

Measles, mumps, rubella (MMR)

Ages 12 to 15 months: first dose

Ages 4 to 6 years: second dose

Ages 18 and older: Check with your PCP.

Pneumonia

Pneumococcal vaccination is recommended for all children younger than 2 years old and



all adults 65 years or older. In certain situations, older children and other adults should also get pneumococcal vaccines. Talk to your doctor about what is best for your specific situation.

For ages 65 and older: one dose of PCV13 first, and then one dose of PPSV23 at least one year later

Shingles (zoster)

Healthy adults ages 50 and older: two doses of Shingrix®, two to six months apart

Shingrix is a registered trademark of GlaxoSmithKline Biologicals.

Tetanus, diphtheria, whooping cough

Babies/young children: DTaP at 2 months, 4 months, 6 months, 15 to 18 months, and 4 to 6 years

Ages 11 to 12: one dose Tdap

Adults: one dose Td every 10 years



Your right to confidentiality

Aetna Better Health will only release information if it is specifically permitted by state and federal law or if it is required for use by programs that review medical records to monitor quality of care or to combat fraud or abuse.

Aetna Better Health staff will ask questions to confirm your identity before we discuss or provide any information regarding your health information.

We understand the importance of keeping your personal and health information secure and private. Both Aetna Better Health and your doctors make sure that all your member records are kept safe and private. We limit access to your personal information to those who need it. We maintain safeguards to protect it.

For example, we protect access to our buildings and computer systems. Our Privacy Office also ensures the training of our staff on our privacy and security policies. If needed, we may use and share your personal information

for “treatment,” “payment,” and “health care operations.” We limit the amount of information that we share about you as required by law. For example, HIV/AIDS, substance use, and genetic information may be further protected by law. Our privacy policies will always reflect the most protective laws that apply.

Your right to privacy

We are required by law to provide you with the Notice of Privacy Practices. This notice is included in your member packet and our member newsletter. This notice informs you of your rights about the privacy of your personal information and how we may use and share your personal information. Changes to this notice will apply to the information that we already have about you as well as any information that we may receive or create in the future. You may request a copy at any time by calling Member Services at **1-800-279-1878 (TTY: 711)** or by going to our website at **[AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia)**.

We may choose to collect information from you at times. This is to ensure that you get the right care. Your right to privacy extends to any information we have collected from you regarding your:

- Sexual orientation
- Gender identity
- Preferred pronouns

We do not share this information with others unless you ask us to do so.

In your doctor's office, your medical record will be labeled with your identification and stored in a safe location in the office where other people cannot see your information. If your medical information is on a computer, there is a special password needed to see that information.

Your medical record cannot be sent to anyone else without your written permission, unless required by law. When you ask your doctor's office to transfer records, they will give you a release form to sign. It's your doctor's office's responsibility to do this service for you. If you have a problem getting your records or having them sent to another doctor, please contact our Member Services at **1-800-279-1878 (TTY: 711)**.



Care Management: Help when you need it most

 Managing medical conditions can be overwhelming. We are here to support you. Your health care provider may refer you to Care Management. A nurse from our health information line may also refer you. Don't wait for a referral if you need help.

You can refer yourself. Your caregiver can too. Just call us at **1-800-279-1878 (TTY: 711)**. Ask for Care Management. This includes helping manage chronic conditions.

After you enroll in Care Management, you'll get a welcome letter. It will explain how our services work. It will also explain how we can help you. A care manager will also call you.

Our care managers can:

- Make sure you have support for mental health needs
- Help you understand your benefits
- Show you how to get specialty, behavioral health, or hospital services
- Talk with your doctors to ensure that you get services you need
- Teach you about your disease or condition
- Help you locate community resources to meet your needs

Is your child moving from pediatric to adult care? We have trained professionals ready to help. We'll work with you to help get the right care for your child's needs.

Your Member Handbook will give you more information about Care Management. You can opt in or out anytime. We're happy to help you if you have questions. Just call **1-800-279-1878 (TTY: 711)**.

MyActiveHealth

Great news! As part of your health benefits, you're automatically a member of **MyActiveHealth.com**. MyActiveHealth is a secure, online site that has all the health information that's important to you in one convenient place. MyActiveHealth includes a Personal Health Record. There, you can store all your health data and medical history for easy access.

With MyActiveHealth, your health information works hard to help you take better care of yourself. MyActiveHealth is also your personal gateway to lots of other great health programs and services.

Here are some things you can do at **MyActiveHealth.com**:

- Create email reminders of doctors' appointments and record them on a calendar.
- Use a computer to access your secure Personal Health



 **Go to [MyActiveHealth.com](https://www.MyActiveHealth.com) to get started.** MyActiveHealth is free. You can log on 24 hours a day, 7 days a week.

- Record and share health information, even at the doctor's office.
- See the most important steps you can take to improve your health.
- Listen to a podcast, watch a video, or print out materials on health topics.
- Get the latest news on issues important to your health.
- Find out about resources and programs available to you.
- Check potential drug interactions.
- Find and print out recipes for great-tasting, healthy eating.

Join our Member Advisory Committee today!

The Aetna Better Health Member Advisory Committee (MAC) wants you. The MAC gives you a chance to provide feedback on your experiences. Your voice impacts our choices about your health care. The MAC is made up of our members, parents, caregivers, and community partners. For more information, visit our website. Go to **[AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia)**. Select

“For Members.” Then, select “Member Advisory Committee” next to “Updates and Info.”

Interested in joining? Submit the form online on our website mentioned above. We will reach out to you when we get your information. We look forward to hearing from you!

Non-discrimination 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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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 E. Cotton Center Blvd.
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.

Contact us  Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

1-800-279-1878 (TTY: 711)
AetnaBetterHealth.com/Virginia

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

For more details about your benefits, refer to your member handbook. You may view the handbook on our website at **AetnaBetterHealth.com/Virginia**. You can call us at **1-800-279-1878 (TTY: 711)** to ask us to mail you a paper copy, at no cost to you. We will send you a paper copy within five business days. You can request the handbook, also at no cost to you, in a language other than English, or in other formats such as audio, large print, or Braille.

Multi-language interpreter services

ENGLISH: 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).

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).

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.

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).

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)。

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).

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: 711) تماس بگیرید.

AMHARIC: ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርሰዎ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: 711) ይደውሉ።

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۔

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).

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).

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

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: 711) an.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃ খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: 711) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIÈ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nées â-à win kwa ceti yo + ne-là, i belé-ò bi mà-ò mù bò kò putu bò. Dà nòbâ né ê nea-ò ñ-à jì è jìpolê kateh je ná kpòh, mòò **1-800-385-4104** (TTY: 711).

IGBO (IBO): NRỤBAMA: Ọ bụrụ na j na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: 711).

YORUBA: ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè ti wá ní lẹ̀ fún ọ̀ lófẹ̀ẹ̀, pe nọ́nbà tí ó wà lẹ̀yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: 711).