

HEALTHY LIVING

Avoid the sugar rush this holiday season

From Halloween to Valentine's Day, this time of year is full of tempting sweets. Learn easy ways to cut sugar without cutting the joy out of your eating.

Winter holidays often come with candy, cookies and other rich desserts. It's OK to enjoy your favorite treats. But too much sugar can cause health problems.

Good news: You don't have to skip the sweets entirely. Here are some simple ways to enjoy treats without overdoing it.

1 Keep sweets special

Pick your favorite holiday treats and enjoy them mindfully.

2 Watch your drinks

Soda, juice and other sugary drinks are a top source of added sugar. Swap them for water. It's a quick way to make room for holiday treats.

3 Save some for later

Baking at home? Freeze half the batch right away to save for later. Or, give away some of what you bake to your neighbors, coworkers, mail carrier or others.

4 Eat smaller portions

Split a cookie or slice of pie with your kids. If you bake cookies at home, try making them bite-size.

5 Cut back on sugar elsewhere

Check nutrition labels in your pantry for added sugars. Next time you shop, choose products with less added sugar.

Quick sugar-saving swaps

- **Instead of frosting:** Top sugar cookies or cupcakes with colorful fruit slices or jam.
- **Instead of store-bought candy:** Dip fruit slices or pretzels in dark chocolate.
- **In baked goods:** Replace some or all the sugar with mashed banana or apple-sauce. Or try cutting ¼ cup sugar (or more) from a recipe.
- **Make your own whipped cream:** Whip heavy cream until it's light and fluffy. Add sugar to taste.



Aetna Better Health®
of West Virginia

Questions about your Mountain Health Trust plan?

Call Member Services at 1-888-348-2922 (TTY: 711), 24 hours a day, 7 days a week. Or visit [AetnaBetterHealth.com/westvirginia](https://www.AetnaBetterHealth.com/westvirginia)

Soothe kids' dentist fears

Going to the dentist can be scary for kids. But early checkups are key to having a healthy smile for life. Learn why, plus tips to make the visit less scary.

Did you know that by age 9, about half of kids have had at least one cavity? Even in baby teeth, cavities and tooth decay can lead to long-term problems in adult teeth. Plus, cavities hurt.

Seeing the dentist early — and often — can help stop cavities. Kids should see a dentist within six months of their first tooth coming in, or no later than their first birthday. After that, they should continue to see the dentist every six months.

How to help your child feel comfortable

- **Use positive words.** Instead of saying “don’t worry,” try “you’re going to do great” or, “the dentist helps keep teeth strong.” Avoid words like “hurt” and “pain.”
- **Play dentist at home.** Take turns being the dentist and the patient. Use a toothbrush and mirror. Let kids practice on a stuffed animal to make it fun.
- **Read books or watch videos together.** Choose ones made for kids that show a dentist visit in a friendly way.
- **Bring a favorite toy or blanket for comfort.** Ask your dentist ahead of time if it’s okay to bring something.
- **Share your own good experiences.** Tell your child how the dentist helped you and how you felt better afterward. Help them understand that going to the dentist is a normal and positive experience.



We've got you covered. We work with Liberty Dental to provide adults and kids with dental care. You don't need a referral to see a dentist in the network. Go to [AetnaBetterHealth.com/westvirginia/dental-benefits.html](https://www.aetna.com/betterhealth/westvirginia/dental-benefits.html) or call Member Services for more info.



SCHEDULE YOUR FLU SHOT

Your plan covers flu shots at no cost to you. Call your primary care provider to schedule a flu shot. Or, see if your local pharmacy offers flu shots and other vaccines.

Winter wellness: Tips for lung health

Winter can take a toll on your lungs. Kids and adults with asthma or chronic obstructive pulmonary disease (COPD) are at an even higher risk. A cold, flu or other lung irritants can cause a flare-up. It can even lead to a trip to the hospital.

The best way to stay healthy? Avoid getting sick in the first place. Here's how.

✔ **Get vaccinated.** Everyone 6 months or older should get a flu shot every year. You can get a flu shot from your provider or at a local pharmacy. Your provider may recommend other vaccines, too, like:

- RSV (Respiratory Syncytial Virus)
- Pneumonia

✔ **Wash your hands often.** Or use hand sanitizer if you don't have access to a sink.

✔ **Keep your distance from people who are sick.** If you can't keep your distance,

a mask may protect you in crowded places. If you're sick, wearing a mask can keep you from spreading it to others.

✔ **Take your medicines as directed** if you have asthma or COPD.

✔ **Stay away from tobacco.** If you smoke or vape, talk to your doctor about quitting. It's one of the best things you can do for your health. Your doctor can recommend programs, tools or medicines that can help. Steer clear of secondhand smoke, too.

Should I take antibiotics?



Antibiotics can be a powerful treatment for certain illnesses. But using them too often can be harmful. Antibiotics don't treat viruses. Colds and flu are almost always caused by a virus. So, antibiotics won't help.

Antibiotics can only treat bacterial infections. That includes strep throat and some pneumonias. Your provider can help determine the treatment that's right for you. If they prescribe you an antibiotic, be sure to take it exactly as directed.



Brighten your winter blues

The darker months can take a toll on our mood and energy. But small changes can make a big difference. Here are simple ways to boost your spirits and bring joy to the people around you.

Reach out to friends and family. A simple phone call, text or video chat can make a big difference.

Embrace holiday cheer. Hang twinkle lights, listen to festive music or make a batch of your favorite holiday cookies. Get involved in local activities, too.

Give back. Volunteering can help you feel connected and needed. Find a cause you care about and look for ways to help.

Finds ways to stay active. If it's too cold outside, take a brisk lap around the mall while you shop or work out at home with a free online video.

Take care of yourself. Make time for things that relax and refresh you. Read a good book, do some gentle stretching or enjoy a quiet moment with a cup of tea.

How to spot signs of loneliness

The holidays can be a lonely time for those who are far from family, coping with loss or feeling left out.

Watch for these signs of loneliness in others:

- Changes in behavior
- Avoiding social activities
- Increased substance use
- Changes in mood or energy
- More physical aches or pains

Reach out if you spot these signs in friends, family, neighbors and other loved ones. Sometimes the smallest act — an invite, a check-in or just sitting together — can help someone feel less alone.



Get help in a crisis. The 988 Suicide & Crisis Lifeline provides confidential, no-cost counseling and emotional support 24 hours a day, 7 days a week. Call or text **988** or chat at **988lifeline.org** for help.



How to have less pain all day

Do you wake up stiff and sore? Or does your pain get worse as the day wears on? These tips can help ease and prevent pain from morning to night.

In the morning	During the day	At night
<ul style="list-style-type: none"> ✔ Do some simple stretches. Try this stretch while you're still in bed: Gently hug your knees to your chest and rock them from side to side. Then straighten your legs upward and bend them back in a few times. ✔ Go for a morning walk. ✔ Take a warm shower. ✔ Eat a good breakfast. 	<ul style="list-style-type: none"> ✔ Take breaks. Do short breathing or mindfulness exercises to ease stress and tension. ✔ Cut back on high-fat, high-sugar foods. They can cause inflammation which may make pain worse. ✔ If you sit most of the day, get up at least once an hour. Walk around for a few minutes or do some gentle stretches. 	<ul style="list-style-type: none"> ✔ Switch up your sleeping position. Try sleeping on your back with a pillow under your knees. Or on your side with a pillow between your knees. ✔ Keep your bedroom cool — around 65 degrees. ✔ Try an over-the-counter topical cream to relieve pain. <p>Talk to your doctor or Care Manager for more help with pain management.</p>



The dangers of opioid use

Opioids are powerful painkillers. They're often used for short-term pain relief for things like injuries or surgery recovery. But they're also highly addictive. Take these steps to lower your risk of addiction or overdose:

- Use the lowest dose for the shortest amount of time.
- Never take more than prescribed.
- Don't take opioids with alcohol.
- Store opioids in a safe and secure place.
- Never share your medicine with others.
- Throw away any unused pills. But don't throw them in your household trash. Ask your pharmacist how to safely dispose of opioids.

Your care manager can help. Talk to your care manager if you're struggling with pain management, substance use or other chronic conditions. They're here to help you get the care you need. Just call Member Services and ask to talk to your care manager.

Need help? Go online

Turn to **AetnaBetterHealth.com/westvirginia**. Click the “Members” tab under *Tools, info and updates* and select “News and events.” Scroll down to “Member notices” to learn about the following important information.

- How to reach us by phone and after hours
- How to use language assistance and interpreter services
- Benefits and services covered by your plan
- Plan restrictions or exclusions from coverage
- Co-pays and/or other charges you may be responsible for

- Benefit restrictions for services obtained outside the network or service area
- Information on participating practitioners, including contact information, specialty, qualifications and educational background
- How to get primary care services, including points of access
- How to get specialty care, second opinions, behavioral health care and hospital services through either your primary care provider or self-referral
- Direct access to women’s preventive health care and family planning services

Check your Member Handbook



You can also find this info in your Member Handbook. Go to **AetnaBetterHealth.com/westvirginia/member-materials-forms.html** to view it online. Or call us at **1-888-348-2922 (TTY: 711)** for a printed copy of the Member Handbook, Provider Directory or anything on our website.

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BENEFITS SPOTLIGHT

Continued

- How to get care after normal business hours
- How to get care and coverage outside the service area
- How to file a complaint by phone or in writing
- How to file an appeal
- How to get emergency care, including when to go to the emergency room or call **911** services
- What utilization management (UM) is, how we make decisions, how to contact our UM department and our affirmative statement about incentives
- Population Health and Care Management programs, including eligibility; the referral process for member, caregiver or doctor; and
opting in or out of a program
- Our Quality Management program, including goals and outcomes
- Member rights and responsibilities
- Our privacy practices, including collection, use and disclosure of written, oral and electronic protected health information
- Information on advance directives
- Information about pharmacy procedures
- How new technology is evaluated

Want to know how well we are doing? Go to the “Members” tab and select “Quality Improvement.” Scroll down to “See Our Results.”

If you get a bill or statement

You should not get a bill from or have to pay a network provider for covered benefits or preauthorized services.

If you get a bill, you should call the health care provider listed on the bill and make sure they have all your insurance information.

You may get a letter from us that says your service was denied for payment. This doesn't mean that you owe money. Most of the time, you will not owe anything.

If you have questions, call Member Services at **1-888-348-2922 (TTY: 711)**.

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

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)**。

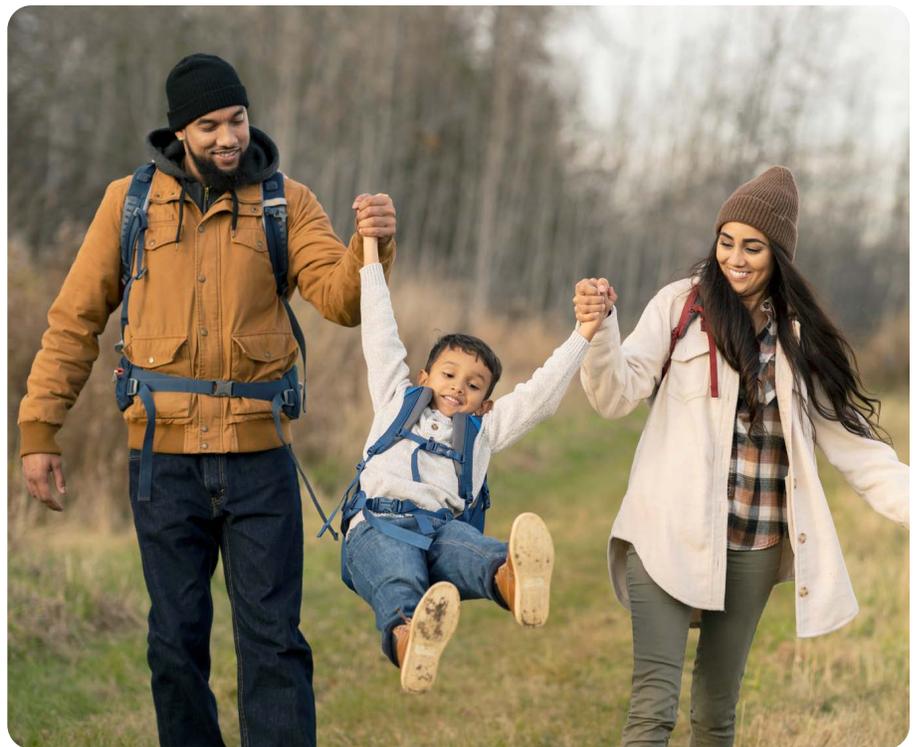


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Get more from your newsletter

You can get your newsletter delivered directly to your inbox. Sign up to get more health and wellness content online and quick access to important plan info. Plus, enjoy a clear, easy-to-read layout on any device — phone, tablet or computer.

To sign up for email, call Member Services at **1-888-348-2922 (TTY: 711)** and tell us your email address.



Need to renew your coverage?

You must renew your coverage every year. Look for your renewal notice in the mail. Visit [AetnaBetterHealth.com/westvirginia/medicaid-renewal.html](https://www.aetna.com/betterhealth/westvirginia/medicaid-renewal.html) to learn more.



Aetna Better Health® of West Virginia

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, sex, health status or need for health care services.

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, sex, health status or need for health care services, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
PO Box 818001
Cleveland, OH 44181-8001

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>.

This notice is available at the Aetna Better Health website: [AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia).

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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)**.

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)**。

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)**.

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.

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.

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)**.

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.

JAPANESE: 注意事項: 日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または **1-800-385-4104 (TTY: 711)**までご連絡ください。

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)**.

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)**.

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104 (TTY: 711)**.

NEPALI: ध्यान दिनुहोस्: ुदि तपयाई नेपाली भा बोलनुहुन्छ भने तपयाईकया लयागि गनःशुलक रूपमया भयाषया सहायतया सेवयाहरू उपलब्ध ुछन्। तपयाईको आइडी कयाइडको प्छयागड रहेको नमबर वया **1-800-385-4104 (TTY: 711)** मया फोन िनुडहोस्।

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.

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)**.

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۔