

## 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/westvirginia-info](https://AetnaBetterHealth.com/education/westvirginia-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/westvirginia/member-materials-forms.html](https://AetnaBetterHealth.com/westvirginia/member-materials-forms.html)

Prefer a hard copy?  
Call Member Services at **1-888-348-2922 (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/westvirginia/medicaid-rights-responsibilities.html](https://AetnaBetterHealth.com/westvirginia/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/westvirginia/notice-of-non-discrimination.html](https://AetnaBetterHealth.com/westvirginia/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:

- Your pharmacy benefits
- 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

# Find the right primary care provider

A primary care provider (PCP) is your main provider 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.

## 2 They can help you manage a chronic condition

If you or your child has 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.

## 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

## 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.

**Don't have a PCP or want a new one?** Search our provider directory online at [AetnaBetterHealth.com/westvirginia/find-provider](https://www.aetna.com/betterhealth/westvirginia/find-provider). Or call Member Services for help.

# Get more from your yearly checkup

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.

## Help calm kids' nerves

Explain why they're going to the doctor and what will happen at the visit. Get them involved by coming up with questions for the doctor together.



## When should I get a checkup?

Adults should get a checkup at least once a year.

Kids need checkups, called well-child visits, more often based on age. Here's what experts recommend for little ones:

- **Babies under a year old** should see their PCP at 3-5 days, 1 month, 2 months, 4 months, 6 months and 9 months.
- **Children 1 to 3 years old** should see their doctor at 12 months (1 year), 15 months, 18 months, 24 months (2 years) and 30 months.
- **Kids three years and older** should see their doctor once a year.



## 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.

# What is family planning?

Family planning helps you make choices about if or when you want to have a baby. It also helps you learn how to stay healthy. Family planning services give you information and support so you can make the best decisions for your life and your family.

Anyone can use family planning. You do not need to already be pregnant or planning to be pregnant. These services are here to help you understand your health and your options.

## What happens at a family planning visit?

A family planning visit may include:

- Talking with a provider about your health and your plans for the future
- Learning about birth control and picking the method that works best for you
- Pregnancy testing
- Testing and treatment for certain infections
- Learning how to stay healthy before pregnancy
- Getting help with spacing pregnancies so your body has time to recover
- Health screenings, such as blood pressure checks



- Referrals to other care if you need it

These services help you understand your body and your choices.

## You can choose any family planning provider

You can see any family planning provider. This includes providers who are in the network or out of the network. You can go to the provider you trust and feel

comfortable with. You do not need a referral.

## Why family planning matters

Family planning helps you take control of your health. It gives you information, support, and care so you can make the best choices for yourself.

Whether you want to prevent pregnancy, plan a pregnancy, or learn more about your health, these services are here 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.

# Programs to help you stay healthy

Whether you have a medical problem or are just trying to live a healthy life, we have a program that can help. For most programs, we will automatically enroll you if you are eligible. Call us if you do not want to be part of a program. To learn more, call Care Management at **1-888-348-2922 (TTY: 711)**.

PROGRAM	WHO IS ELIGIBLE	PROGRAM HIGHLIGHTS
Healthy Pregnancies/ Healthy Babies	Pregnant members and moms up to 12 months after giving birth	<ul style="list-style-type: none"> <li>• Educational information</li> <li>• Texts with health tips</li> <li>• Phone calls from a Case Manager</li> <li>• Incentives/rewards for seeing your doctor</li> </ul>
Healthy Adults and Children	All members	<ul style="list-style-type: none"> <li>• Cub Club for kids</li> <li>• Well-visit reminder calls and postcards</li> <li>• Walking programs</li> <li>• Health education events</li> <li>• Gift card incentives</li> </ul>
Flu Vaccination	All members over 6 months of age	<ul style="list-style-type: none"> <li>• Flu vaccine reminders</li> <li>• Flu clinics in some areas</li> </ul>
Living with Diabetes	Members with diabetes	<ul style="list-style-type: none"> <li>• Educational information</li> <li>• Reminder calls to get needed care</li> <li>• Calls or visits with a Case Manager</li> <li>• Diabetes education programs and incentives</li> </ul>
Moms and Babies	Pregnant women who have substance use disorder (drug addiction) and their babies	<ul style="list-style-type: none"> <li>• One-on-one help from a Case Manager</li> <li>• Help with community resources</li> <li>• Educational information</li> <li>• Community resource referrals</li> <li>• Incentives/rewards for participation</li> </ul>
Appropriate Use of Acute Care Settings	Members who are in the hospital or have recently been discharged	<ul style="list-style-type: none"> <li>• Phone call after discharge</li> <li>• Review of discharge information</li> <li>• Help with understanding medications</li> <li>• Community resource referrals</li> <li>• One-on-one education</li> </ul>
Opioid Management	Members who use certain drugs	<ul style="list-style-type: none"> <li>• Educational information</li> <li>• One-on-one help from a Case Manager</li> <li>• Community resource referrals</li> </ul>
Chronic Condition Management	Members with at least one of these chronic conditions: asthma, diabetes, COPD, CAD, CHF, depression	<ul style="list-style-type: none"> <li>• Educational information</li> <li>• Reminders to get needed care</li> <li>• Telephone calls to higher risk members</li> </ul>
Managing Diabetes and Heart Disease (Multiple Chronic Conditions)	Members with both diabetes and heart disease	<ul style="list-style-type: none"> <li>• Educational information</li> <li>• Telephone calls to higher risk members</li> <li>• Reminders to get needed care</li> <li>• Community resource referrals</li> </ul>
Emergency Room (ER) Utilization Management	Members who frequently use the ER	<ul style="list-style-type: none"> <li>• Telephone calls to members at high risk</li> <li>• PCP or specialist referrals</li> </ul>
Care Management	Members who need help managing their care	<ul style="list-style-type: none"> <li>• Telephone calls to high-risk members</li> <li>• Face-to-face visit with a Case Manager</li> <li>• Individualized care plan</li> <li>• Educational information</li> <li>• Referrals to community resources</li> </ul>

# How to report fraud, waste or abuse

Aetna Better Health® of West Virginia is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

## What are fraud, waste and abuse?

**Fraud** happens when someone lies to get money or services.

**Waste** happens when someone uses benefits or services they don't need.

**Abuse** happens when someone takes money for services when they aren't legally entitled to payment.

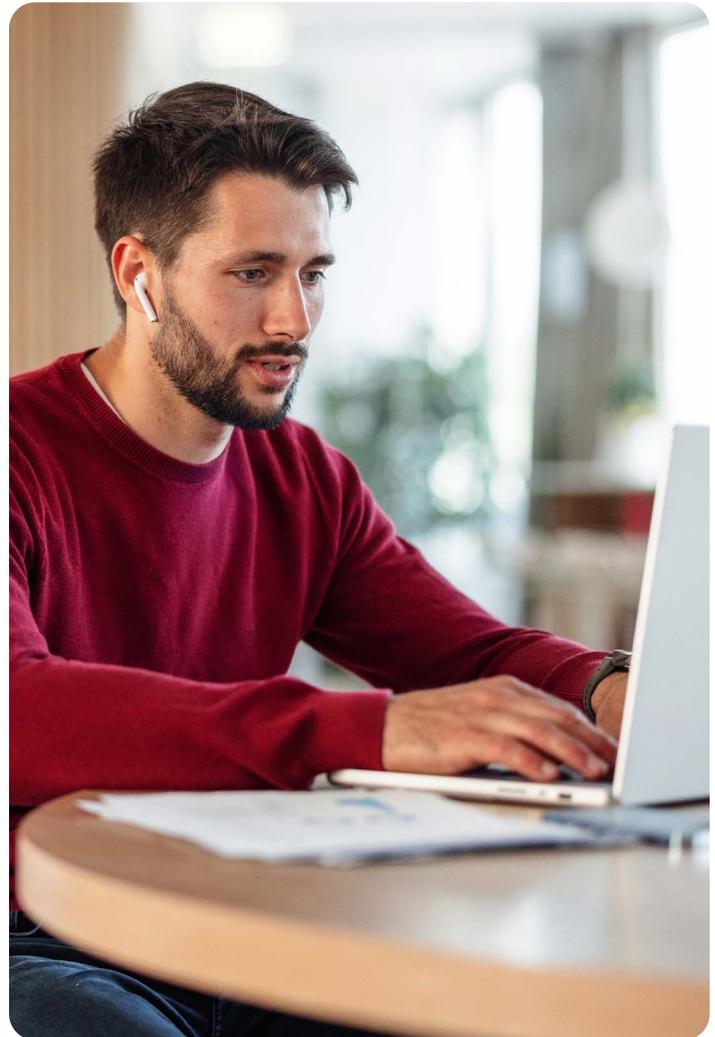
## Reporting fraud, waste or abuse

If you think or know that fraud, waste or abuse is occurring, report it immediately. There are three ways to do so:

- Visit **[AetnaBetterHealth.com/westvirginia](https://www.aetna.com/betterhealth.com/westvirginia)** and scroll to the bottom. Click on "Fraud, Waste and Abuse."
- Call Member Services at **1-888-348-2922**.
- Call the Aetna Better Health hotline at **1-844-405-2016 (TTY: 711)**. This toll-free line instructs the caller to leave information regarding the fraud, waste or abuse.

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of West Virginia, and you can remain anonymous.

Fighting fraud, waste and abuse is everyone's responsibility. Failure to comply could result in civil and criminal penalties.



## Get help on your path to better health



Your plan covers more than just the basics. You can earn rewards for preventive care, get health coaching and more.

We want to make sure you get the most from your health plan. To learn more about your benefits, scan the QR code or go to **[AetnaBetterHealth.com/westvirginia/about-mhp.html](https://www.aetna.com/betterhealth.com/westvirginia/about-mhp.html)**

## Need to update your contact info?

Let us know if your address, email or phone number has changed. It helps us contact you about your plan. You can update your contact info in your member portal or by calling Member Services.



## **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:
  - 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](tel: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](tel:1-888-234-7358) (TTY [711](tel:711))

Email: [MedicaidCRCoordinator@aetna.com](mailto: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](tel:1-800-368-1019), [1-800-537-7697](tel: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](http://AetnaBetterHealth.com/WestVirginia).

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.

## 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 سحبد اللغة العربية، فإن خدمات المساعدة اللغوية سوف لل محانا. اتصل على الرقم الموحد حلف بطافه هويك او على الرقم (TTY: 711) 1-800-385-4104.

**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: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि नि:शुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। कपया आफ्नो आईडी कार्डको पछाडि दिइएको नम्बरमा फोन गर्नुहोस् वा 1-800-385-4104 (TTY: 711) मा फोन गर्नुहोस्।

**PERSIAN:** توجه: اگر نه زبان فارسی صحبت می کنید، نه صورت رانگان می توانید به خدمات کمک ربابی دسترسی داسه باسید. با شماره درج شده در سب کارت ساسانی نا نا شماره (TTY: 711) 1-800-385-4104 تماس نگرید.

**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:** اگر آب اردو زبان بولے ہں، تو زبان سے متعلق مدد کی خدمات آب کے لیے مفید دستیاب ہں۔ اے ساحبی کارڈ کے سحھے موحد نمر نا (TTY: 711) 1-800-385-4104 بر رابطہ کریں۔