



Live well



AetnaBetterHealth.com/Michigan

Aetna Better Health® of Michigan

What you should know about COVID-19.

COVID-19 is caused by a new respiratory virus. In December 2019, the virus began passing between humans.

Symptoms of COVID-19

People with COVID-19 have had a wide range of symptoms reported — ranging from mild symptoms to severe illness.

Symptoms may appear **2 to 14 days after exposure to the virus**. People with these symptoms may have:

- Cough
- Shortness of breath or difficulty breathing

- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting or diarrhea.

When to seek emergency medical attention

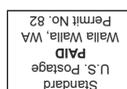
Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest

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Premier Plan Newsletter Summer 2020

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Aetna Better Health® of Michigan
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What you should know about COVID-19.

Continued from front page

- New confusion
- Inability to wake or stay awake
- Bluish lips or face

**This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.*

Call **911** or call ahead to your local emergency facility. Notify the operator that you are seeking care for someone who has or may have COVID-19.

Benefits available to you

As a member of Aetna Better Health Premier Plan, you have benefits to help you stay safe and well.

Telemedicine is available as an option for non-emergency care to help limit potential exposure to the coronavirus. That's why we've changed our policies with providers so they can deliver care to you virtually. Call your doctor to make an appointment.

COVID-19 testing sites

If you think you may have been exposed to COVID-19 and would like to get tested, you can find a testing site by going to **Michigan.gov/Coronavirus** and selecting "Find a Testing Site Near You." Please call the testing site or your health care provider before you go for testing.

If you have questions about your health care coverage during the COVID-19 pandemic, call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.



Extra value-added services.

As a member of Aetna Better Health Premier Plan, you are eligible for extra benefits in addition to what Medicare and Medicaid offer. See a list of your 2020 extra benefits below:

Weight management: With a referral from your care coordinator, you can get a WW (formerly Weight Watchers) membership.

Cellphone: Get a free smartphone with unlimited calls to and from Aetna Better Health, plus health tips and reminders.

Home-delivered meals: Get 10 home-delivered, nutritious meals after an inpatient stay (two per day for five days).

Podiatry services: Get three additional visits per year.

SilverSneakers®: You have access to fitness centers and specialized fitness classes at no added cost.

Over-the counter (OTC) supplies: Get \$90 per quarter for supplies listed in our OTC catalog.

Smoking cessation: Get 50 counseling sessions, nicotine patches and gum, and lozenges. You can also get certain smoking cessation medicines without prior authorization.

To learn more about your benefits, call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

Surviving cold and flu season.

It's that time of year again when everybody seems to have a sore throat, a cough or the sniffles. It can seem almost impossible to avoid getting sick yourself.

The good news? You can take steps to keep your family well. More good news? If one of you does get sick, you probably won't have to see a doctor to get well again.

How to avoid germs

Most people in your family should get a flu shot every year.

Besides that, one of the best ways to protect yourself against germs is by washing your hands often. Use soap to scrub your hands under warm, running water.

Try to stay away from people who are sick so you don't get their germs.

How to feel better

If you do get sick, it's likely you'll get better on your own. Antibiotics don't work on colds and most sore throats, and they won't help you get well.

Here are good some steps to take instead:

- Get lots of rest.
- Drink plenty of fluids.
- Avoid smoking or secondhand smoke.
- Gargle with salt water to ease a sore throat.

- Breathe in steam from a bowl of hot water or a shower.
- Use over-the-counter medicines to relieve pain or fever. (Never give aspirin to children, though.)

When to see a doctor

Call your doctor's office if you or your child isn't getting any better or if you get worse.

For an infant, call your doctor if your baby isn't eating, has no tears when they cry or has a fever with a rash.

Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration



Get your pneumonia shot.

Over 65? It is recommended you receive a pneumonia shot. This shot is especially important if you have a chronic condition like heart and lung problems or diabetes.

There are two types of pneumonia shots. You can talk to your doctor about which pneumonia shot is best for you. This shot will give you extra protection during cold and flu season.

Questions? Call Member Services at **1-855-676-5772 (TTY: 711)** 24 hours a day, 7 days a week, or visit **[AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan)**.



Mindfulness: Take care of your mind.

“Grant me the serenity to accept the things that I cannot change, courage to change the things I can and wisdom to know the difference.”

Mindfulness is a state of mind that is achieved by focusing on the here and now, while calmly accepting your feelings, thoughts or fears about what is happening in your life.

During these challenging times, it is important to try and stay present in the moment. It is very easy to let worry and uncertainty get the best of us.

Below are some mindfulness meditation activities from mental health resource Psych Central. These exercises can be done independently at home.

- **Yawn and stretch for 10 seconds.**

Do a fake yawn and exhale through your mouth. Stretch slowly, for about 10 seconds. Notice any tightness in your body and say aloud “ease.” Doing these things can help to interrupt negative thoughts and feelings and bring you back to present.

- **Stroke your hands.** Close your eyes. Take the index finger of your

right hand and slowly rub the outside of your fingers on the left hand. Switch hands and do the same on the opposite side. Do this for one minute.

- **STOP.**

- **S:** Stand up and breathe. Feel your connection to the earth.
- **T:** Tune in to your body. Close your eyes. Let go of any unpleasant feelings or emotions as you breathe out. As you breathe in, think of pleasant thoughts.
- **O:** Observe. Look around you. Notice something beautiful around you and be grateful for its beauty.
- **P:** Possibility. Think about the future and what is possible as we move forward in coming days.

Practicing mindfulness can be an effective tool to cope with thoughts that make us feel worried, anxious or out of control. Mindfulness is a human ability that we all possess. In times where it is easy to get lost in everything going on in the world, being mindful is an easy and accessible way to bring you back to center.

Member grievance and appeal process.

Members have the right to file a complaint (grievance) or dispute an adverse determination (appeal). The health plan asks that all providers follow Aetna, Medicaid and/or CMS requirements needed to complete member complaints and appeals. This includes providing information within the requested time frame.

 For more information on the member grievance and appeal process, please call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

Population Health programs offered to keep you healthy

Check out the Population Health Programs on the website, or for more information on how to use any of the programs listed below, just call our Care Management team at **1-855-676-5772 (TTY: 711)**. You can choose to join or leave the program anytime.

Healthy Adults: All members are eligible for help with getting health screenings and wellness checks.

Healthy Pregnancies: Helping pregnant members and moms up to 6 weeks after they give birth. Provides early and regular pregnancy checkups and access to dental services during pregnancy and after birth.

Weight Management: Assistance for members who are overweight or obese and want to lose weight.

Flu Vaccine Program: The flu can spread quickly and can be very serious. All adults should get a flu shot. There are different vaccines for different ages. We can assist with getting you what's right for you.

Living with Diabetes: Helps members with diabetes understand and manage diabetes care.

Pharmacy Restricted Access: Support for identified members with medication restrictions.



Appropriate use of acute care settings: Eligible members in the hospital or after discharge may receive a call. An Aetna Better Health of Michigan staff member is able to help with:

- Scheduling follow-up appointments with a PCP or specialist
- Obtaining prescribed medications
- Helping you to understand your discharge instructions
- Any additional needs

ED Utilization: Help for members who often use the emergency department (ED) for both medical, dental and non-medical issues. We can help you get a visit with a primary care physician or dentist.

Chronic Condition Management: Helps members manage certain chronic conditions, such as asthma, diabetes, heart disease and high-risk pregnancies.

National Coverage Determination.

The Centers for Medicare & Medicaid Services (CMS) sometimes changes coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date.

To view them, visit **[AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan)**. Then go to "For Members," and choose "Aetna Better Health Premier Plan (Medicare Medicaid)," then "Member Benefits."

You can also visit **[CMS.gov](https://www.cms.gov)** for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box. Or call us at the number on your member ID card."



Introducing a secure member website to help you manage your plan — and your health.

This new member site is your go-to resource for managing your plan. It will help you use your Aetna Better Health benefits and services so you can get and stay healthy. You can:

- Access health plan details — change your doctor, find forms or get member ID cards.
- Get personalized health information — answer questions about your health and get the tips and tools you'll need to meet your health goals, like quitting smoking and weight management.

- Research prescription drugs — find a pharmacy, see how much a drug costs or ask for a drug not covered by your plan.
- Get instant access to claim details — see the status of your claim from start to finish.
- Find support — get in touch with a nurse or learn more about the disease management and wellness programs that will help you stay on track with goals.

Sign up today

It's easy. To set up your account or to learn more about these tools, you can visit

[AetnaBetterHealth.com/Michigan/members/portal](https://www.aetna.com/betterhealth.com/michigan/members/portal).

Keep in mind that you'll need your health plan member ID and a current email address to create an account. We're always here to help.

 For help getting started or to sign up over the phone, you can call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

Access to our clinical staff.

If you need access to a nurse, call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week and ask to speak to a clinical staff member. You can also be connected to our 24-hour nurse line.

Language translation is also provided for free by calling Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

MyActiveHealth.

Great news! As part of your health benefits, you're automatically a member of **MyActiveHealth.com**. MyActiveHealthSM is a secure, online site that has all the health information that's important to you in one convenient place. There's even a Personal Health Record (PHR) where you can store all your health data and medical history for easy access. At MyActiveHealth, your health information works hard to help you take better care of yourself.

That's just the beginning, because the site is also your personal gateway to lots of other great health programs and services. You can log on 24/7 and start using the wide range of helpful tools and resources at your disposal. You'll even have a home page that you can design around your preferences. The best part is, none of it will cost you a thing. No kidding! MyActiveHealth is part of the benefits you already get. Just a few of the things you can do at **MyActiveHealth.com**:

- Create email reminders of doctors' appointments and record them on a calendar.
- Use any computer to access your secure Personal Health Record and share health information, even at the doctor's office.

- See the most important things you can do for your health — and take action on them.
 - Listen to a podcast, watch a video or print out materials on health topics of interest to you.
 - Get the latest news on issues important to your health.
 - Find out about resources and programs your health plan makes available to you.
 - Check potential drug interactions.
 - Find and print out recipes for great-tasting, healthy eating.
- "It's not just health information. It's health information that matters to me."

Go to **MyActiveHealth.com** right now to get started!



Keep your teeth healthy.

Did you know that taking care of your teeth and gums can help keep your whole body healthy? Brushing, flossing and visiting your dentist regularly is so important to the overall health of your body. A healthy mouth can help reduce the risk of developing heart disease, stroke and more. That is why it is so important to take care of your teeth and gums.



Here are some helpful tips for brushing:

- Be sure to brush all sides of your teeth — outside, tongue side and chewing surfaces.
- Brushing should take at least two minutes — that is like singing “Happy Birthday” twice!
- Make sure to use a fluoride toothpaste and replace your toothbrush when the bristles begin to spread.
- To help prevent buildup, be sure to brush at least once a day.

Aetna Better HealthSM Premier Plan members can rest easy knowing that their dental coverage through DentaQuest will help them with:

- Examinations, evaluations and cleaning once every six months
- Silver diamine fluoride treatment with a maximum of six applications per lifetime
- Bitewing x-rays once in a 12-month period
- A panoramic x-ray and a full mouth or complete series of x-rays once every five years

- Fillings and tooth extractions
- Complete or partial dentures once every five years (with prior authorization)

How can we help? If you have any questions about your benefits or finding a provider, just contact DentaQuest’s customer service team at **1-844-870-3976** or go on their website at **DentaQuest.com**. They are open 7 AM to 5 PM EST. You can also contact our Member Services team at **1-855-676-5772 (TTY: 711)**. We are here 24 hours a day, 7 days a week.

How we make coverage decisions.

When making coverage decisions, Aetna Better Health of Michigan follows health care rules. Aetna Better Health’s Health Services staff uses these rules to determine the type of treatments that will be covered for you. Aetna Better Health staff and its providers make health care decisions based only on proper care and service rules. You also must have active coverage.

There are no rewards to deny or promote care. Financial rewards for our doctors or staff cannot encourage decisions where you will not get the care you need. Call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week, if you have questions about how your services are approved or to get a copy of the rules used.

Your Care Coordinator.

We partner with you to create an environment that helps you, the member, feel safe and at ease in disclosing sensitive, personal information.

Care coordination consists of three parts.

- 1. A Health Risk Assessment (HRA) is used to identify and prioritize your goals and interventions.** It is our first step in delivering the best care. Our HRA assessment is a purposeful conversation that is between our Care Coordinator and you, the member, to assist you in learning about your concerns, symptoms and overall health.
- 2. Goal planning: The goal planning stage is particularly important to the success of your health goals.** A Care Coordinator works with you and your provider, or any other support person that you choose, to develop specific goals and the actions that will be taken to meet your health care needs.
- 3. Ongoing relationship.** You and the care coordinator continue to work together on the goals that you develop together to achieve good outcomes.

Take advantage of care coordination to ensure that you are getting the most use of your Aetna benefits.

Sun safety: Tips to beat the burn.

Use sunscreen

Choose a broad-spectrum, water-resistant sunscreen with a sun protection factor (SPF) of 30 or more. Apply it generously. Reapply at least every two hours and after swimming or sweating.

Cover up

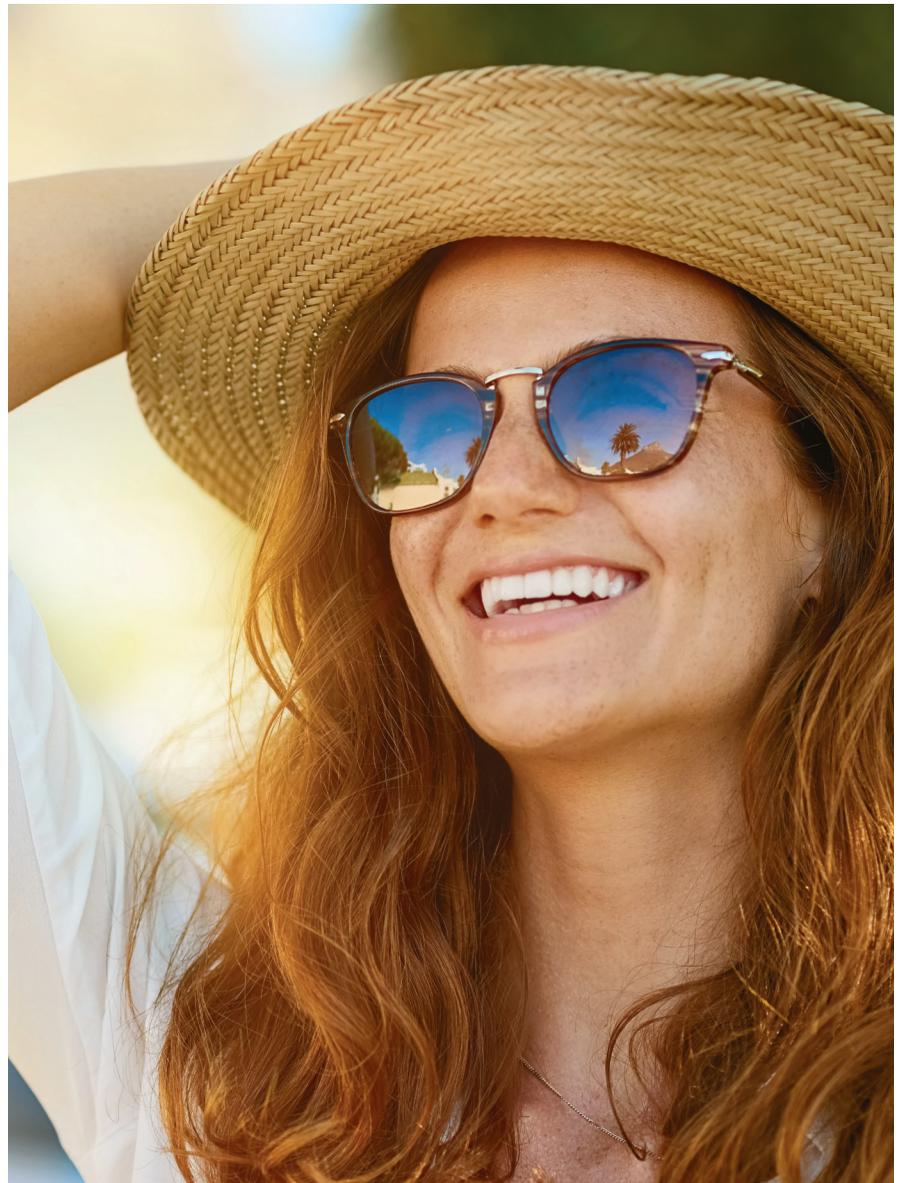
Cover as much of your skin as possible. Choose a hat that shades your face,

ears and neck — and wear sunglasses that block 99% to 100% of UV rays.

Seek shade

Take extra care near reflective surfaces like water, sand and snow. They increase the likelihood of sunburn.

Sources: American Academy of Dermatology; American Cancer Society





Your Member Handbook has answers.

Check out the following information in your Member Handbook. A copy of the Member Handbook is on our website at **AetnaBetterHealth.com/Michigan** or you can call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week for a free copy of your handbook.

- Benefits and services included in your health plan as well as those not covered
- How to choose your doctor

- The prescription drug formulary and pharmacy procedures
- Copayments or charges you may be responsible for
- Benefit limits and getting care outside Aetna's service area
- How to get language assistance
- How to submit a claim
- How to get information about doctors in Aetna's network
- How to get primary care services
- How to get specialty care and behavioral health care services

- How to get care after hours
- How to get emergency care and knowing when to call **911**
- How to get care and coverage outside of Aetna's service area
- How to submit a complaint or appeal a decision
- How to appeal a decision
- How Aetna evaluates new technology
- Member rights and responsibilities
- Privacy practices

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Michigan. 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 information on Aetna Better Health Premier Plan and other options for your health care, call Michigan ENROLLS at **1-800-975-7630 (TTY: 1-888-263-5897)**. Office hours are Monday through Friday, 8 AM to 7 PM. Aetna Better Health Premier Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Aetna Better Health Premier Plan Member Handbook. The Michigan Department of Health and Human Services, MI Health Link program has not reviewed or endorsed this information.

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Aetna, Inc.:

- 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 these services, contact Aetna Medicaid Civil Rights Coordinator.

If you believe that Aetna, Inc. 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: Aetna Medicaid Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667 (fax), MedicaidCRCoordinator@aetna.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aetna Medicaid 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, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: **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 **1-800-385-4104** (TTY: **711**)。

Syriac: ܡܠܚܘܙܬܐ: ܐܕܐ ܟܢܬܐ ܬܬܚܕܬܐ ܐܕܟܪܐ ܠܠܓܘܬܐ, ܦܐܢ ܚܕܡܐܬ ܡܫܥܘܕܐ ܠܠܓܘܝܬܐ ܬܬܘܘܦܪ ܠܟ ܒܐܡܟܐܢ. ܐܬܩܩ ܒܪܩܡ **1-800-385-4104** (ܬܬܘܦܩܐ: **711**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-385-4104** (TTY: **711**).

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-385-4104** (TTY: **711**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Bengali: লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-385-4104** (TTY: **711**)।

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-385-4104** (TTY: **711**).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Japanese: 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-385-4104** (TTY: **711**) まで、お電話にてご連絡ください。

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

Serbo-Croatian (Serbian): OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **1-800-385-4104** (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: **711**).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).