



Stay well



AetnaBetterHealth.com/Kentucky

Aetna Better Health® of Kentucky

A1C testing: What you should know

If you have diabetes, you may need the A1C test to see how well you control your blood sugar. People with diabetes need to track their blood sugar (glucose) levels every day to make sure they aren't too high or too low. The A1C test gives results for a longer period of time. It shows your blood sugar on average over the last three months.

Hemoglobin is a protein in red blood cells that carries oxygen. When blood sugar is high, more glucose builds up and sticks to the hemoglobin. The

A1C test measures how much of the hemoglobin is coated with sugar.

You may have the test when a health care provider first works with you to treat your diabetes. You may then need to have the A1C test two or more times a year. This depends on the type of diabetes you have and how well it's controlled. The American Diabetes Association

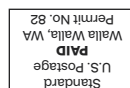
advises an A1C test at least two times a year if you are meeting your blood sugar goals. If you aren't meeting your goals or your medicine has changed, you should have the A1C test more often.

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Krames On-Demand

Spring 2023

86.22.309.0-SP B (4/23) F/K5.7
Aetna-1322



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Your voice matters!

Each year we send a survey called CAHPS (Consumer Assessment of Healthcare Providers and Systems) to randomly selected members. It tells us how we are doing, as well as how your doctors are doing. It is a way for us to know how you feel about your medical care.

Let's break it down

- **Care Coordination:** Does your primary care provider (PCP) talk with you about your medical history, new information, tests or labs since you last had them?
- **Health Care Quality:** Does your PCP talk with you about your health, medicines or other symptoms?
- **Flu Vaccine:** Does your PCP discuss the flu vaccine and the reasons to take it, or not, in your case?
- **Getting Needed Care:** Can you get the medical care you need from your PCP or a specialist? Tell us about any



- problems you are having.
- **Getting Appointments Quickly:** Can you get an appointment when you need it, or do you have to wait days?
- **Patient Communication:** Does your PCP explain clearly about the medicines, what they do and other parts of your diagnosis?

- **Health Plan Rating:** If you have called your health plan's Member Services, did you get the information you needed?

If selected to receive this survey, please take a few minutes to fill it out and return it to us. It will help us to help you. We want to hear from you!

Population health management

At Aetna Better Health of Kentucky, we understand that your needs are specific to you. Our goal is to help you stay healthy and to make sure you stay involved in your health care. Our population health management program strives to address your needs and your family's needs in the following four key areas:

- Keeping you healthy
- Supporting you if your health is at risk
- Ensuring your safety
- Helping to manage multiple chronic illnesses

If you are interested in any of these services or have questions about these programs, call Member Services at **1-855-300-5528 (TTY: 711)**, Monday through Friday, 7 AM to 7 PM ET. Ask to speak to a care manager. Or look for us online at [AetnaBetterHealth.com/Kentucky](https://www.AetnaBetterHealth.com/Kentucky).

Colon cancer screening

Don't put it off

Colorectal cancer is the second leading cancer killer in the U.S. But screening can find colon cancer in its early stages. If you are 45 or older, it's time to get screened.

Every year

The FIT test finds blood in the stool. You collect a small sample at home and send it to a lab.

Every three years

Stool DNA test. For this test, you send your entire bowel movement to a lab.

Every five years

Flexible sigmoidoscopy. A doctor uses a thin, lighted tube to look at the rectum and the bottom third of the colon.

Virtual colonoscopy, or CT colonography. It uses x-rays and computers to create images of the colon.

Every 10 years

Colonoscopy. A doctor uses a thin, lighted tube to look at the entire colon and rectum.

It's your choice

Your doctor can help you choose the best test for you. The most important thing is to get screened.

Sources: American Cancer Society; Centers for Disease Control and Prevention

Expanded Medicaid coverage for mothers

Kentucky has approved expanding Medicaid coverage for mothers to a full 12-month postpartum period. This means that new mothers will now keep health care coverage throughout their baby's first year of life.

The postpartum period is a critical year for both you and your baby. Having access to medical care and benefits following the birth of your child will help ease many of the challenges that new mothers face and boost health outcomes for both.

As an Aetna Better Health of Kentucky member, new mothers have access to the following resources and services in addition to regular coverage:

- No-cost maternity, newborn, prenatal and postnatal care

- A no-cost portable crib for members starting at 37 weeks of pregnancy
- Gift cards for certain doctor visits
- Help with transportation for the entire family (includes car seat)

Throughout this 12-month period, we can support your health and wellness by offering:

- Support for postpartum depression
- Support to overcome substance use disorder
- Support for diabetes
- Cervical cancer screening
- Breast cancer screening
- No-cost Health Risk Assessment (if not already completed in the past year)

Please call Aetna Better Health at **1-888-604-6106 (TTY: 711)**, 24 hours a day, 7 days a week.



For any questions, or to enroll in the Maternity Matters Program, please call Member Services at **1-855-300-5528 (TTY: 711)**.



Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

EPSDT is for children from birth up to age 21 who have Medicaid or the Kentucky Children's Health Insurance Program (KCHIP).

Your child should get checkups regularly. The EPSDT team is here to help your child get the care and services they need. This includes health screenings, shots, vision, dental, hearing, lead testing and screening, and any other medical services they may need. Our team can call you to help you schedule your child's doctor visits.

Children should get checkups regularly at these ages:

- 3–5 days after birth
- By 1 month

- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 1 time per year between ages 3 and 20

Note: Sick visits do not take the place of a regular well-child visit.

What you should expect at these visits:

- Your child's doctor will give your child a head-to-toe examination.
- You can tell your child's doctor everything going on with your

child. This is a good time to ask questions or to share any concerns you may have.

- Your child's doctor will talk about your child's health and well-being.
- Your child's doctor will talk about any immunizations given at this visit and what (if any) immunizations will be due at the next visit. Your child must have a record of these shots in order to begin school. For other rules, see the Centers for Disease Control and Prevention Guidelines for Immunization at [CDC.gov/Vaccines/Schedules/HCP/index.html](https://www.cdc.gov/Vaccines/Schedules/HCP/index.html).
- Your child's doctor will talk about urine and blood tests that are being done and talk about those results with you.
- Your child's doctor will do a lead screening at every visit starting at 6 months of age with at least one by your child's first birthday. At least one more lead screening should be done by their second birthday no matter what the results were with the previous test.
- Your child will have a hearing screening at each visit.
- Your child will have a vision screening at each visit.
- Your child should be seen by a dentist when the first tooth comes in but no later than 1 year of age even if the first tooth has not come in yet.

Cope with seasonal asthma triggers all year

Managing asthma well is a year-round job. It starts with keeping your triggers in check.

Asthma triggers are things that can make coughing, chest tightness and breathing worse.

Not everyone has the same triggers. And different triggers can crop up at different times of the year.

Check out this chart for tips on coping with some common seasonal triggers.

Asthma trigger	Coping tips
Pollen	<ul style="list-style-type: none"> • Plan outdoor activities to avoid peak pollen hours: <ul style="list-style-type: none"> - In the spring and summer, tree and grass pollens are worse in the evening. - In late summer and early fall, weed pollen is worse in the morning. • Close windows during pollen season. • Have everyone take off their shoes at the door. • Shower and change clothes when you come indoors.
Smoke	<p>Listen to local weather alerts. When the air quality is poor:</p> <ul style="list-style-type: none"> • Stay indoors. • Close doors, windows and vents. • Circulate clean air through air conditioners, if possible.
Mold	<p>Don't disturb areas where mold may grow, such as leaf piles, rotting logs or rotting grasses.</p>
Cold air	<ul style="list-style-type: none"> • Cover your nose and mouth with a scarf when you go outside. • Exercise indoors when it's very cold out.

Sources: American Academy of Pediatrics; American College of Allergy, Asthma & Immunology; American Lung Association; Asthma and Allergy Foundation of America

SKY programs

Through the SKY Program, members are eligible for Aetna's *Be Healthy* Child and Family Nutrition Classes. Classes are offered on a regular basis. Members can register for any of the classes on the Aetna Better Health of Kentucky Events Page and can decide to cancel their registration at any time.

Currently, the *Be Healthy* program is offering the two classes below:

Health Runs Deep will help you learn ways to improve and manage your family's health. This program focuses on the specific nutritional, physical activity and wellness needs of youth. You will also be eligible for some great rewards. This program meets four times. Your family will receive a check-in call to help and cheer for you along the way.

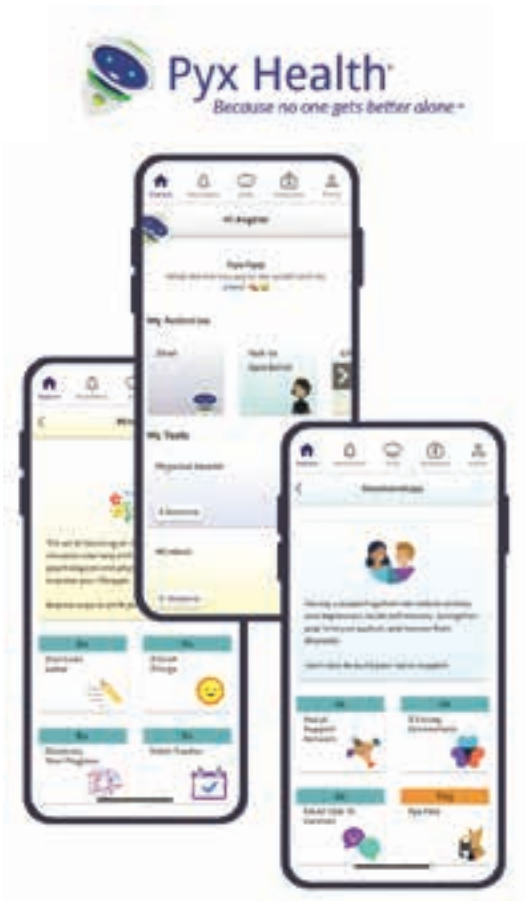
SKY Child and Adolescent Nutrition and Wellness Training is offered monthly or upon request. DCBS (Department for Community-Based Services) foster parent credits are available upon completion. This training has been developed for foster, adoptive and other fictive kin families. It focuses on the specific nutritional, physical activity and wellness needs of youth involved in the system.

Everyone can use a little extra support...

There's no need for members to wait when they want to feel better, find an empathetic friend or get some encouragement! Check out Camp Rudy in the Pyx Health app for empowering support for members struggling with loneliness, anxiety, motivation or more.

The Camp Rudy activity hub is packed with enriching tools, interactive modules and mindfulness exercises, including Pyx Pets, a fun, engaging virtual pet activity; new and captivating game options to challenge and stimulate; and inspiring wellness activities complementing our other services and wellness programs.

Our goal is to help members gain momentum toward enhancing their mental and physical health. It's free, secure and easy to download for members to use 24/7! Search "Pyx Health" in the Apple App or Google Play stores, or go to **HiPyx.com**.



Questions? Call the friendly folks at Pyx Health at **1-855-499-4777**.

Contact us



For additional details or if you have questions, please call Member Services at **1-855-300-5528 (TTY: 711 or TDD: 1-800-627-4702)**.

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

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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)**.

Multi-language Interpreter Services

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**)。

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.

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**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو عل **1-800-385-4104** (للصم والبكم: **711**).

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **711**).

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。

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**).

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.

PENN DUTCH: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **1-800-385-4104** (TTY: **711**).

NEPALI: ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

OROMO (CUSHITE): Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalttii bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun **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**).

Multi-language Interpreter Services

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**).

KIRUNDI (BANTU): ICITONDERWA: Namba uvuga Ikirundi, serivisi zigufasha kugusigurira ururimi, ku buntu, ziraboneka ushobora kuzironswa. Hamagara inomero iri inyuma ku gakarata k'akarangamuntu kawe canke iyi nomero **1-800-385-4104** (Ufise ubumuga bwo kutumva neza ifashishe (TTY): **711**).

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:
 - 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 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>**.

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KY-16-09-02 (rev 9/2022)

AEMC00071 FK10.8