



Aetna Better Health<sup>®</sup> of Kentucky



# Stay well

Spring 2020

## Washing your hands thoroughly helps prevent infections

Shaking hands. Lending a hand. Holding hands. Our hands are just right for all kinds of wholesome activities. Unfortunately, they're also very good at spreading germs.

That's why proper handwashing is so important, especially with diseases like COVID-19 around.

In addition to other preventive measures — like avoiding contact with people who are sick, disinfecting surfaces and not touching your face — the Centers for Disease Control and Prevention recommends that people wash their hands often to help stop the spread of respiratory diseases such as COVID-19.

### Kill more germs — wash your hands the right way

Washing your hands the right way involves more than a small dab

of soap and a quick rinse under the faucet.

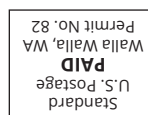
Here's how to do it right:

- Get your hands wet and soapy. Use clean, running water — either cold or warm.
- Rub hands together and scrub every surface. Don't forget the backs of your hands, between

your fingers and under your nails.

- Continue rubbing for at least 20 seconds and then rinse with running water.
- Dry off with a clean towel or, if none is available, just let your hands air-dry.

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## Three reasons to make time for a well-child visit

If your child is healthy and well, you want to keep them that way. Regular checkups — called well-child visits — can help you do that.

These visits take place when your child is healthy, not sick. That lets your doctor get to know you and your child — and focus on steps that can keep them safe.

Well-child visits also give you the chance to:

1. **See if their growth is on track.** At each visit, your doctor will check your child's height and weight. You'll also talk about whether your child is learning and moving as they should. If not, finding out early

can help make sure your child gets the help they need.

2. **Keep current on shots.** Vaccines help prevent serious illnesses. Staying up-to-date is the best way to protect your child.
3. **Talk about parenting concerns.** If you have questions about nutrition, sleep or behavior problems, this is a great time to ask.

Well-child visits start when your child is only a few days old. At first, your doctor will want to see your child every month, then every few months. Later, the checkups become a yearly visit.

If you have any questions or need assistance scheduling visits, we can help. Call Member Services at **1-855-300-5528** (TTY users dial **711**, TDD users

dial **1-800-627-4702**), Monday through Friday, 7 a.m. to 7 p.m. ET.

*Source: American Academy of Pediatrics*



MONTHS							YEARS						
4	6	9	12	15	18	19-23	2-3	4-6	7-10	11-12	13-15	16	17-18
HepB	HepB					HepB series							
RV	RV*								HPV	HPV series			
DTaP	DTaP	DTaP		DTaP		DTaP	DTaP	Tdap	Tdap	Tdap			
Hib	Hib*	Hib	Hib*		Hib			Hib					
PCV13	PCV13	PCV13	PCV13		PCV13			PCV13					
							PPSV23						
IPV	IPV					IPV	IPV	IPV series					
	Flu, yearly (1 or 2 doses)									Flu, yearly			
	MMR		MMR		MMR			MMR	MMR series				
		VAR		VAR			VAR	VAR series					
	HepA series						HepA series						
MenACWY											MenACWY series		
											Men B		

*Source: Centers for Disease Control and Prevention (2019)*



## What is COPD?

Chronic obstructive pulmonary disease (COPD) makes it hard to breathe. It can be life-threatening. In fact, it's a leading cause of death in the U.S.

Early on, COPD may not cause signs or symptoms.

Later, you might notice:

- Shortness of breath — especially when you exercise
- A cough that doesn't go away
- A cough that makes a lot of mucus
- Wheezing (a whistle or squeak when you breathe)

While there is no cure for COPD, treatment can help you feel much better.

### Breathe better

Most COPD cases are caused by smoking. COPD can run in families too. Breathing indoor and outdoor pollutants also raises your risk.

For smokers, the most important step is to quit smoking.

Other treatments include:

- Medicines. The right medicine can help you breathe better and have fewer flare-ups. It can also help you stay out of the emergency room.
- Pulmonary rehab. This program can teach you how to exercise, eat well and cope with COPD.
- Extra oxygen.

Having regular visits with your primary care doctor is the most important thing you can do to manage your disease. We are always here to help. Please call Member Services at **1-855-300-5528** (TTY users dial **711**, TDD users dial **1-800-627-4702**), Monday through Friday, 7 a.m. to 7 p.m. ET.

*Sources: American Lung Association; Centers for Disease Control and Prevention; National Institutes of Health*

## Heart failure: Five steps to living well

If you're living with heart failure, these steps help keep your disease from getting worse — and help you start feeling a lot better.

1. **Quit smoking.** Smoking makes your heart work harder. It's OK if you've tried to quit before but slipped up. Ask your doctor for help. It often takes several tries to succeed.
2. **Don't miss a dose.** Just a few days without your medicine can make your symptoms much worse. If you need help remembering, try setting a daily alarm. Or ask a friend to remind you.
3. **Watch for flare-ups.** When your symptoms act up, call your doctor right away. Your doctor can help you feel better. Plus, the sooner you call, the better your chances of avoiding a hospital stay.



4. **Weigh yourself every day.** Sudden weight gain may be an early tip-off that your heart failure is getting worse. Try to step on the scale at the same time every morning — preferably after using the bathroom. Call your provider if you gain:
  - 3 pounds in one day
  - 5 pounds in a week
5. **Go easy on fluids.** Heart failure makes it more likely that fluid will build up in your body. Ask your doctor how much to drink each

day — and whether you need to limit salt, or sodium, in your diet too. It can make your body retain more fluid.

Need a hand with these steps? Call Member Services at **1-855-300-5528** (TTY users dial **711**, TDD users dial **1-800-627-4702**), Monday through Friday, 7 a.m. to 7 p.m. ET to learn how we can help.

*Sources: American College of Cardiology; American Heart Association*

## Type 2 diabetes: Know the symptoms, know your risk

One of the most important facts to know about type 2 diabetes is this: You could have it and not know it.

Symptoms of type 2 diabetes often come on slowly and can be subtle. And many people with it have no symptoms. Finding it early can help avoid more serious health problems later.

### What is it and who is at risk?

Type 2 is the most common form of diabetes. It usually starts when the body has trouble using insulin. That's a hormone that helps your body's cells use blood sugar. When blood sugar can't move into cells, it builds up in the bloodstream instead.

Over time, high blood sugar levels can damage the body. They can harm the heart, eyes, kidneys and nerves.

Some people are more at risk for type 2 diabetes than others. That includes people who:

- Are 45 years or older
- Are overweight or obese
- Aren't active
- Have a family history of diabetes
- Are African American, Alaska Native, American Indian, Asian American, Hispanic/Latino, Native Hawaiian or Pacific Islander
- Had diabetes during pregnancy or gave birth to a baby weighing 9 pounds or more



### What are the symptoms?

Some signs and symptoms of type 2 diabetes include:

- Urinating a lot
- Feeling very thirsty, tired or hungry (even though you're eating)
- Having blurred vision
- Having slow-healing cuts or bruises
- Having numbness, pain, or tingling in your feet or hands

If you have symptoms like these, tell your doctor. He or she will most likely check your blood to see if you have diabetes.

If you do, we can help you manage your disease. Please call Member Services at **1-855-300-5528** (TTY users dial **711**, TDD users dial **1-800-627-4702**), Monday through Friday, 7 a.m. to 7 p.m. ET. Ask to speak with a care manager.

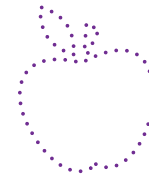
*Sources: American Diabetes Association; National Institute of Diabetes and Digestive and Kidney Diseases*

## Just for kids What am I?

### Find healthy foods for your list

Here's a fun game. How to play:

1. Trace the shapes.
2. Read the clues.
3. Unscramble the words.

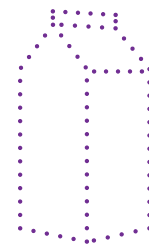


1. I am round and grow on trees. I might be red, green or yellow.

**LAPEP** \_\_\_\_\_

2. Rabbits love my sweet crunch! Kids do too.

**TRORCA** \_\_\_\_\_



3. Put me on your cereal. Or drink me with dinner.

**Low-fat KIML** \_\_\_\_\_

4. I make great sandwiches.

**Whole-grain ERBDA** \_\_\_\_\_



5. Creamy or crunchy? Try me on celery or apple slices.

**NTAEPU** \_\_\_\_\_  
**butter**

6. I am sweet and juicy. Please pardon my fuzzy skin.

**EHCPA** \_\_\_\_\_

**Answers:** 1. apple 2. carrot 3. milk 4. bread 5. peanut 6. peach

## A tool for better health

These questions can help you better understand your medical care and what you need to do to stay healthy.

### Four great questions for your doctor

1. What treatments or tests do you recommend for me?
2. Why do I need this medicine, therapy or test?
3. Are there possible risks or side effects I should know about?
4. What else can I do to improve my health?



*Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians; National Institutes of Health*



## Important member information

Check out the latest Member Handbook online at **[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/membership/kentucky)**.

The Member Handbook includes:

- Information about our quality and care management programs
- Pharmacy benefits
- Your rights and responsibilities
- Benefits and services included in, and excluded from, coverage
- When you may have to pay for services
- How we evaluate new technology
- Benefit restrictions for services out of network
- Translation or interpreter services
- How to file a claim
- Information about your providers
- How to choose a PCP, specialist, behavioral health provider and hospital services
- After-hours care, ER Care, 911 services
- Complaints and appeals process
- How to obtain care when in an out-of-service area

**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)**.

**[AetnaBetterHealth.com/Kentucky](https://www.aetna.com/membership/kentucky)**

**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, kaffaalitii bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **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**).

**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**).



# AETNA BETTER HEALTH® OF KENTUCKY

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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**.

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](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, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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