

# HELLO *to* HEALTH

AETNA BETTER HEALTH<sup>SM</sup> PREMIER PLAN  
(MEDICARE-MEDICAID PLAN)  
A MI HEALTH LINK PLAN



Your fitness benefit

Support for your behavioral health

Care coordination benefits

Rides to the doctor



# Hello there,

Welcome, and thank you for choosing Aetna Better Health<sup>SM</sup> Premier Plan (Medicare-Medicaid Plan) as your Michigan Medicare-Medicaid health plan. Your plan is local, so we're right here with you in Michigan. You have a large network of health care providers. This means more options as we join you on your health care journey. This magazine gives you an overview of your 2021 benefits.

**Navigate your plan and benefits online. You can visit [AetnaBetterHealth.com/Michigan](https://AetnaBetterHealth.com/Michigan) to:**

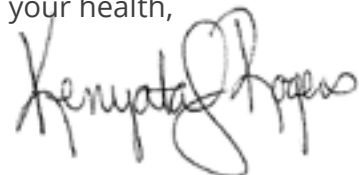
- Get information about our quality and care management programs
- Learn about our wellness programs
- Get access to our utilization management staff and learn how we make coverage decisions
- Find eye care providers
- See pharmacy restrictions and preferences

**For a full listing of your benefits, rights and responsibilities as a member:**

- View your Member Handbook at [AetnaBetterHealth.com/Michigan members/medicare-medicaid/materials](https://AetnaBetterHealth.com/Michigan/members/medicare-medicaid/materials)
- Get a copy of your Member Handbook by calling **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week

We're here to help, wherever your journey takes you. Just let your health goals lead the way.

To your health,



Kenyata J. Rogers, *Executive Director*  
Aetna Better Health Premier Plan



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# TIPS FOR RENEWING YOUR COVERAGE

To keep your insurance and avoid a gap in coverage, you must renew every year. Look for your renewal notice in the mail. You should get it 45 days before your renewal date. When you get your renewal application, simply fill it out and send it back. If you move, you'll want to let your Michigan Department of Health and Human Services caseworker know so the application reaches you. Questions? Just call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

Here are a few more tips for making sure that you don't have a gap in coverage:\*

- Be sure to provide proof of income or expenses on your renewal application when asked for it. Proof may include bank statements, information about the value of your home and/or bills.
- Include your name and case number on any paperwork that goes with your renewal application.

#### **Keep in mind:**

- Any missing paperwork may cause a delay in your renewal.
- You can claim one house and one car on your renewal application without it affecting your income determination.
- Once you submit your renewal application and paperwork, you can call MI Bridges to get the status of your renewal.

\*Information from Detroit Authority Health.

During the COVID-19 pandemic, MDHHS has stopped sending renewal notices. When MDHHS starts sending them again, please respond so that you do not lose coverage.



# All for you

Benefits for  
healthier living

### Providers in your network

You may want to know more about your provider. Check your Provider and Pharmacy Directory. You can find out if the provider is taking new patients, the languages they speak, if their office is handicapped accessible and other details.

### MI Health Link Ombudsman (MHLO)

Have questions about your health plan and benefits? Need help finding care? Want to file a complaint?

Simply call **1-888-746-6456 (TTY: 711)**, or email **Help@MHLO.org**. You can also read more about our ombudsman program on page 14.

### Call the 24/7 nurse line for health advice

You and your family can get health advice when you need it — and it's covered. Simply call **1-855-676-5772 (TTY: 711)**.

### Seek a ride to your appointments

If you need a ride, or would like help with gas costs, just call us at **1-855-676-5772 (TTY: 711)**. Be sure to call at least three days before you need a ride.

### Seek help from a care coordinator

You can get help with the care and services you need from a friendly care coordinator. Just call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

### Manage your health on the go with the mobile app

Find a doctor, see your handbook, check claims, order a new ID card and review your medicines. Just download the free mobile app. Search for "Aetna Better Health" in the Apple® App Store® for iPhone® and iPad®

devices or in the Google Play™ store for Android™ devices.

Check out the latest Member Handbook online at **AetnaBetterHealth.com/Michigan/members/medicare-medicaid/materials**.

### The Member Handbook includes:

- Benefits and services included in and excluded from coverage
- Pharmaceutical management procedures, if they exist
- Benefits restrictions that apply to services received outside our system or service area
- How to get:
  - Language assistance services
  - Instructions on submitting a claim for covered services
  - Information about practitioners who participate in our network
  - Primary care services
  - Specialty care and behavioral health care services and hospital services
  - Care after normal office hours
  - Emergency care, including our policy on when to directly access emergency care or use 911 services
  - Care and coverage when subscribers are out of the company's service area

### You'll also learn how to:

- Voice a complaint
- Appeal a decision that negatively affects coverage, benefits or your relationship with us
- Review new technology for inclusion as a covered benefit

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# WE HAVE YOUR BACK

## Count on our care coordination services

Sticking with health goals and dealing with medical issues is easier when you have a solid support system.

As a member, you have access to a care coordinator who will support you along your health journey. Your care coordinator is a nurse or a licensed social worker. They'll set up a face-to-face visit with you to discuss your health needs. They'll work with you and your family to find ways for you to live more safely and independently in your home.

## With a team and plan, anything is possible

Your care team includes your primary care provider (PCP), any specialists you may see and your pharmacist. Your care coordinator will work with this team to create a plan for you.

Your plan will include information about your health goals, any medical issues you're facing, and your medicines. It may also include information about long-term support and services, your behavioral health needs and activities you want to engage in, like gardening or exercising. Using this plan, you, your doctors, your caregivers and your family will be able to support you.

If you've been admitted to a hospital or nursing home, let your care coordinator know. They'll check on you after you've been released. If needed, your care coordinator will visit you in-home. They'll work with you to fill your prescriptions, book follow-up appointments and ensure that you have the proper home care.



## How can your care coordinator help you?

Not only will your care coordinator create a plan to support your health goals, but they'll also help you:

- Get health and medical services
- Find doctors in our network
- Arrange transportation to and from your doctor appointments, and much more

### Talk to your care coordinator today

Your care coordinator is your main source of support. Count on them for anything you need when it comes to your health. To reach out to your care coordinator, just call us at **1-855-676-5772 (TTY: 711)**.

# EXTRA value-added services



## Cell phone

Get a free smartphone with unlimited calls to and from Aetna Better Health<sup>SM</sup> Premier Plan, plus health tips and reminders.



## Home-delivered meals

Get 10 home-delivered nutritious meals after an inpatient stay (2 per day for 5 days).



## Podiatry services

Get three more visits per year.



## SilverSneakers<sup>®</sup>

You have access to fitness centers and specialized fitness classes at no added cost. Not quite ready for the gym experience? Try the SilverSneakers Steps<sup>®</sup> program. It can help you ease into the SilverSneakers fitness program by using an at-home kit. You can also take online and on-demand classes. Just visit [Tools.SilverSneakers.com/](https://tools.silversneakers.com/) for more information.



## Over-the-counter (OTC) supplies

Get \$90 per quarter toward purchases online or at participating stores.



## Smoking cessation

Get nicotine patches, gum, lozenges, and 42 more counseling sessions. You can also get certain smoking cessation medicines without prior authorization.





# More about the OTC Benefit

Your OTC benefit allows you to spend up to \$90 per quarter on covered items. And you can use it online or at participating stores. Under this benefit, eligible items include:

- Abdominal supports
- Acid controllers
- Acne medication
- Adult cough, cold & flu
- Adult pain relief
- Allergy & sinus medications
- Antacids
- Antibiotic creams
- Anti-diarrhea medications
- Anti-fungal medications
- Anti-gas medications
- Anti-itch medications
- Anti-parasitic treatments
- Bandages (BAND-AIDS®)
- Contact lens care
- Cough drops, sore throat
- Denture products
- Diabetes care accessories
- Diagnostic products
- Digestive aids
- Diuretics & weight loss cleansing & detox
- Dries (Epsom salt & boric acid in first aid)
- Ear care
- Elastic bandages
- External pain relief
- Eye preparations
- First aid dressings
- First aid kits & supplies
- First aid treatments
- Foot treatments
- Hemorrhoid preparations
- Incontinence supplies
- Interdental, gum care, etc.
- Laxatives
- Lip care (medicated)

- Liquids (alcohol & peroxide in first aid)
- Medical support (high compression)
- Mineral supplements nasal/sinus
- Nicotine patches, gum, etc. oral remedies
- Orthopedic & surgical support
- Respiratory treatments
- Sleep aids, stimulants & motion sickness
- Sun protection (SPF 15+)
- Stomach remedies support
- Hose (low compression)
- Toothbrushes and toothpaste
- Urine testing
- Vitamins, multi-vitamins & minerals
- Wart removal treatments
- Weight control (tablets, etc.)
- Wound care-specialized

## Where can I get covered items?

- CVS Pharmacy® stores and locations
- Family Dollar
- Walmart
- Dollar General®
- Walgreens
- Rite Aid
- Mail-order pharmacy

## How can I use this benefit?

Just call us at **1-855-676-5772 (TTY: 711)** to ask for an OTC benefit card. Once you get it, simply follow these steps:

- 1 Learn how to use your card.**  
View your balance, find participating stores and see eligible items on **OTCMember.com**. Or download the OTC Network® app on your smartphone.
- 2 Visit a participating store.**  
Stop by in person or go to **Shopping.DrugSourceInc.com/AetnaMichigan** to select items and have them shipped to your home.
- 3 Pay for your items.**  
Use your OTC benefit card at checkout. You don't need a prescription. Your plan will cover eligible items up to the amount allowed. And you can use any balance left on your card on your next purchase until the end of the quarter.

## We're here to help

If you have questions, just call us at **1-855-676-5772 (TTY: 711)** 24 hours a day, 7 days a week.



# Stand up FOR YOUR HEALTH

## The ombudsman program can help

Everyone deserves to have their voice heard. That's what the MI Health Link Ombudsman (MHLO) program is here for. If you have a question or complaint about your health plan and benefits, you may not know who to turn to for support. The ombudsman program can help get answers to all your health care questions.

The services are available to you for free, and they keep your information confidential. Simply call **1-888-746-6456 (TTY: 711)**, or email **Help@MHLO.org**. To learn more about these services, you can visit **MHLO.org**.

### How can an ombudsman help you?

An ombudsman is an advocate for your health. Consider them someone you can call on for help understanding and using your health plan and benefits.

They can:

- Answer your questions about MI Health Link
- Help solve problems with care, services and benefits
- Connect you to other resources
- Help with grievances and appeals

### Get help with long-term care

The ombudsman program also supports older people and adults with disabilities. They provide advocacy services for people who are in licensed long-term care facilities, like nursing homes, homes for the aged and adult foster care homes. To reach a local long-term care ombudsman, just call **1-866-485-9393 (TTY: 711)**.

### You come first

The goal of the ombudsman program is to ensure that your rights are understood and honored and that complaints are resolved. You can count on the program for support along your health journey.





# WHAT TO KNOW ABOUT COVID-19

A new virus causes COVID-19. In December 2019, the virus began passing between people. Here's what you need to know to stay safe and healthy.

## SYMPTOMS OF THE VIRUS

People with the virus can have a lot of different symptoms. These range from mild to serious illness. **Symptoms\* may appear 2-14 days after contact with the virus.**

### People may have:

- Cough
- Shortness of breath or trouble breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Other less common symptoms are stomach sickness, vomiting or diarrhea.

## WHEN TO GET EMERGENCY CARE

If you or someone you know shows any of the signs\* below, get emergency medical care right away. Call 911 or phone ahead to your local emergency facility. Tell the operator that you need care for someone who has or may have COVID-19.

- Trouble breathing
- Constant chest pain or pressure
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

\*This list doesn't include all of the possible symptoms and signs. Call your medical provider for any other symptoms or signs that are serious or that concern you.

## BENEFITS AVAILABLE TO YOU

As a member of our health plan, you have benefits to help you stay safe and healthy. Talking to your doctor on the phone or through video (telemedicine) should be the first step for non-emergency care. This can help limit contact with the virus. Call your doctor to make an appointment.

### We also cover:

- Routine care
- Urgent medical care
- Behavioral health care
- Physical, speech and occupational therapy
- Phone calls with dentists, and more

## HOW TO GET TESTED

If you think you may have been in contact with the virus and want to go for a test, you can easily find a testing site:

- Go to [Michigan.gov/coronavirus/](https://Michigan.gov/coronavirus/).
- Select "Find a Testing Site Near You."
- Call the site or your health care provider before you go.

## HOW TO PREVENT THE SPREAD OF COVID-19

COVID-19 is spreading very easily — even more so than the seasonal flu. That's why it's so important to practice physical distancing (stay six feet apart from others), wear a face covering, wash your hands for 20 seconds and clean frequently used surfaces. Just visit [CDC.gov](https://www.cdc.gov) for more information.

## Questions?

Just call us at **1-855-676-5772 (TTY 711)**, 24 hours a day, 7 days a week.

Centers for Disease Control and Prevention. Get the facts about coronavirus. Available at [CDC.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html). Accessed July 2, 2020.

# 5 flu myths and facts

Be prepared for the flu season

If you've ever had the flu, you know how bad it can be. Getting the flu shot is one way to help protect against the flu, and it's covered. The other way is to understand flu myths and facts, so you can stay healthy.

## Be prepared for flu season

A flu vaccine (shot) is your best chance to avoid the flu. It's best to get a flu shot each year, as soon as it's available in your area. This can be done at your doctor's office or a health clinic.

The flu vaccine is available in several forms. Most are given in an arm muscle with a needle. Talk with your doctor about which form is best for you.

Getting the flu shot is especially important now. Getting a flu shot can help prevent a bad flu season during the COVID-19 pandemic.

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<sup>1</sup>Centers for Disease Control and Prevention, National Center for Immunization and Respiratory Diseases (NCIRD). Misconceptions about seasonal flu and flu vaccines. September 25, 2018. Available at: [CDC.gov/flu/prevent/misconceptions.htm?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fflu%2Fabout%2Fqa%2Fmisconceptions.htm](https://www.cdc.gov/flu/prevent/misconceptions.htm?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fflu%2Fabout%2Fqa%2Fmisconceptions.htm). Accessed May 20, 2019.

<sup>2</sup>Georgia Department of Public Health. Adult influenza and pneumococcal vaccines FAQ. Available at: [DPH.Georgia.gov/sites/dph.georgia.gov/files/immunizations/Flu-SeasonFlu-Pneu-FAQs.pdf](https://dph.georgia.gov/sites/dph.georgia.gov/files/immunizations/Flu-SeasonFlu-Pneu-FAQs.pdf). Accessed May 20, 2019.

# Myth vs. Fact

**Myth:** You can catch the flu from the flu shot.

**Fact:** A flu shot can't cause the flu virus.<sup>1</sup> The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine for just about everyone ages 6 months and older. If you're not sure if you should get the flu shot, check with your doctor first.

**Myth:** The flu shot is expensive.

**Fact:** The flu shot is available at no cost to you.

**Myth:** The flu shot shouldn't be given at the same time as other vaccines.

**Fact:** The flu shot can be given at the same time as other vaccines,<sup>2</sup> including the pneumococcal vaccine.

**Myth:** Getting the flu shot is all you need to do to protect yourself from the flu.

**Fact:** Getting the flu shot is one way to protect yourself. Make sure you also avoid contact with people who have the flu. And remember to wash your hands often.

**Myth:** Antibiotics help with the flu.

**Fact:** Antibiotics don't necessarily treat the flu. They only help with infections caused by bacteria. Antiviral drugs like Tamiflu® can fight the flu virus, so you can feel better faster.

# Need a ride?

No problem.

## **Need a ride to see your doctor, get a medical test or pick up a prescription?**

No worries — we've got you covered. We work with a transportation company to provide ride services at no cost. They can take you to your appointments, stop by the pharmacy if needed and bring you home afterward.

## **It's easy to schedule**

Simply call **1-855-676-5772 (TTY: 711)** to schedule your ride at least three days before you need it. And make sure you're ready at least one hour before your appointment so you can arrive on time.

## **Keep in mind**

When you call us, simply:

- Provide your address and phone number
- Let us know if you have any special equipment, or if anyone will be riding with you
- Tell us if you may need to stop at the pharmacy for a prescription after your appointment

## **Have your own transportation?**

We'll pay you for mileage or give you bus tickets to use public transportation. This will help you go to and from your doctor, pharmacy or other covered services.

## **Feel good knowing you have a ride**

It's important to get regular checkups and visit your doctor whenever you need to. With safe and reliable transportation, you can rest easy knowing that you'll always be able to get there. Just call **1-855-676-5772 (TTY: 711)**.

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Be sure to stay safe while traveling.

Be sure to wear a mask.

Use hand sanitizer often to clean your hands.





# All smiles

Dental benefits  
to keep you healthy

Taking care of your teeth and gums can help keep your whole body healthy. That's why it's so important to brush, floss and visit your dentist regularly. A healthy mouth can help lower the risk of developing medical problems such as heart disease, stroke and more.

#### Here are some helpful tips for brushing:

- Be sure to brush all sides of your teeth — outside, tongue side and chewing surfaces.
- Brush at least once a day to prevent plaque damage.
- Don't rush your brush — brushing should take at least two minutes.
- Replace your toothbrush when the bristles begin to spread.

#### We've got you covered

Feel good knowing that our Aetna Better Health<sup>SM</sup> Premier Plan dental benefits cover:

- Examination, evaluation 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 are covered once every five years

- One dental scaling and planing treatment (deep cleaning) per year when medically necessary

#### Here for you

Have questions about your dental benefits or finding a provider? Just call us at **1-855-676-5772 (TTY: 711)**. We're here 24 hours a day, 7 days a week.



#### Did you know?

You can also call us to find out how you can get an electric toothbrush at no cost.

# RECOVERY CAN START TODAY

## Get support for mental health and addiction

Positive mental health allows you to reach your full potential, cope with the stresses of life and make meaningful contributions to your family and community.<sup>3</sup>

We partner with our local community mental health (CMH) agencies to provide behavioral health services to you. Our case managers and care coordinators work one-on-one with you. We can help connect you to resources such as housing, home-delivered meals, energy assistance and support for maintaining overall healthy well-being. You can also participate in the Living Well program to help you set health goals and manage chronic conditions or disabilities.

Just call us at **1-855-676-5772 (TTY: 711)**. We're here 24 hours a day, 7 days a week. Or you can contact your local CMH agency listed below.

## Get help for substance use disorders (SUDs)

Addiction is real, but treatable. If you or someone you know has a problem with opioids or other substances like alcohol, you're not alone. Most people facing addiction can benefit from treatment.

## Recovery can start today:

- Call us at **1-855-676-5772 (TTY: 711)**. We're here 24 hours a day, 7 days a week.
- Visit **SAMHSA.gov/find-help**, or call 1-800-662-HELP (1-800-662-4357).

## TIPS FOR STAYING HEALTHY

During this uncertain time, it's important to know where and how to get treatment, support services and resources. This includes counseling or therapy (in person or through telehealth services).

## TAKE CARE OF YOUR MIND AND BODY

Making time for yourself and taking care of both your mind and body can go a long way in lowering stress. It may also help you think more clearly and be there for yourself and your family.

### Try these tips to stay well:

- Take breaks from watching, reading or listening to news stories, including those on social media.
- Eat a healthy diet, exercise and get enough sleep.
- Make time to unwind and do some fun activities you enjoy.
- Connect with others (even if not in person), including your community or faith-based groups.
- Talk with people you trust about your concerns and how you're feeling.

Visit **CDC.gov** for more healthy tips.



## Important mental health and addiction phone numbers

Southwest Michigan Behavioral Health (SWMBH)  
General Information: 1-800-676-5814 (TTY: 711)  
24/7 Crisis Line: 1-800-675-7148 (TTY: 711)

Detroit Wayne Integrated Health Network  
General Information: 1-800-241-4949 (TTY: 711)  
24/7 Crisis Line: 1-800-241-4949 (TTY: 711)

Macomb County Community Mental Health (MCCMH)  
General Information: 1-855-996-2264 (TTY: 711)  
24/7 Crisis Line: 1-855-927-4747 (TTY: 711)

<sup>3</sup>MentalHealth.Gov. What is mental health? May 28, 2020. Available at: **MentalHealth.gov/basics/what-is-mental-health**. Accessed June 3, 2020.

# Your. Opinion matters

Let us know  
how we're doing

## **Are you satisfied with your health care? We want to hear from you.**

Every spring, we mail a survey to some of our Aetna Better Health<sup>SM</sup> Premier Plan members. The survey lets you voice your opinion about the health care services you've received in the past six months. It's called the Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) survey.

If you get the survey in the mail, please fill it out and mail it back to us. The survey packet includes an envelope with prepaid postage that you can use to send it back.

If you don't respond when you first get the survey, you'll receive a follow-up phone call with the chance to complete it on the phone.

### **You come first**

Every day, we work hard to make sure you're satisfied with your health plan services. If you think we're doing a good job, feel free to give us ratings of 8 to 10. We look forward to continuing to improve so we can better serve you.

And if you can't give us a rating of at least an 8, please call us at **1-855-676-5772 (TTY: 711)** to let us know how we can help you.

## **Join the Member Advisory Committee (MAC)**

You'll have the chance to share your ideas and help us improve our programs.

To join, just call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

To join MAC, you must be:

- At least 18 years of age
- A member (or member caregiver) of Aetna Better Health<sup>SM</sup> Premier Plan for at least the last 90 days
- Willing to attend meetings in person or by phone four times a year

No need to worry about travel costs. We'll provide transportation or pay for your mileage if you attend in person.

The acronym "CAHPS" is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# Go for it

## Preventive care starts now

You'll want to get checkups with your primary care provider (PCP) every year. Screenings can be scheduled as part of your health exam. During your exam, your doctor can check your blood pressure, cholesterol levels, blood glucose, and height and weight. They'll also review and update your shots. Keep in mind that getting regular checkups and screenings can help find common treatable diseases early.

### Protect your family and loved ones, too

Life is busy, and it can be hard to find time for preventive care. But when you take care of yourself, you're not just doing it for you. You're doing it for those you love. So make your appointment today.

Some appointments may require you to go into the doctor's office. You can stay safe from COVID-19 while going to the doctor. Your doctor has plans to keep their office clean and safe. If you have symptoms of COVID-19, stay home. Be sure to wear a mask. Sanitize your hands and stay six feet away from others.



It's easy to find a PCP. Just visit [AetnaBetterHealth.com/Michigan/find-provider](https://www.aetna.com/betterhealth/michigan/find-provider) to find one in your area. Or call **1-855-676-5772 (TTY: 711)**. We're here 24 hours a day, 7 days a week if you need help.

## GET YOUR CHECKUPS AND SCREENINGS

Screening test	How often	Disease targets	Who needs it
Mammogram, clinical breast exam	Every year	Breast cancer	All women ages 40 and over; women under age 40 with family history of breast cancer.
Yearly pelvic exam, with Pap test	Every year	Cervical cancer, STIs	Pelvic exam for all women. Pap tests for sexually active females yearly until age 30. Women over age 30, with 2–3 normal results: Pap test every 3 years.
Complete fasting lipoprotein profile (blood test)	Every 5 years	High cholesterol	All adults ages 20 and over. Adults with two or more risk factors (for example, family history, obesity, diabetes, smoking, high blood pressure) should be tested more often.
Yearly physical exam	Every year	Obesity, diabetes, osteoporosis	All adults should get a yearly exam. Tests for diabetes are encouraged for adults with high risk factors; bone density for women ages 65 and over.
Dental cleaning	Every 6 months	Gum disease	All adults.
Colorectal cancer checkup	Every 10 years	Colorectal cancer	Adults ages 50 and over. If risk factors exist, more frequent screenings from age 40.
Prostate cancer screening	Every 1–2 years	Prostate cancer	Men with risk factors start at age 40.



# Right care, right time

## Save time and stress — know when to use the ER

We've all been there — feeling sick or in pain but not knowing who to call or where to go. Whether it's for an illness or an accident, the right care can save you time and stress. Not sure about the care you need? Just call our 24-hour nurse line at **1-855-676-5772 (TTY: 711)**.

### **Know before you go: Prior authorization**

There may be a time when you have a health problem that your PCP can't treat alone. Sometimes you may need to see a specialist. Your PCP can refer you to a specialist when needed.

Some services or procedures may require us to give you prior authorization. Prior authorization is a request to Aetna Better Health<sup>SM</sup> Premier Plan for you to get special services. We must approve your provider's request before you can receive these services.

As a reminder, you don't need a referral from your PCP or prior authorization to get emergency services.





## Think of your PCP for most of your needs

Your PCP can treat many health issues at an office visit, and sometimes through phone or video visits (telemedicine). If it's after hours, try calling anyway. Your PCP may have an answering service that can direct you to a provider on call. And if you do have an urgent care or ER visit, be sure to follow up with your PCP afterward.



## Call your PCP for preventive care

Try to keep up with your preventive care. Checkups and screenings are the best way to keep you healthy. Learn more in the preventive care article on page 28.



## Use urgent care for non-emergencies when you can't see your PCP

What if you have an urgent health concern? It's not a true emergency, but you can't see your PCP right away. This is the right time to use an urgent care or after-hours center. Colds, flu and earaches are some examples. Urgent care can save you time. In fact, 9 out of 10 people are in and out in less than an hour.



## Choose the ER for life-threatening emergencies only

A true emergency is the right time to use the ER. Chest pain, nonstop bleeding, broken bones, seizures and overdose are good examples. See more in the table on the next page. Just keep in mind that a visit to the ER can take a lot of time, and can be stressful too.

# where to go for care

If you don't feel well and your PCP's office is closed, call the office anyway. You may be able to reach a provider on call. You can also go to the nearest urgent care or after-hours center.

Urgent care	ER or call 911
<ul style="list-style-type: none"> <li>• Allergies</li> <li>• Bronchitis</li> <li>• Sinusitis</li> <li>• Colds and flu</li> <li>• Sore throats</li> <li>• Diarrhea</li> <li>• Earaches</li> <li>• High blood pressure</li> <li>• Lower back pain</li> <li>• Minor cuts and burns</li> <li>• Minor bruises and rashes</li> <li>• Minor eye injuries</li> <li>• Most headaches</li> <li>• Some infections or low-grade fevers</li> <li>• Sports injuries</li> <li>• Sprains</li> <li>• Nausea and stomachache (not usually emergencies)</li> <li>• Throwing up</li> </ul>	<ul style="list-style-type: none"> <li>• Severe burns or wounds</li> <li>• Severe allergic reactions</li> <li>• Severe, sudden, or unusual headache</li> <li>• Broken bones</li> <li>• Chest pains or pain in arm or jaw</li> <li>• Childbirth labor (when there's no time for safe travel to a hospital)</li> <li>• Choking or breathing problems</li> <li>• Danger of losing limb or life</li> <li>• High fever with headache or stiff neck</li> <li>• No ability to move</li> <li>• Nonstop bleeding or throwing up blood</li> <li>• Passing out (blackouts) or seizures</li> <li>• Poisoning or drug/medicine overdose</li> <li>• Suicide attempts</li> <li>• A broken natural tooth</li> <li>• A permanent tooth falls out</li> <li>• Very bad pain in the gum around a tooth, with fever</li> </ul>
<p>These aren't complete lists. Call the 24/7 nurse line if you're not sure about the kind of care you need: 1-855-676-5772 (TTY: 711)</p>	
<p>PCP phone/address:</p>	
<p>Preferred urgent care phone/address:</p>	
<p>Preferred ER phone/address:</p>	

# Well-being and you

Having things that you need to live, like housing and healthy food, are important to well-being. Well-being looks at the whole person. It includes both the mind and body. This gives a more whole approach to preventing disease and promoting better health.

Studies from the Centers for Disease Control and Prevention (CDC) show that well-being is linked to:

- How you think about health
- Longer life
- Healthy behaviors
- Mental and physical wellness
- Staying socially connected
- Being productive
- Physical and social environment factors

## TAKE CHARGE OF YOUR BODY

You can take charge of your health. Start with healthy eating habits and exercise. The CDC and the Dietary Guidelines for Americans 2015–2020 state that a healthy eating plan:<sup>4</sup>

- Focuses on fruits, vegetables, whole grains and fat-free or low-fat milk and milk products
- Includes lean meats, poultry, fish, beans, eggs and nuts
- Is low in saturated fats, trans fats, cholesterol, salt (sodium) and added sugars
- Stays within your daily calorie needs

<sup>4</sup>Centers for Disease Control and Prevention. Healthy eating for a healthy weight. Available at [CDC.gov/healthyweight/healthy\\_eating/index.html](https://www.cdc.gov/healthyweight/healthy_eating/index.html). Accessed July 2, 2020.

## KEEP MOVING FOR GOOD HEALTH

To keep a healthy weight, try to work your way up to 150 minutes of moderate-intensity activity, or 75 minutes of high-intensity activity, each week.<sup>5</sup> To lose weight and keep it off, you'll need a lot of physical activity, unless you also change your diet and lower the calories you're taking in. So it's important to eat healthy and exercise in order to get to (or stay at) a healthy weight.

<sup>5</sup>Centers for Disease Control and Prevention. Physical activity for a healthy weight. Available at [CDC.gov/healthyweight/physical\\_activity/index.html](https://www.cdc.gov/healthyweight/physical_activity/index.html). Accessed July 2, 2020.

## KEEP YOUR MIND HEALTHY, TOO

Mental health and well-being are just as important as your physical health.

Here are some tips for a healthy mind:<sup>6</sup>

- Value yourself. Treat yourself kindly and avoid negative thinking.
- Take part in a fun hobby.
- Eat a healthy diet and exercise.
- Spend time with people who support you.
- Volunteer your time and energy to a cause you support.
- Find ways to deal with stress. Keep a journal or find activities that make you smile.
- Quiet your mind with meditation or prayer.
- Set realistic goals and write down small steps you can take to meet them.
- Change your routine. Try new things to perk up your day.
- Get help when needed. And know you can count on us. Call us at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week and we'll connect you with resources.

<sup>6</sup>University Health Service. Ten things you can do for your mental health. Available at [UHS.UMich.edu//tenthings](https://www.umich.edu/~tenthings). Accessed July 2, 2020.

## REACH YOUR GOALS AND LIVE WELL

Along life's journey, it's common to have some challenges. Keep in mind that health is an important tool for creating the life you want. Healthy living habits can make it easier to live a full and satisfying life. And setting goals is important.

Here's how to start:

- **Step 1:** Use your imagination to describe something you want to happen
- **Step 2:** Set a deadline for reaching the goal.
- **Step 3:** Keep track of how important the goal seems and how sure you are that you can reach it.

## TRY PRACTICING MINDFULNESS

The Mayo Clinic describes mindfulness as a "meditation method that allows you to focus on your senses and feelings in the moment. It can help lower stress and anxiety levels, and improve sleep and attention span."<sup>7</sup> Here are some practices you can try at home:<sup>7</sup>

- **Body scan meditation:** Lie on your back with your legs stretched out and arms at your sides, palms facing up. Focus slowly and purposefully on each part of your body. Go in order, from toe to head or head to toe. Be aware of any feelings, emotions or thoughts related to your body.
- **Sitting meditation:** Sit comfortably with your back straight, feet flat on the floor and hands in your lap. Breathe through your nose. Focus on your breath moving in and out of your body. If feelings or thoughts get in the way, note the experience and then re-focus your breath.
- **Walking meditation:** Find a quiet place 10 to 20 feet long and begin to walk slowly. Focus on the experience. Be aware of the movements that keep your balance. When you reach the end of your path, turn and keep walking, staying aware of your feelings.

<sup>7</sup>Mayo Clinic. Mindfulness exercises. Available at [MayoClinic.org/healthy-lifestyle/consumer-health/in-depth/mindfulness-exercises/art-20046356](https://www.mayoclinic.org/healthy-lifestyle/consumer-health/in-depth/mindfulness-exercises/art-20046356). Accessed July 14, 2020.

"Well-being is a positive outcome that is meaningful for people and for many sectors of society, because it tells us that people perceive that their lives are going well." – The Centers for Disease Control and Prevention (CDC)

# RESOURCES FOR YOU

WE UNDERSTAND THE IMPORTANCE OF WELL-BEING. AND WE HAVE RESOURCES TO HELP YOU MEET YOUR GOALS.



## Housing Resources

**Housing Resources Inc.**  
420 E Alcott St. # 200,  
Kalamazoo, MI 49001  
269-382-0287

**Kalamazoo Gospel Ministries**  
448 N Burdick St.,  
Kalamazoo, MI 49007  
269-345-2974

**Keystone Place**  
505 E Market St.,  
Centreville, MI 49032  
269-467-7078

**Haven of Rest Ministries**  
11 Green St.,  
Battle Creek, MI 49014  
269-965-1148

**Detroit Housing Commission**  
**DHDMI.org**  
301 East Jefferson,  
Detroit, MI 48207  
313-877-8000

**Michigan State Housing Development Authority**  
**Michigan.gov/mshda**  
3028 W Grand Blvd.,  
Detroit MI 48202  
313-456-3540

**CAM Detroit**  
**CAMDetroit.org/contact-us/**  
1600 Porter St.,  
Detroit MI 48216  
313-963-6601

## Mental Health Resources

**Woodlands Behavioral Healthcare Network**  
960 M-60  
Cassopolis, MI 49031  
269-445-2451

**Integrated Services of Kalamazoo**  
2030 Portage St.,  
Kalamazoo, MI 49001  
269-553-8000

**Summit Pointe**  
140 W Michigan Ave.,  
Battle Creek, MI 49017  
269-966-1460

**Community Mental Health and Substance Abuse Services of St. Joseph County**  
677 E Main St.,  
Centreville, MI 49032  
269-467-1000

**NAMI Metro Oakland Wayne and Macomb Counties**  
P.O. Box 852  
Northville, MI 48167  
248-773-2296 or  
248-277-1500

## Food Resources (West Michigan)

**Gryphon Place**  
**Gryphon.org**  
3245 South 8th St.,  
Kalamazoo, MI 49009  
269-381-1510

**Kalamazoo Loaves & Fishes**  
901 Portage St.,  
Kalamazoo, MI 49001  
269-343-3663

**Twelve Baskets**  
10332 Portage Rd.,  
Portage, MI 49002  
269-532-4912

**Ministry with Community**  
**MinistryWithCommunity.org**  
500 N Edwards St.,  
Kalamazoo, MI 49007  
269-343-6073

**Salvation Army Food Pantry**  
400 NE Capital Ave.,  
Battle Creek, MI 49014  
269-963-3640

**Food Bank of South Central Michigan**  
**FoodBankOfSCM.org**  
5451 Wayne Rd.,  
Battle Creek, MI 49016  
269-964-3663

## Need help?

Just dial 211. You'll get referrals to programs that can help with:

- Food
- Housing
- Utilities
- Financial needs and more

# Healthy Eats



## Food Resources (East Michigan)

You can search for local pantries, soup kitchens, food shelves, food banks and other food help at [FoodPantries.org](http://FoodPantries.org). Check the list below for more help in your area. For information about Meals on Wheels programs, contact your local area agency on aging.

**Butzel Family Center**  
7737 Kercheval St.  
Detroit, MI 48214  
313-628-2100

**Focus Hope Food Pantry**  
[FocusHope.edu](http://FocusHope.edu)  
1200 Oakman Blvd.,  
Oak Park, MI 4823  
248-967-1500

**Forgotten Harvest**  
[ForgottenHarvest.org](http://ForgottenHarvest.org)  
[PantryNet.org](http://PantryNet.org)  
21800 Greenfield Rd.,  
Oak Park, MI 48237  
248-967-1500

**Gleaners Community**  
**Joan & Wayne Webber**  
**Distribution Center-Warren**  
[GCFB.org](http://GCFB.org)  
24162 Mound Rd.,  
Warren, MI 48091  
586-758-6815

**Double Up Food Bucks**  
(For SNAP/food stamps users) [DoubleUpFoodBucks.org](http://DoubleUpFoodBucks.org)

**Macomb Food Program**  
[MCA.MacombGov.org/](http://MCA.MacombGov.org/)  
MCA-ES-Food  
21885 Dunham Rd.,  
Clinton Township, MI 48036  
586-469-6999

## Quick and easy recipe: Garden fries

You can make healthy, delicious fries from many vegetables. Try zucchini, asparagus, pumpkin, turnips, carrots, parsnips, green tomatoes, beets, green beans and jicama. Just choose your favorites, start cooking and enjoy!

### Directions:

- Cut your vegetables into fry shapes.
- Drizzle olive oil over fries.
- Add salt and pepper. You can also add any other seasoning you like.
- Bake at 400° F for 30–45 minutes (root vegetables like carrots need more time).
- Dip them into your favorite sauce and enjoy.



#### DISCLAIMER

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.

ATTENTION: If you speak Spanish or Arabic, language assistance services, free of charge, are available to you. Call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

ATENCIÓN: Si habla español o árabe, tiene a su disposición servicios de idiomas gratuitos. Llame al **1-855-676-5772 (TTY: 711)**, las 24 horas del día, los 7 días de la semana. Esta llamada es gratuita.

يرجى الانتباه: إذا كنت تتكلم الأسبانية أو العربية، فأن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم **(1-855-676-5772)** الهاتف النصي. على مدار الساعة، وطوال أيام الأسبوع. الاتصال بهذا الرقم مجاني. **(711)**

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.



# Here for you

## Keep these numbers handy

**Aetna Better Health<sup>SM</sup> Premier Plan**  
1-855-676-5772 (TTY: 711) anytime  
[AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan)

**24-hour nurse line**  
1-855-676-5772 (TTY: 711) anytime

**Rides to planned health care visits**  
Call 1-855-676-5772 (TTY: 711), 24 hours a day, 7 days a week. Call at least three days before your appointment.

**Dental services**  
Call 1-855-676-5772 (TTY: 711),  
24 hours a day, 7 days a week.

**Interpreter service**  
1-855-676-5772 (TTY: 711)  
anytime (covered)

**Pharmacy services**  
1-855-676-5772 (TTY: 711)

**Vision services (VSP Vision)**  
Call 1-855-676-5772 (TTY: 711),  
24 hours a day, 7 days a week.

**To report fraud or abuse**  
1-855-282-8272 (TTY: 711)

The Michigan Department of Health and Human Services, MI Health Link program has not reviewed or endorsed this information.

