



# Smile



[AetnaBetterHealth.com/NewJersey](https://AetnaBetterHealth.com/NewJersey)

Aetna Better Health® of New Jersey

## Healthy teeth for a healthy life



A healthy mouth helps keep your whole body well. By taking simple preventive steps, you can avoid serious health issues.

Common problems include:

**Cavities.** Never ignore a cavity — if it isn't treated, it will result in pain and/or infection and possible tooth loss.

**Gum disease.** This is when gums around the teeth become inflamed. If not treated, gum disease can cause infections and bone loss that loosens teeth. It may also raise the risk of heart disease and stroke.

**Tooth loss.** Untreated tooth decay and gum disease can result in needing to have teeth extracted.

**Dry mouth.** People who don't have enough saliva may be at higher risk for tooth decay and infection. If you have frequent dry mouth, consult your physician or dentist.

## Tips for a healthy mouth

To help prevent problems:

- Brush your teeth twice a day with fluoride toothpaste.
- Floss once a day.
- Buy a new toothbrush with soft bristles every three to four months.
- Eat a balanced diet.
- Don't use tobacco.

*Continued on next page*

## Medicaid Newsletter Summer 2023

957851-NJ-EN A (7/23) F/K5.4  
097-23-19  
NJ-23-06-05

Aetna Better Health® of New Jersey  
3 Independence Way, Suite 400  
Princeton, NJ 08540-6626



## Urgent vs. emergency

Where do you go when you need medical care quickly — say for a bump, a bruise or a bellyache? Urgent care centers can manage many minor illnesses and injuries, but some symptoms call for emergency care.



### Go to urgent care for mild or minor:

- Allergic reactions or rashes.
- Cuts, burns or wounds.
- Headaches.
- Illnesses, such as colds, sore throats, earaches and low-grade fevers.
- Injuries, such as back pain, sprains and strains.
- Nausea or vomiting.



### Call 911 or go to the ER for:

- Allergic reactions with trouble breathing, hives or swelling.
- Chest pain that lasts for more than a few minutes.
- Difficulty breathing.
- Heavy bleeding, severe burns or deep wounds.
- High fever with a headache or stiff neck.
- Injury to the neck, spine or head, especially with other symptoms.
- Passing out, fainting or seizures.
- Poisoning or overdose.
- Serious injuries, such as broken bones.
- Severe and persistent vomiting or diarrhea.
- Sudden severe headache or pain, such as in the jaw or arm.
- Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech.

Play it safe. This is not medical advice or a complete list. If you think you have something serious or life-threatening, seek emergency care right away.

*Sources: American College of Emergency Physicians; National Institutes of Health*

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## Healthy teeth for a healthy life

*Continued from front page*

Make sure to have regular dental visits for oral exams and preventive care and complete all recommended treatment. Most adults and children should see a dentist every six months.

*Sources: American Dental Association; Centers for Disease Control and Prevention; U.S. Department of Health and Human Services*

# When to start key screenings

The U.S. Preventive Services Task Force recommends the following guidelines for most women and men. Talk with your provider about what's right for you.


Age	Tests for women
	<b>Chlamydia and gonorrhea.</b> Be screened through age 24 if sexually active.
18	<b>Blood pressure.</b> Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
21	<b>Cervical cancer.</b> Have a Pap test every 3 years.
25	<b>Chlamydia and gonorrhea.</b> Continue screening if at increased risk for infection.
30	<b>Cervical cancer.</b> Have a Pap test every 3 years, a high-risk HPV test every 5 years, or a Pap test plus a high-risk HPV test every 5 years.*
35	<b>Diabetes.</b> Start screening based on risk factors.
40	<b>Blood pressure.</b> Be screened yearly. <b>Cholesterol.</b> Start screening based on risk factors.
45	<b>Colorectal cancer.</b> Talk with your provider about screening options.
50	<b>Breast cancer.</b> Be screened every 2 years (or start earlier based on risk factors). <b>Lung cancer.</b> Be screened yearly based on your history of smoking.
65	<b>Osteoporosis.</b> Start screening (or start earlier based on risk factors).
	<i>*Women older than 65 may safely stop testing if they meet certain criteria.</i>

Age	Tests for men
18	<b>Blood pressure.</b> Be screened every 3 to 5 years. Those at increased risk for high blood pressure should be screened yearly.
35	<b>Diabetes.</b> Start screening based on risk factors.
40	<b>Blood pressure.</b> Be screened yearly. <b>Cholesterol.</b> Start screening based on risk factors.
45	<b>Colorectal cancer.</b> Talk with your provider about screening options.
50	<b>Lung cancer.</b> Be screened yearly based on your history of smoking.
55	<b>Prostate cancer.</b> Ask your provider about screening.
65	<b>Abdominal aortic aneurysm.</b> Be screened once between ages 65 and 75 if you've ever smoked.

 Need a network provider? Search for a provider online at [AetnaBetterHealth.com/NewJersey/find-provider](https://www.aetna.com/better-health/new-jersey/find-provider) or call 1-855-232-3596 (TTY: 711).



## Have a safe summer

 Summer is the ultimate laid-back time. Think flip-flops, T-shirts and barbecues.

It's easy to be casual about many things in the summer, but it's not good to be casual about safety. With warm weather comes the risk for certain injuries and health problems. Some can be serious enough to be life-threatening.

### To keep yourself and your family safe:

#### Secure home windows.

Opening the windows is a must if you don't have air conditioning or if you're trying to keep your electric bill in check. If children are in your home, that can be dangerous. Every year thousands of kids in the U.S. are killed or injured in falls from windows.

**Screens are not enough to keep kids safe.** Use window guards or window stops. You can buy them online or at hardware stores. Also, keep furniture away from windows to discourage kids from climbing near them.

**Make helmets a priority.** Many kids practically live on their bikes during the summer. Make sure yours wear a helmet. (You should wear one too.) Helmets help reduce the risk of head injury and of death from bicycle crashes. Helmets are also a good idea during other activities, such as:

- Riding a skateboard.
- Batting or running bases in baseball or softball.
- Using in-line skates.

**Watch out for heatstroke.** It is a medical emergency. Signs and symptoms include a body temperature of 103 degrees or higher; hot, red, dry or damp skin; a rapid and strong pulse; and possible unconsciousness.

Call **911** right away if you think someone has heatstroke. Move the person to a cooler environment. Try to bring their temperature down with cool cloths or a bath. Do not give the person fluids.

#### Know the signs of anaphylaxis.

This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings, medications and latex. Signs and symptoms may include a red rash (usually itchy) with hives or welts; swelling in the throat or other areas of the body; wheezing; and trouble breathing or swallowing.

Anaphylaxis requires immediate medical attention. That includes an injection of epinephrine and a trip to the hospital emergency department.

*Sources: American Academy of Allergy, Asthma & Immunology; Centers for Disease Control and Prevention; Safe Kids Worldwide; U.S. Consumer Product Safety Commission*

# 10 tips for healthier eating

If you're confused about eating a healthy diet, here are some tips to get you started. Try making one or two of these changes at a time.

## EAT



- 1 Eat plenty of fruits and vegetables.
- 2 Choose more whole grains.
- 3 Try eating plant proteins, like beans, more often.
- 4 Choose lean, unprocessed meats.
- 5 Feature fish (not fried) regularly on your menu.

## SWITCH



- 6 Switch to low- or nonfat dairy.
- 7 Use healthier oils, like olive oil, for cooking.

## LIMIT



- 8 Limit sweets and sugary drinks.
- 9 Cut back on salt and sodium.
- 10 Eat fewer processed foods.

Source: American Heart Association



## Fresh cherry and corn salad

Makes 8 servings.

### Ingredients

#### Dressing

- ½ medium shallot, finely chopped
- 3 cloves garlic, minced
- ¼ cup extra-virgin olive oil
- ¼ cup balsamic vinegar
- Salt and freshly ground black or white pepper to taste

#### Salad

- 5 ounces baby arugula or baby spinach
- 4 ears cooked fresh corn, kernels sliced off cob
- ½ cup finely sliced red onion
- ¾ cup feta cheese
- 1 pound fresh dark cherries, pitted, sliced in half

### Directions

- In small mixing bowl, combine all dressing ingredients. Whisk well.
- In large salad bowl, combine arugula, corn and onion.
- Drizzle with dressing and toss to coat.
- Arrange salad on individual dishes, and sprinkle with feta. Top with cherries, and serve.

### Nutrition information

Serving size: ⅛ of recipe. Amount per serving: 200 calories, 11g total fat (3.5g saturated fat), 23g carbohydrates, 5g protein, 3g dietary fiber, 340mg sodium.

Source: American Institute for Cancer Research

# It's not too early to make a back-to-school plan!

Summer is here, but school will start up again before you know it. You can help your kids get off to a healthy start.

Here's a handy checklist to help you get your homework done before the first bell rings.

## Two months before school

- Make an appointment for a back-to-school check-up. This can be combined with a sports physical if your child is on a school team.
- Be sure your child is up to date on all vaccines.
- Consider scheduling a visit with a dentist and an eye doctor too.
- Does your child have a chronic condition or disability? Meet with the school to work on a plan to meet your child's health and education needs.

## One month before school

- Keep your eyes peeled for savings on school supplies.
- Choose a backpack with wide, padded straps. Adjust it so it sits at their waist.
- Make plans for car pools or walking/biking buddies.
- Make sure kids who will bike to school have a helmet that fits.
- Make plans for after-school care or activities if needed.

## One week before school

- Help kids start adjusting to their school-year wake/sleep schedule.
- If they're starting a new school, rehearse their first day. For instance, walk to their bus stop. Tour the new school and find their classrooms.
- Meet your child's teachers, if possible.
- Talk with kids about what to do if they or someone else is being bullied.

## The day before school

- Will your child be eating a school lunch? Browse the menu and point out healthy choices.
- Will they be walking, biking or busing to school? Go over the safety rules.

Sources: American Academy of Pediatrics; USA.gov; Youth.gov

# Keep kids with chronic conditions healthy at school

There's a lot to do to get kids ready for school. They may need new clothes and supplies. But what if they happen to have a chronic health condition or disability?

In that case, your back-to-school list may include one more thing: a plan for how the school will help your child stay healthy and get an equal chance to learn.



## Be an advocate

From asthma to autism, diabetes to cerebral palsy, many conditions can affect how much help kids may need in school. No two kids are alike. But some may need help with:

- Taking medicines at school.
- Following a special diet.
- Learning in the classroom.
- Safely using the playground or participating in sports and other physical activities.



## Work with the school

You can help make sure your child's needs are met.

Schedule a meeting with the school staff to talk about your child's needs. You can invite their provider to this meeting. Or the provider can give the school written health instructions.

This information can be used to make a plan for your child. Sometimes this is called either a 504 plan or an individual education plan (IEP). It will



describe what services your child needs. And it may include learning goals for your child too.

Over time, keep revisiting the plan with the school staff. You can continue to adjust it based on how your child is doing.



## Dealing with urgent issues

Your child's care plan should also describe what to do in

case your child has a health emergency at school.

Make sure the school knows how to contact you and your child's provider with questions. And be sure to tell the school any time your child's provider changes.

*Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention*

## Lead testing at your home



Lead testing can now be completed in the comfort of your home. It can be performed by a trained technician with just two drops of blood from your child's finger. To help you get your child tested, we've partnered with Professional Technicians, Inc. and LabCorp, reliable mobile laboratories offering simple lead testing options. This is a covered service at no cost to you for you and your family, and results will be sent directly to your child's health care provider.

**Step 1:** Contact your child's health care provider to talk about testing your child for lead.

**Step 2:** Your child's health care provider can fax a provider's order for a lead test directly to the mobile laboratory.

**Step 3:** The mobile laboratory will contact you directly to schedule your child's appointment after they receive the order for a lead test. For additional questions about at-home lead testing, please contact Member Services.



## Family planning and STDs

### Family planning

Family planning services help you plan or control pregnancy. You do not need a referral from your primary care provider to receive family planning services or supplies. If you are under age 18, you do not have to get permission from your parent to get family planning services or supplies. You can get family planning services from your primary care provider, or you can go to any family planning provider who is in our Provider Directory or who takes NJ FamilyCare.

### Sexually transmitted diseases (STDs)

A sexually transmitted disease (STD) is a disease that is spread during sex. (An STD can also be called STI, for sexually transmitted infection.)

You can get an STD any time you have close contact with any body fluids of an infected person (like touching, kissing or sex). Some people do not know they are infected. It is important to use safe sex practices such as condoms. You can be tested if you think you were exposed to an STD. See your provider for help.

### What are the types of services available for family planning?

- A yearly check-up.
- An office or clinic visit for a problem, counseling or advice.
- Laboratory tests.
- Prescriptions and contraceptive supplies like birth control pills, diaphragms and condoms.
- Pregnancy testing.




## Care management

Some members have special health care needs and medical conditions. Our care management unit will help you get the services and the care that you need. They can help you learn more about your condition. They will work with you and your provider to make a care plan that is right for you.

Our care management unit has nurses and social workers that can help you:

- Get services and care, including information on how to get a referral to special care facilities for highly specialized care.
- Work with health care providers, agencies and organizations.
- Learn more about your condition.
- Make a care plan that is right for you.
- Access services after hours for crisis situations for enrollees with special needs. Call Member Services at **1-855-232-3596 (TTY: 711)** for help and ask to speak with an after-hours nurse.
- Arrange services for children with special health care needs, such as well-child care, health promotion, disease prevention and specialty care services.


 If you need this kind of help from the care management unit, please call Member Services at **1-855-232-3596 (TTY: 711)**.

## Initial health screening

Every plan member is contacted soon after they enroll. We will attempt to contact you within 45 days of enrollment to complete the initial health screening (IHS). When we talk to you, we ask you questions to complete an IHS. The IHS lets us learn more about your health care needs. We also get information about your past health care.

In case you want to complete the IHS on your own, we also send the IHS to you in the mail in your welcome kit or in a separate mailing with a postage-paid envelope to return to us.

Together, the IHS and your health history let us know if you have special health care needs. If so, we will then contact you to do a comprehensive needs assessment (CNA). It is important that we have your correct address and phone number so we can reach you.

 If you need help completing the IHS, please call Member Services at **1-855-232-3596 (TTY: 711)** and ask to speak with the care management department.

**Members with special needs will be asked to complete a CNA.** If a CNA is completed, an individual health care plan (IHCP) will be made to meet your specific health care needs. IHCPs help providers and our care managers make sure you get all the care you need. We will set up a mutually agreeable time to develop your plan. This will be done within 30 days after the CNA is completed.



## Give teens time with their provider

It's not easy being a teen. It's a time when a lot of changes happen. A health care provider can be a great source of help and advice.

Teens should have a wellness check-up once a year. Among other things, providers can share advice and answer questions about:

**Puberty.** Teens may have questions about how their bodies are changing.

**Mental health.** The provider can look for problems like depression, anxiety and eating disorders. They can also give tips to help teens manage stress.

**Safe driving.** The provider may talk to your teen about seat belts, distracted driving, drunk driving and other things they need to know to be safe on the road.

**Substance use.** Teens may have questions about tobacco, alcohol and drugs. A provider is a great source of confidential information — and help to quit if needed.

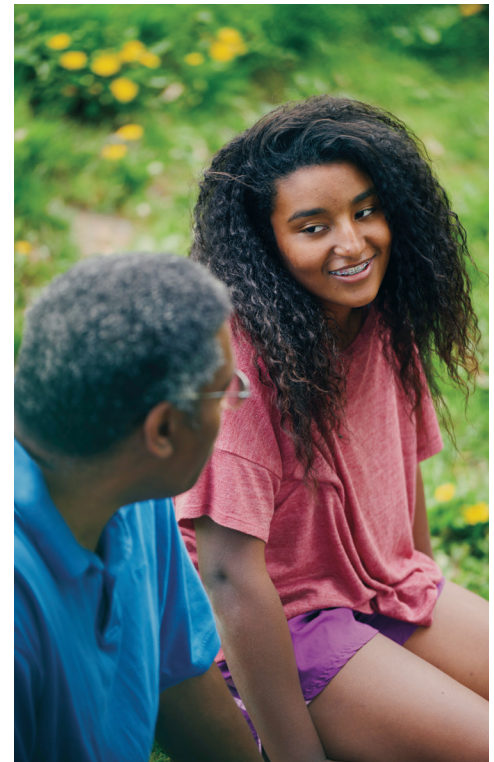
**Violence.** Teens can talk with the provider about bullying, harassment or dating violence.

**Sexual health.** Whether or not your child is sexually active yet, this is a good time to prepare them. The provider can discuss topics like:

- Sexually transmitted infections.
- Safe sex.
- Pregnancy.

### Teens need their private time

It's always a good idea to give teens some time alone with their provider. The physical exam part of the check-up is a good time for parents to step



out. This also gives your teen a chance to ask questions in private.

*Sources: American Academy of Family Physicians; American Academy of Pediatrics; U.S. Department of Health and Human Services*

### Contact us



Member Services

**1-855-232-3596**

24 hours a day, 7 days a week

**TTY: 711**

**AetnaBetterHealth.com/  
NewJersey**

24-hour nurse line

**1-855-232-3596**

24 hours a day, 7 days a week

**TTY: 711**

MARCH Vision

**1-844-686-2724**

**TTY: 1-877-627-2456**

LIBERTY Dental Plan

**1-855-225-1727**

**TTY: 711**

Modivcare

**Modivcare.com**

(medical transportation only)

**1-866-527-9933**

**TTY: 1-866-288-3133**

Access Link

(non-medical transportation — initial approval may take up to 30 days)

**973-491-4224**

**TTY: 1-800-955-6765**

This newsletter is published as a community service for the friends and members of Aetna Better Health® of New Jersey. This is general health information that 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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# AETNA BETTER HEALTH® OF NEW JERSEY

## 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:
  - 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>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

NJ-17-08-13

## Multi-language Interpreter Services

**ENGLISH: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

**SPANISH: ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

**CHINESE:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

**KOREAN:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

**PORTUGUESE: ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104** (TTY: **711**).

**GUJARATI:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: **711**).

**POLISH: UWAGA:** Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod numer **1-800-385-4104** (TTY: **711**).

**ITALIAN: ATTENZIONE:** Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

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

**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**).

**FRENCH CREOLE: ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **711**).

**HINDI:** ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

**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**).

**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**).

**URDU:** توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

# Aetna Better Health® of New Jersey

## Notice of Privacy Practices

**This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.**

**This notice takes effect on January 1, 2015.**

### **What do we mean when we use the words “health information”<sup>1</sup>**

We use the words “health information” when we mean information that identifies you.

Examples include your:

- Name
- Date of birth
- Health care you received
- Amounts paid for your care

### **How we use and share your health information**

**Help take care of you:** We may use your health information to help with your health care. We also use it to decide what services your benefits cover. We may tell you about services you can get. This could be checkups or medical tests. We may also remind you of appointments. We may share your health information with other people who give you care. This could be doctors or drug stores. If you are no longer with our plan, with your okay, we will give your health information to your new doctor.

**Family and friends:** We may share your health information with someone who is helping you. They may be helping with your care or helping pay for your care. For example, if you have an accident, we may need to talk with one of these people. If you do not want us to give out your health information, call us.

If you are under eighteen and don't want us to give your health information to your parents. Call us. We can help in some cases if allowed by state law.

**For payment:** We may give your health information to others who pay for your care. Your doctor must give us a claim form that includes your health information. We may also use

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<sup>1</sup>For purposes of this notice, “Aetna” and the pronouns “we,” “us” and “our” refer to all the HMO and licensed insurer subsidiaries of Aetna Inc. These entities have been designated as a single affiliated covered entity for federal privacy purposes.

your health information to look at the care your doctor gives you. We can also check your use of health services.

**Health care operations:** We may use your health information to help us do our job. For example, we may use your health information for:

- Health promotion
- Case management
- Quality improvement
- Fraud prevention
- Disease prevention
- Legal matters

A case manager may work with your doctor. They may tell you about programs or places that can help you with your health problem. When you call us with questions, we need to look at your health information to give you answers.

### **Race/Ethnicity, Language, Sexual Orientation and Gender Identity Data**

We may get information related to your race, ethnicity, language, sexual orientation and gender identity. We protect this information as described in this notice. We use this information to:

- Make sure you get the care you need
- Create programs to improve health outcomes
- Create health education information
- Let the doctors know about your language needs
- Address health care disparities
- Let member facing staff and doctors know about your pronouns

We do not use this information to:

- Determine benefits
- Pay claims
- Determine your cost or eligibility for benefits
- Discriminate against members for any reason
- Determine health care or administrative service availability or access

### **Sharing with other businesses**

We may share your health information with other businesses. We do this for the reasons we explained above. For example, you may have transportation covered in your plan. We may share your health information with them to help you get to the doctor's office. We will tell them if you are in a motorized wheelchair, so they send a van instead of a car to pick you up.

## **Other reasons we might share your health information**

We also may share your health information for these reasons:

- Public safety – To help with things like child abuse. Threats to public health.
- Research – To researchers. After care is taken to protect your information.
- Business partners – To people that provide services to us. They promise to keep your information safe.
- Industry regulation – To state and federal agencies. They check us to make sure we are doing a good job.
- Law enforcement – To federal, state and local enforcement people.
- Legal actions – To courts for a lawsuit or legal matter.

## **Reasons that we will need your written okay**

Except for what we explained above, we will ask for your okay before using or sharing your health information. For example, we will get your okay:

- For marketing reasons that have nothing to do with your health plan.
- Before sharing any psychotherapy notes.
- For the sale of your health information.
- For other reasons as required by law.

You can cancel your okay at any time. To cancel your okay, write to us. We cannot use or share your genetic information when we make the decision to provide you health care insurance.

## **What are your rights**

You have the right to look at your health information.

- You can ask us for a copy of it.
- You can ask for your medical records. Call your doctor's office or the place where you were treated.

You have the right to ask us to change your health information.

- You can ask us to change your health information if you think it is not right.
- If we don't agree with the change, you asked for. Ask us to file a written statement of disagreement.

You have the right to get a list of people or groups that we have shared your health information with.

You have the right to ask for a private way to be in touch with you.

- If you think the way we keep in touch with you is not private enough, call us.
- We will do our best to be in touch with you in a way that is more private.

You have the right to ask for special care in how we use or share your health information.

- We may use or share your health information in the ways we describe in this notice.
- You can ask us not to use or share your information in these ways. This includes sharing with people involved in your health care.
- We don't have to agree. But, we will think about it carefully.

You have the right to know if your health information was shared without your okay.

- We will tell you if we do this in a letter.

Call us toll free at **1-855-232-3596 (TTY: 711)** to:

- Ask us to do any of the things above.
- Ask us for a paper copy of this notice.
- Ask us any questions about the notice.

You also have the right to send us a complaint. If you think your rights were violated, write to us at:

Aetna HIPAA Member Rights Team  
P.O. Box 14079  
Lexington, KY 40512-4079  
FAX: **859-280-1272**

You also can file a complaint with the Department of Health and Human Services, Office of Civil Rights. Call us to get the address at **1-855-232-3596 (TTY: 711)**.

If you are unhappy and tell the Office of Civil Rights, you will not lose plan membership or health care services. We will not use your complaint against you.

### **Protecting your information**

We protect your health information with specific procedures, such as:

- Administrative. We have rules that tell us how to use your health information no matter what form it is in – written, oral, or electronic.
- Physical. Your health information is locked up and is kept in safe areas. We protect entry to our computers and buildings. This helps us to block unauthorized entry.
- Technical. Access to your health information is “role-based.” This allows only those who need to do their job and give care to you to have access.

We follow all state and federal laws for the protection of your health information.

### **Will we change this notice**

By law, we must keep your health information private. We must follow what we say in this notice. We also have the right to change this notice. If we change this notice, the changes apply to all of your information we have or will get in the future. You can get a copy of the most recent notice on our website at **[AetnaBetterHealth.com/NewJersey](https://www.aetna.com/betterhealth/newjersey)**.