



# Stay strong



**MyCareOhio**  
Connecting Medicare + Medicaid

[AetnaBetterHealth.com/Ohio](https://AetnaBetterHealth.com/Ohio) Aetna Better Health® of Ohio, a MyCare Ohio (Medicare-Medicaid Plan)

## High blood pressure? Make the most of your meds

High blood pressure can be tricky. You can have it and feel fine. If so, you might think you no longer need your blood pressure medicines. But it's important to keep taking them until your doctor says it's OK to stop.

If you skip your medicines, your blood pressure could rise too high. That could lead to a heart attack, stroke or kidney failure.

### You can do this!

If you have a concern or question about your medicines, speak up. Your doctor can help you understand how to get the most out of them.

Be sure to:

#### **Mention any side effects.**

There may be other blood pressure drugs that would work better for you.

**Tell your doctor if you sometimes forget your medicines** — or if you have trouble filling the prescription for any reason.

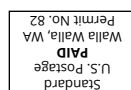
#### **Tell your doctor about all of the medicines you're taking.**

Over-the-counter ones count too. They could affect your blood pressure.

Ask what else you can do to lower your blood pressure too. Exercise, heart-healthy foods and not smoking can be a big help. Your doctor can help you take steps toward these healthier habits.

### Winter 2022

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## Don't delay your care

The pandemic has affected the world in different ways. It has affected the way we interact with each other, and it has affected the way we deliver health care. It has also affected health care so much that people are delaying their appointments and screenings.

According to the Centers for Disease Control and Prevention (CDC), by June 30, 2020, because of concerns about COVID-19, an estimated 41% of U.S. adults delayed or avoided medical care, including urgent or emergency care (12%) and routine care (32%). The



delaying and avoiding of care is most common in people with disabilities and people with two or more underlying conditions.

Receiving proper and timely care is very important to your overall health. If you need help

scheduling an appointment, reach out to your care manager or call Member Services at **1-855-364-0974 (TTY: 711)**.

## The Medicare Health Outcomes Survey

The Centers for Medicare & Medicaid Services requires all Medicare managed care organizations to participate in and conduct the Medicare Health Outcomes Survey (HOS).

### What is the Medicare HOS?

The Medicare HOS is a short survey that measures Aetna Better Health of Ohio's success in improving and maintaining the health of our members over a two-year period. The survey includes questions that address your physical health, mental health, physical activity, bladder control and risk of falling.

### How is the HOS administered?

The initial survey is distributed to a randomly selected group of health plan members by mail — and by telephone for members who have not responded by mail — between April and July. Two years later, the same group of members who responded to

the initial survey are surveyed again as a follow-up health measurement.

### Why is the HOS important to complete?

The HOS results are used to help us make improvements to the health plan's services and programs and to ensure that the health plan meets your health care needs.



If you have questions about the survey, feel free to contact our Member Services Department or your care manager toll-free at **1-855-364-0974 (TTY/TDD: 711)**. Thank you in advance for taking time to complete the HOS. As always, we look forward to providing you quality care here at Aetna Better Health of Ohio.

## The flu shot may be more important than ever this year

This year, many of us have been thinking a lot about protecting ourselves from COVID-19 — but don't forget about the flu. According to the Centers for Disease Control and Prevention (CDC), both viruses could be spreading at the same time during the flu season.

Since both conditions are spread by respiratory droplets and can cause similar symptoms, it's even more important to get a flu vaccine this year. Like COVID-19, the flu is a contagious viral illness and is often spread by coughing; sneezing; or touching contaminated areas and then touching the eyes, nose or mouth. You can protect yourself and your family by making your flu shot a priority, especially this year.

### Who needs the vaccine?

The CDC recommends the flu vaccine for most people over 6 months of age. It is especially important for adults over 65 and those with other health conditions, like diabetes or heart problems. The flu vaccine should be repeated each year.

**When should we get it?** It's best to get the flu vaccine by the end of October. If you can't get it by then, you can still benefit from getting the flu vaccine throughout the flu season.

**Why get the flu vaccine?** The flu vaccine can reduce your

chance of getting the flu and related complications, such as pneumonia or requiring care at a hospital.

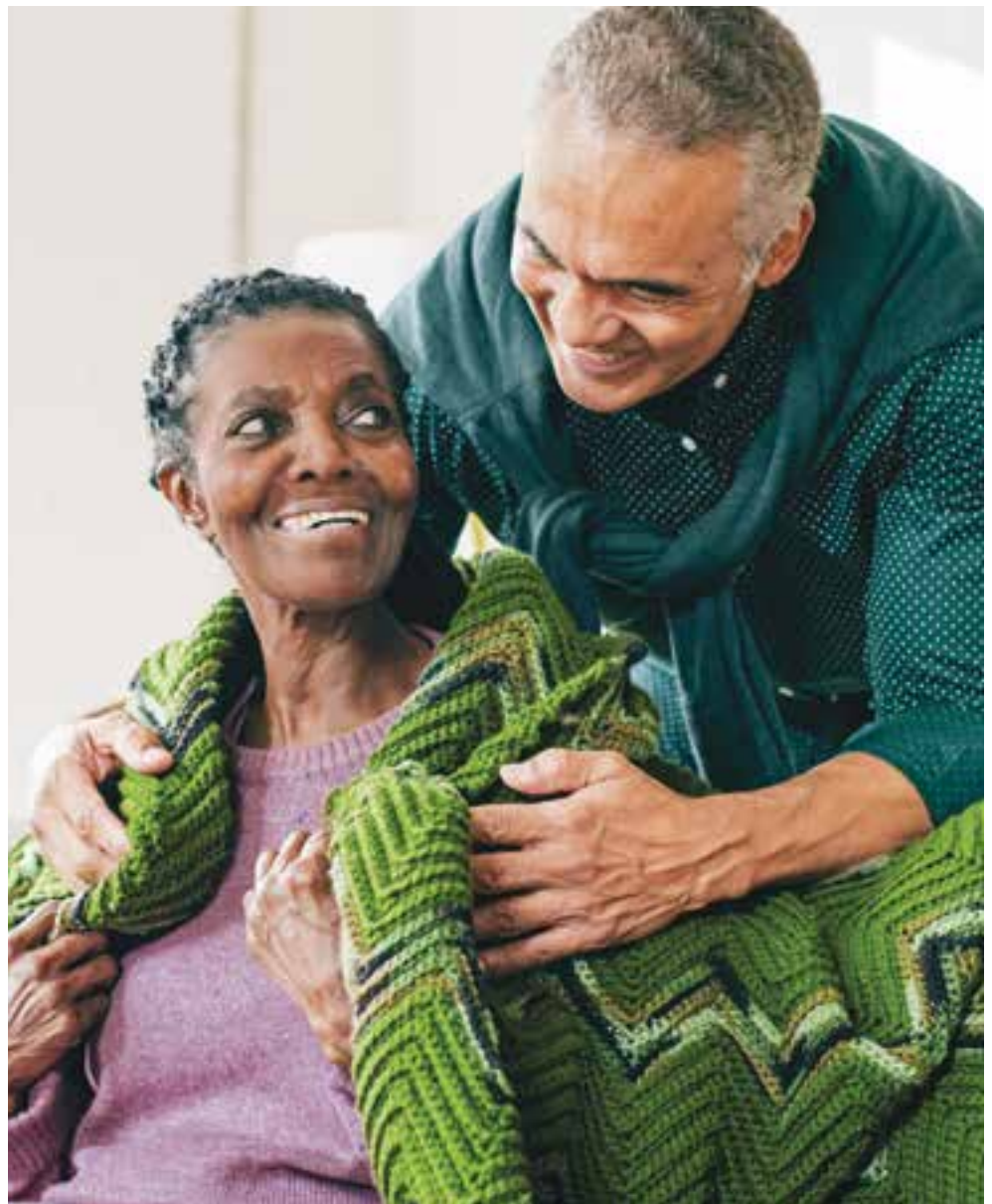
### Where can I get the flu shot?

Aetna Better Health of Ohio members can receive the flu shot at their doctor's office or at participating pharmacies in our network. Talk with your doctor or call Member Services to find out more about where to go.

### What else can I do to protect myself from getting the flu?

- Avoid touching your face, especially your eyes, nose and mouth.
- Avoid contact with people who are sick.
- Cover your mouth when coughing or sneezing.
- Wash your hands often.

Source: [cdc.gov/flu](https://www.cdc.gov/flu)



## Get ready for the CAHPS survey

At Aetna Better Health of Ohio, member satisfaction is our top priority. Soon you may be receiving a CAHPS survey. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems survey. The goal of the survey is for you to help us identify our strengths and weaknesses, so we know where we need to improve. It tells us how we are doing, as well as how your doctors are doing. The results of the survey help us make improvements to our health plan to better serve you.

The survey looks at the many ways you have had dealings with the health care system. Some of those are:

- Did your doctors and nurses organize your care activities and share that information with others involved in your care?



- Did you have good communication with health care providers?
- Were you able to schedule appointments in a timely fashion?
- Did your health care provider have easy access to your health information?

The survey lets you rate the care you have received in the six months prior to the survey. It also gives you the chance to tell us how we are doing. We want to hear about your dealings with Aetna Better Health of Ohio by how you rate our customer service, health care services and drug plan.

Your answers to the survey help Aetna Better Health of Ohio make sure that:

- You get the care you need in a timely fashion. This includes your annual visits and sick visits and that you are seen within 15 minutes of your appointment time.
- Your health care provider explains your health problems, tests and procedures so you understand your medical care.
- Your health care providers have all of your medical information. This information includes your current medications, test results and visits with specialists.
- You get reminders about your prescriptions from your doctor or your pharmacy and get your prescriptions when you need them.
- You get information about the benefits of the flu vaccine and can receive the vaccine.



If you have questions or require additional assistance in completing the survey, please call Member Services at **1-855-364-0974 (TTY: 711)** or reach out to your care manager.



# New American beef stew

*Makes 6 servings.*

## Ingredients

- 2 tablespoons extra-virgin olive oil
- 1 pound lean beef stew meat, cut into 1-inch cubes
- 2 large onions, chopped
- 4 medium carrots, cubed
- 2 cups diced leeks, rinsed well
- 6 garlic cloves, finely chopped
- 2 cans (14.5 ounces each) diced tomatoes in juice
- 2 cans (6 ounces each) tomato paste
- 2 cans (14.5 ounces each) fat-free, reduced-sodium beef broth
- 3 tablespoons dried oregano
- 2 cups water
- 2 large potatoes, cubed
- 1½ pounds frozen green beans
- 2 cups chopped kale
- Salt and freshly ground black pepper

## Directions

- In a large pot or stockpot, heat olive oil over medium-high heat.
- Add ½ of beef and sauté for about 5 minutes, stirring, until browned on all sides. Remove beef from pot and set aside. Repeat procedure with remaining beef.
- In the same pot, sauté onions for about 5 minutes, stirring until translucent. Remove onions from pot and set aside.
- Add carrots, leeks and garlic, and sauté for about 5 minutes, stirring often, until barely tender. Return beef and onions to pot. Add tomatoes with juice, tomato paste, broth, oregano and water, and bring to a boil. Reduce heat to low and simmer for about 1 hour, until beef is almost tender.
- Add potatoes and bring back to a boil. Lower heat, cover partially and simmer for about 15 minutes, until potatoes are barely tender.
- Add green beans and kale and cook for another 6 to 8 minutes, until kale is tender.
- Season to taste with salt and pepper and serve.

## Nutrition information

Serving size: ⅓ of recipe. Amount per serving: 440 calories, 10g total fat (2.5g saturated fat), 64g carbohydrates, 29g protein, 12g total fiber, 350mg sodium.

*Source: American Institute for Cancer Research*

## Stay active with SilverSneakers

At Aetna Better Health of Ohio, we care about your health. That's why we offer the SilverSneakers® fitness program. SilverSneakers helps you get active and stay healthy. And it's yours **at no extra cost**.

SilverSneakers has many ways to help you get active. Take online classes at home. Go to participating fitness locations.<sup>1</sup> Use the mobile app. Following are the ways you can use the program.

**SilverSneakers LIVE™** gives you live classes and workshops on the SilverSneakers website through Zoom.<sup>2</sup>

- Led by SilverSneakers trainers
- No equipment needed
- Many classes each day

**SilverSneakers On-Demand™** has more than 200 online videos you can use at home.

- Exercises from beginner to advanced
- Nutrition information, fitness challenges and more
- Get videos at SilverSneakers On-Demand

Get exercise programs on your phone with the **SilverSneakers GO™ mobile app**.

- Just one click to change exercise levels
- Activity schedule and reminders
- Download at SilverSneakers GO

**Go to participating locations** near your home and where you travel.

- Thousands to use any time you want
- Treadmills, weights, pools and more<sup>1</sup>
- Group exercise classes<sup>3</sup> at some locations

**Stay connected.**

- Fitness with friends at participating locations
- Fun social activities
- SilverSneakers Facebook page and newsletter

Visit **SilverSneakers.com** to learn more. There you can sign up and get your SilverSneakers ID number. Go to a participating location when you're ready. Find one near you with the location finder. Sign up for the newsletter to be sent to your email inbox.

Start using SilverSneakers today. Your good health is worth it.



**Always talk with your doctor before starting an exercise program.**

- 1. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.*
- 2. Zoom is a third-party provider and is not owned or operated by Tivity Health or its affiliates. SilverSneakers members who access SilverSneakers LIVE classes are subject to Zoom's terms and conditions. SilverSneakers members must have internet service to access SilverSneakers LIVE classes. Internet service charges are responsibility of SilverSneakers members.*
- 3. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.*

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We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. If you speak a language other than English, free language assistance services are available. Visit our website at or call the phone number listed in this material.

In addition, your health plan provides auxiliary aids and services, free of charge, when necessary to ensure that people with disabilities have an equal opportunity to communicate effectively with us. Your health plan also provides language assistance services, free of charge, for people with limited English proficiency. If you need these services, call Customer Service at the phone number on your benefit ID card.

If you believe that we have 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 Grievance Department (write to the address listed in your Evidence of Coverage). You can also file a grievance by phone by calling the Customer Service phone number listed on your benefit ID card (TTY: 711). If you need help filing a grievance, call Customer Service Department at the phone number on your benefit ID card.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at [https://ocrportal.hhs.gov/ocr/cp/complaint\\_frontpage.jsf](https://ocrportal.hhs.gov/ocr/cp/complaint_frontpage.jsf).

**ESPAÑOL (SPANISH):** Si habla un idioma que no sea inglés, se encuentran disponibles servicios gratuitos de asistencia de idiomas. Visite nuestro sitio web o llame al número de teléfono que figura en este documento.

**繁體中文 (CHINESE):** 如果您使用英文以外的語言，我們將提供免費的語言協助服務。請瀏覽我們的網站或撥打本文件中所列的電話號碼。