



Aetna Better Health® of California



Spring 2020

In your corner: An expert on eating right

To stay well, it's important to eat well. That's especially true if you have special health needs. But it's not always easy. Luckily, there's an expert who can help.

A registered dietitian can come up with an eating plan just for you. You might see one if:

- **You have a chronic health problem.** A dietitian can help people with conditions like:
 - Diabetes
 - High blood pressure
 - Heart disease
 - A digestive problem
 - A food allergy

The right food choices can help you avoid complications from these conditions.

You're considering weight-loss surgery. Your stomach can only manage small portions after

surgery. But you can learn how to get the nutrients you need.

You're pregnant — or hoping to be. You can find out how to nourish your body and your baby.

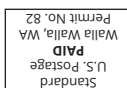
You need to gain or lose weight. Your dietitian can design an eating plan to help you gain or lose pounds in a healthy way.

You're caring for an aging parent. You can get help understanding:

- A special diet your parent may need
- How to prevent dangerous food and drug interactions
- How taste buds change with age

These services may be available to you at no cost with prior approval. Talk with your doctor or call Member Services to find out more information.

Source: Academy of Nutrition and Dietetics



Aetna Better Health® of California
10260 Meanley Drive
San Diego, CA 92131

Stay healthy action plans: Tips for parents

If you have a child with a chronic illness, you know the importance of daily care to keep your kiddo safe and healthy. As a parent, one of the best things you can do is make sure other adults in your child's life know what to do too.

That's why if children have asthma, diabetes or another condition, it's crucial to educate school staff, coaches and caregivers about how to manage daily care or emergencies.

Have an up-to-date action plan

Work with your child's doctor to complete a written care plan that spells out your child's medical needs. It might include information like this:

- Your child's medical history
- Medicine your child needs to take and how to give it
- Special requirements for meals, snacks or exercise
- Symptoms that indicate your child's condition is worsening
- How you and your child's doctor can be reached
- When to call for emergency help, as well as emergency contacts



Once the plan is ready:

- **Spread the word.** Review the plan with the school nurse, your child's teachers and coaches, and anyone else who is responsible for your child.
- **Keep it current.** Remember to update the plan when necessary — if your child's condition or any related information changes.
- **Stay on top of medicine.** If your child needs help taking medicine, ensure that anyone giving it is properly trained. Also be sure there's enough of your child's medicine available.

- **Educate — and empower — your child.** Explain as much as your child can understand about how to stay healthy. For example, do they know when to let an adult know about symptoms?
- **Keep communicating.** Stay in touch with teachers to see if your child's condition is affecting school. If your child is missing a lot of school, alert your child's doctor too. The action plan may need adjusted.

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

Join the Cub Club

Make staying healthy fun for your child! Sign up for Ted E. Bear, MD's Cub Club! The Cub Club is a club that kids ages 3 through 12 can join to earn prizes by doing healthy activities, such as going to well visits, staying active, eating healthy foods, and brushing their teeth.

To learn more about the Cub Club, call Member Services at **1-855-772-9076 (TTY: 711)**.

Get needed care

Aetna Better Health of California wants to ensure that each and every member is receiving the care they need, when they need it. This team also ensures that the right services are available at the right time. That team is our utilization management (UM) team. The UM team is available 24 hours a day, 7 days a week.

Our UM team can provide you and/or your doctor with information to help with decisions about your health care. The team uses written policies, clinical practice guidelines and other clinical review criteria to make decisions based on reasons such as:

- Services requested are medically necessary
- Services requested are covered under the Member Handbook or evidence of coverage

If you have questions about the UM process or any UM issue, you can contact Member Services. After brief discussion of your concerns, the Member Services team will connect you to an appropriate UM staff member to address your concerns. Member Services can be reached by calling **1-855-772-9076 (TTY: 711)**. The call is toll-free; interpreter and translation services are available.



Get your no-cost flu shot

It's flu season! Getting a flu shot each year helps protect you and your family from this serious illness. There is no cost for the flu shot for Medi-Cal members, and getting a flu shot won't give you the flu! You can get your flu shot at your primary care provider's office and most retail pharmacies. Call Member Services at **1-855-772-9076 (TTY: 711)** or visit **AetnaBetterHealth.com/California/Flu-Alert** for information.

What to know about prior approval

Perhaps your doctor thinks you need a procedure. Or maybe they want to change your medicine. Should you just go ahead and do it?

You may want to check with your health plan first. You might need to get what's called prior approval, or preauthorization, for some treatments. If you don't, your plan may not cover the costs.

Why does my plan need to approve my care?

Health plans sometimes require prior approval so that they can make sure you only get the care you really need. Some plans also require prior approval any time you go to the hospital (when it's not an emergency). If you don't get approval, you may end up being responsible for all the costs yourself.

If your plan doesn't approve a procedure or medicine, you may be able to appeal the decision. That means you can explain why you need it. Your doctor or someone else on your health care team might also need to contact your health plan to try to get the treatment OK'd.

If you have questions about getting your care approved, call Member Services.

Sources: American Cancer Society; HealthCare.gov

Your health, your goals, your care, your voice

Are you interested in providing feedback to Aetna Better Health of California for improving health care services? Call us at **1-855-772-9076 (TTY: 711)** to join our Member Advisory Committee (MAC) and Public Policy Committee (PPC).

When you join, you can:

- Share your thoughts about Aetna Better Health of California
- Connect with other Aetna Better Health members who live in your community
- Learn about resources and services available to you and your family
- Receive a \$50 gift card as a thank-you for your participation

Your feedback on our program is important. We will use your opinions to make our program and your experience better. Rides are available, just call us. Learn more about the MAC and PPC by visiting **AetnaBetterHealth.com/California/Members**.

Enroll in our Care Management Program

As a member of Aetna Better Health of California, you may be eligible for care management. We contact new members after they enroll in our health plan to ask about your current and past health care needs — this is called an Initial Health Screen (IHS). Your IHS and health history let us know if you have special health care needs or complex conditions. If you do, our care managers can help you access care and coordinate services that will help you.

Care managers can help you manage conditions such as:

- Asthma
- Coronary artery disease (CAD)
- High blood pressure
- Diabetes
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Depression

- HIV
- Hepatitis C

If you are interested in the Care Management Program, call Member Services at **1-855-772-9076 (TTY: 711)** and ask for a care management representative.



Medi-Cal redetermination

Every year, the local county health and human services departments check that all Medi-Cal members still meet requirements to keep their Medi-Cal benefits. This is called the redetermination process.

If the county needs further information, they will send a form requesting additional information. If you receive this request for more information, you must complete

and return the form to keep your Medi-Cal benefits.

You may respond by mail, fax or over the phone with your local county office:

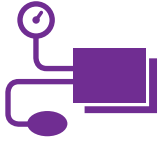
- Sacramento **916-874-3100**
- San Diego **1-866-262-9881**

If you have any questions or need assistance, you may also call Aetna Better Health of California's Member Services team at **1-855-772-9076 (TTY: 711)**.

Better health: By the numbers

Knowing key numbers — and working to keep them in a healthy range — can add up to better health.

Here's a look at target numbers for most adults. Talk with your doctor about what's right for you.



Blood pressure

Target: Systolic less than **120 mm Hg** and diastolic less than **80 mm Hg**.

What it is: The force of blood pushing against your blood vessel walls.

Why it matters: High blood pressure raises the risk of heart attack, stroke and kidney disease.



Body mass index (BMI)

Target: 18.5 to 24.9.

What it is: A measure of body fat based on your height and weight.

Why it matters: The higher your BMI, the greater your risk of heart disease, type 2 diabetes, breathing problems and certain cancers.



Cholesterol

Target: Talk with your doctor about what's optimal for you. It depends on your overall risk factors.

What it is: A waxy substance produced in the liver and released into the blood.

Why it matters: Unhealthy cholesterol levels raise your risk of heart attack and stroke.



Blood sugar

Target: A fasting blood sugar of less than **100 mg/dL**.

What it is: The amount of glucose in your blood.

Why it matters: Diabetes occurs — or is poorly managed — when blood sugar levels are too high.


Sources: American Diabetes Association; American Heart Association; National Heart, Lung, and Blood Institute; U.S. Preventive Services Task Force


Transportation benefit


Did you know you can get no-cost transportation for traveling to and from a medical

appointment or services related to your Medi-Cal benefits? To get more information or to request transportation services, call Aetna Better Health of California at **1-855-772-9076 (TTY: 711)**

at least three days before your appointment — or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

Contact us  Aetna Better Health® of California
10260 Meanley Drive
San Diego, CA 92131

 Member Services: **1-855-772-9076 (TTY: 711)** 24 hours, 7 days a week
AetnaBetterHealth.com/California

 *Here For You* is published as a community service for the friends and members of Aetna Better Health® of California. This newsletter contains information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. This content was reviewed for accuracy in November 2019. Models may be used in photos and illustrations.

AETNA BETTER HEALTH® OF CALIFORNIA

Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

How to file a grievance

If you believe that Aetna Better Health of California 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 Aetna Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

By phone: Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

In writing: Fill out a complaint form or write a letter and send it to:

Aetna Better Health of California
10260 Meanley Drive
San Diego, CA 92131

In person: Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

Electronically: Visit Aetna Better Health of California website at aetnabetterhealth.com/california

Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

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

Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Multi-language Interpreter Services

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

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

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**)。

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**).

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**).

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

ARMENIAN: Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարե՛ք ձեր ID քարտի հետևի մասում գտնվող հեռախոսահամարով կամ **1-800-385-4104** (TTY (հեռառիպ)՝ **711**):

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

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**).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。ID カード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

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**)

PANJABI: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਆਪਣੇ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਨੰਬਰ ਜਾਂ **1-800-385-4104** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

MON KHMER: ប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរទូរស័ព្ទទៅលេខនៅខាងក្រោយនៃអត្តសញ្ញាណប័ណ្ណ (ID Card) របស់អ្នក ឬ **1-800-385-4104** (TTY: **711**) ។

HMONG: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau tus nab npawb xov tooj nyob rau sab qab ntawm koj daim ID lossis **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।

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)