



Aetna Better Health® of Maryland

Active time

Summer 2020

Manage your weight the healthy way

If you want to lose weight, a long-term healthy plan for eating and exercising is best. It's not new or trendy. But it works for most people.

What's on your plate?

A healthy diet combines fewer calories with better nutrition.

You can get both with a diet that:

- Has mostly fruits, vegetables, whole grains, and low-fat or nonfat dairy products
- Includes lean meats, fish, eggs, beans and nuts
- Limits unhealthy fats, salt and added sugars

Aim to lose between 1 and 2 pounds per week. It's a healthy goal and one you can meet. That usually means eating 500 to 1,000 fewer calories each day.

Try keeping a record of everything you eat. It may help you spot problems in your diet.

Time to get active

Exercise is good for you in so many ways. It helps you manage your weight by burning calories. It also:

- Lowers your risk for heart disease, diabetes and other long-term health problems
- Makes your lungs and muscles stronger
- Helps you sleep better

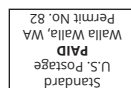
Aim for 150 minutes of exercise spread out over the week. But the more you exercise, the better.

Talk with your doctor if you have questions about how much exercise is right for you.

Sources: Academy of Nutrition and Dietetics; National Institutes of Health



To learn more about health education, call 1-866-827-2710 and ask to speak to a case manager.



Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256

Population health management programs keep you healthy

We care!

We know that health is more than just the great clinical care you receive. Knowing that, we offer services to help our members get all the help and support they need. These services can help members to better manage their health and live healthier lives. Best of all, this is free.

Our Population Health staff can help you:

- Get the services and care that you need
- Learn more about your health
- Make a care plan that is right for you

If you have questions or if you would like to join any of the programs, please give us a call at **1-866-827-2710**. You can also email us at **AetnaBetterHealthMDCM@Aetna.com**. Members may leave programs at any time. Learn more: **AetnaBetterHealth.com/Maryland/members/health-management-programs**.

Foster care

Are you expecting a new foster child in your home? This is an exciting time for you, but it may be a very hard time for your foster child.

Be patient and caring every step along the way as your child settles in.

Aetna Better Health of Maryland can help you. We have a dedicated coordinator and special benefits for your foster child. Benefits include helping your child get the necessary doctors' appointments. Our Special Needs Coordinator can be reached at **443-457-5301** or at **AetnaBetterHealthMDSplNeedsCoord@Aetna.com**.

Check out our website

[AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland)

What you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program,

Utilization Management Program and Quality Improvement Program

- Clinical Practice Guidelines

If you do not have internet access, give us a call at **1-866-827-2710** and we can send you the written information as needed.

 **For the latest information on the coronavirus, check out our website at [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland).**

Lead poisoning

Five ways to protect children

It takes work to keep kids safe. But if you're a parent, you know it's worth it. One thing you might not know, however, is that keeping kids safe includes protecting them from lead.

Lead is a poisonous metal that's harmful to kids' health. Years ago — before people knew it was dangerous — it was put in paint. That means that in older housing, kids might come in contact with it.

They may chew on paint chips, or paint may contaminate dust as it breaks down. That dust can get on toys or other things kids put in their mouths.

To protect your family:

1. If your home was built before 1978, ask your health department how to get it tested for lead.



2. Keep kids away from peeling paint or surfaces they might chew on. If your home is being updated, keep kids out until work is complete.
3. Wash children's hands and toys often.
4. Regularly use a wet mop on bare floors. Wipe windowsills and window wells with a wet cloth.
5. All children should be tested for lead between 12 and 23 months old, before they turn age 2.

Sources: Centers for Disease Control and Prevention; National Institute of Environmental Health Sciences

Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately using one of the following options:

- Call Aetna Better Health Member Services:
1-866-827-2710 or
1-855-877-9735
- Notify the Maryland Department of Health,

Office of the Inspector General: **1-866-770-7175** or http://DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx

- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or <https://OIG.HHS.gov/Fraud/Report-Fraud/Index.asp>

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you have the choice to remain anonymous when you make the report. However, it is good to provide as much information as possible — this will assist those investigating the report.

Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties, including sanctions imposed by government entities and exclusion from future participation in Medicaid and any services provided by the state and federal government.

Diabetes Prevention Program

Aetna Better Health of Maryland is offering a Diabetes Prevention Program (DPP) to those who have prediabetes, which is when your blood sugar levels are too high. Prediabetes can lead to heart disease, stroke and type 2 diabetes. The program will have group meetings to teach you how to eat healthy, exercise and deal with stress.

Do you think you qualify?

Contact us at WellnessAndPrevention@Aetna.com, or call **1-866-827-2710** and ask to speak with a case manager.



 A full description of the Rights and Responsibilities can be found in the Member Handbook and on the Aetna Better Health website at AetnaBetterHealth.com/Maryland.

How to file a complaint, grievance or appeal

If you disagree with a provider or Aetna Better Health of Maryland about an adverse benefit determination, this is called a complaint. If your complaint is about a service you or your provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal. You must file an appeal within 60 days from the date that you receive the letter saying we will not cover the service you wanted. Your doctor can also file an appeal for you if you sign a form giving him/her permission.

A complaint about something not related to a service is called a grievance. Examples of grievances include quality of care issues, not being treated fairly by someone who works here or at your doctor's office, or trouble getting an appointment. A grievance can be filed at any time.

To file a grievance or appeal, you can call us at **1-866-827-2710**. Our customer service representatives will assist you with filing a complaint, grievance, or appeal. You will need to confirm the appeal request in writing, unless it is an expedited request. We will send you a simple form that you can sign and mail back. We will assist you in completing the form as needed. For more information about appeals and grievances, see pages 42–45 of your Member Handbook.

Outgrowing pediatrics: When your child is ready for adult health care

You've seen your child pass many milestones, and soon your child will be a young adult. That is a major milestone. Your child will need to switch from pediatric to adult care — and may need to find a new doctor.

Your teenager should consider changing doctors between ages 18 and 21 depending on his or her needs. You can help your child prepare. Make sure he or she knows:

- What kind of health insurance do I have?
- Do I know my medical history?
- What medicines do I take, and why?
- Am I allergic to any medicines?

Make sure your child knows how to talk to a doctor without you being in the room. Talk with your son or daughter about what it means to be in charge of one's own health. Ask your pediatrician for help or we can help you.



Call Member Services for help choosing a new doctor: **1-866-827-2710**.

You can find more information at **GotTransition.org**.

Sources: American Academy of Pediatrics; The National Alliance to Advance Adolescent Health

Affirmative statement about incentives

Aetna Better Health of Maryland makes Utilization Management (UM) decisions based only on appropriateness of care and service and existence of coverage. We do not reward practitioners, employees or other individuals for issuing denials of coverage. Any financial incentives Aetna Better Health of Maryland may provide to UM decision makers do not encourage them to make decisions that result in underutilization of services. We also do not use employee incentives or disincentives to encourage barriers to care and service.

If you have any questions about this statement, please call our toll-free telephone number: **1-866-827-2710 (TTY: 711)**.

Helpful information

Member Services:

1-866-827-2710 (toll-free) 24 hours a day, 7 days a week

Services for Hearing and Speech-Impaired (TTY): Call **711**

24-Hour Nurse Line:

1-866-827-2710 (toll-free) 24 hours a day, 7 days a week

Vision: **1-800-879-6901** (toll-free)

Behavioral Health:

1-800-888-1965 (toll-free)

Dental: Avesis, **1-833-241-4249**

Mailing address:

Aetna Better Health of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090

Interpreter service: You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).


Maryland Medicaid Enrollee Help Line: **1-800-284-4510**

Emergency (24 hours): If you have a medical condition which could cause serious health problems or even death if not treated immediately, call **911**.

Website:

AetnaBetterHealth.com/Maryland

Visit **AetnaBetterHealth.com/Maryland** for the updated pharmacy formulary and latest Member Handbook. For a printed copy of anything on our website, call Member Services at **1-866-827-2710 (TTY: 711)**.

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. 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. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

Nondiscrimination Statement

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email **MedicaidCRCoordinator@Aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and

records of Aetna Better Health of Maryland relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD).**

Complaint forms are available at:

<http://www.HHS.gov/OCR/Office/File/Index.html>.

Such complaints must be filed within 180 days of the date of the alleged discrimination.

Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Medicaid member pharmacy information: You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at **AetnaBetterHealth.com/Maryland**. This can be found under the "For Members" tab, click on "Pharmacy Benefits" then "Formulary Drug List." This will lead you to the Preferred Drug List (PDL). Please note the formulary can change at any time. This is due to the ever-changing world of medicine. If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.

AetnaBetterHealth.com/Maryland

Language accessibility statement

Interpreter services are available for free.

Español/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆነ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስማት ለተሳናቸው: **711**).

العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

Bàsɔ̀̀ Wùdù/Bassa

Dè de nà ke dyédé gbo: ɔ jũ ké m̄ dyi Bàsɔ̀̀-wùdù-po-nyò jũ ni, n̄i à wuɖu kà kò d̄ò po-poò b̄é m̄ gbo kpàa. Ɖá **1-800-385-4104** (TTY: **711**).

中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارائه می‌گردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે.

ફોન કરો **1-800-385-4104** (TTY: **711**).

Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

اردو/Urdu

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ **1-800-385-4104** (TTY: **711**) پر کال کریں۔

Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104** (TTY: **711**).

Yorùbá/Yoruba

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófèṣẹ́, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).