

# wellness & you

## HEALTHY LIVING



### IT'S TIME TO RENEW!

Find out how to renew your coverage by going to [aetna.com/ny23q4-1](https://aetna.com/ny23q4-1) or by calling Member Services at **1-855-456-9126 (TTY: 711)** to speak to our Medicaid Recertification Team.

## Eat healthy during the holidays

With seasonal sweets and treats everywhere, it can be tough to stick to a healthy diet. Use these tips to make smart choices — without sacrificing flavor.

### Choose lighter festive foods

Who says holiday foods have to be heavy? Simply enjoy lighter desserts, such as pumpkin pie or angel food cake with fruit, rather than higher-calorie options like fudge cake or pecan pie.

### Follow the plate method

Use this trick to fill your plate with a balanced meal: Fill half your plate with good-for-you vegetables, a quarter with protein (like turkey or ham) and the last quarter with starch (like mashed potatoes or a dinner roll). Eat slowly and enjoy.

### Keep healthy snacks handy

Carry snacks with you like carrot sticks, nuts or fresh fruit for between-meal munchies. When you aren't hungry, you're less likely to indulge in extra treats.

### Get moving

Don't settle in for a nap after a big meal. Do something active as a family instead. Moving after a meal can help with digestion and lower blood sugar levels. Bundle up for a quick after-dinner walk. It's also a chance to enjoy the festive lights and decorations while you stroll!

# Stick to your medication schedule

Do you sometimes forget a dose or have trouble getting pills down? These tips can help you stay on track with your treatment.

**Have a medication review.**

During your annual visit, your primary care provider (PCP) will review your medications to see if you still need all your current prescriptions.

**Find the lowest-cost options.**

Ask your PCP to prescribe covered drugs whenever possible. And use an in-network pharmacy.

**Pick up a weekly pill organizer.** Try one with

multiple sections for each day. It can help you stay organized, especially if you take many medications at different times of the day.

**Stock up.** You may be able to get up to a 100-day supply of medications you take regularly to help manage conditions. This can mean fewer trips to the pharmacy for refills. Many prescriptions are also available by mail order.

**Choose the easiest form of medication.** Are you among the 40 percent of adults who find it hard to swallow pills?

If so, ask your pharmacist or doctor if there's a liquid version you can try. Or ask if you can crush or split pills to make them easier to swallow.

## The risks of opioids

Opioids are powerful painkillers. They're often used for short-term pain relief for things like injuries or surgery recovery. But they're also highly addictive. Take these steps to lower your risk of addiction or overdose:

- Use the lowest dose for the shortest amount of time.
- Never take more than prescribed.
- Don't take opioids with alcohol.
- Store opioids in a safe and secure place.
- Throw away any unused pills. Ask your pharmacist how to safely dispose of opioids.



## Schedule your annual checkup

Get a head start on the new year! Schedule your annual checkup with your primary care provider (PCP) now.

While you're there, be sure to:

- Get key numbers checked. That includes your blood pressure, cholesterol and blood sugar levels.
- Find out if you're due for any preventive screenings, like for colon or breast cancer.
- Ask if you need any vaccinations, such as the COVID-19 vaccine series or boosters.

Need help scheduling your appointment or finding a PCP? Call Member Services at **1-855-456-9126 (TTY: 711)**.

# 5 ways to get the most out of a health care visit

Use these tips for remembering details, bringing up awkward topics and getting the best preventive care and treatment.

- 1 Make a list.** Before your appointment, write down your health concerns and questions. That way you won't forget anything when you meet with your provider.
- 2 Know your family's medical history.** It can offer clues about health issues you might come up against. If you have a family history of heart disease, for example, it can help guide your provider on which health screenings you might need and when.
- 3 Speak up.** Talking about certain health issues can be uncomfortable. But don't let that stop you from bringing things up. Remember: Your provider has heard it all before, and they want to help you. To do that, they need complete and correct information.
- 4 Bring along a loved one.** Having a friend or family member by your side can be very helpful. They can be a second set of eyes and ears to help you remember details about your visit and to ask questions.
- 5 Record your conversation.** Whether or not you have a buddy with you, you might also want to record your visit. It can help you recall and understand the information your provider gave you. Ask for your provider's permission before you record.

**Opt in to Healthix.** Consenting to Healthix means your care team members can easily share information with each other, improving the quality and safety of your care. Visit [AetnaBetterHealth.com/ny/members/resources/healthix](https://www.aetna.com/betterhealth/ny/members/resources/healthix) to learn more.

**Don't forget to visit the dentist.** Your dental services are provided by LIBERTY Dental Plan. Call them at **1-866-674-0982 (TTY: 1-877-855-8039)**, Monday through Friday, 8 AM to 8 PM. Or call Member Services at **1-855-456-9126 (TTY: 711)**, 24 hours a day, 7 days a week.



### Schedule your flu shot now!



You can get your flu shot at your primary care doctor's office or a local pharmacy or walk-in clinic.

To schedule your flu shot, you can call your PCP or local pharmacy directly. If you need help, call Member Services at **1-855-456-9126 (TTY: 711)** and ask to speak with your Care Manager.

## Flu myths and facts

A flu shot can help keep you and your family healthy this winter. Let's separate fact from fiction.

MYTH	FACT
<b>I'm not at risk for the flu.</b>	Everyone is at risk for the flu. But some factors do increase your risk, including: <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Diabetes</li> <li>• Heart disease</li> </ul> <ul style="list-style-type: none"> <li>• Cancer</li> <li>• History of stroke</li> </ul>
<b>The flu is no big deal.</b>	The flu virus is different than a cold and is often more severe. The flu can also come with serious complications, such as pneumonia, inflammation of the heart or brain, organ failure, and in rare cases, even death. Flu symptoms often come on suddenly and can include: <ul style="list-style-type: none"> <li>• Cough</li> <li>• Fever</li> <li>• Sore throat</li> <li>• Runny or stuffy nose</li> <li>• Headache</li> <li>• Body aches</li> </ul>
<b>The flu shot will make me sick.</b>	Researchers have compared people given flu shots with people given saline (saltwater) shots. The only difference: a little more soreness at the injection site for people who got the flu shot. Any slight reaction is simply your body's immune response kicking in.
<b>It's too late to get a flu shot in January.</b>	Flu season peaks in January and February. But you can still get the flu as late as March or April. It's best to get a flu shot sooner rather than later. But you may still benefit from getting one in late January or early February.

**Have you appointed a health care proxy?** This is someone who can make health care decisions for you in case you can't make them yourself. Talk to your case manager to learn more about health care proxies and how to appoint one.

## Be ready when disaster strikes

You can't control if or when a natural disaster will happen. But you can control how prepared you are for one. These steps can help you get through winter storms, floods, hurricanes and more.

### 1. Know how to get emergency alerts.

Sign up for NY-Alert for real-time updates about weather warnings and other emergency conditions near you. Register at [alert.ny.gov](http://alert.ny.gov) or call **1-888-697-6972**.

### 2. Have an emergency meetup plan.

Make sure you and your family know where to shelter in place in your home. Plan the best escape routes out of your home and designate a meeting place in case you get separated.



### 3. Stock extra food and water.

Keep a few days' supply of extra water and nonperishable food on hand. You'll want at least one gallon of water per person per day. Don't forget food and water for pets too.

### 4. Pack a supplies kit.

Pack these items in waterproof bags and store them in something easy to carry, like a backpack or duffel bag. Considering keeping a kit in both your car and your home.

- Battery-powered or hand-crank radio
- Flashlight
- Extra batteries and power bank
- First aid kit
- Whistle
- Face masks
- Plastic sheeting and duct tape
- Wet wipes and garbage bags
- Wrench or pliers
- Can opener
- Local maps
- Cell phone charger
- Prescription medicines

Visit [Ready.gov/plan](http://Ready.gov/plan) for more preparedness tips.

## Overcoming barriers to good health

Good health isn't just about healthy habits and following doctor's orders. Other things in your environment and upbringing can also have an impact on your health. These are called social determinants of health.

They include things like:

- Safe housing and neighborhoods
- Access to transportation
- Education, job opportunities and income
- Access to healthy foods and activity opportunities
- Clean air and water
- Language and reading skills

The less access you have to these things, the higher your odds of developing a chronic condition or other illness.

If factors like these are getting in the way of your well-being, Aetna Better Health of New York is here to help. Your dedicated care manager can help connect you to local resources that can help you overcome these barriers.

To get started, call Member Services at **1-855-456-9126 (TTY: 711)**.

## 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

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.

## 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)**.

**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.

**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)**.

**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)**。

**ARABIC:** ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو عل **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)**.

**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.

**AMHARIC:** ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በእርስዎ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104 (TTY: 711)** ይደውሉ።

**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۔

**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)**.

**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)**.

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

**GERMAN:** ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

**BENGALI:** লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104 (TTY: 711)** নম্বরে ফোন করুন।

**KRU:** TŪ DE NĀ JĪĒ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-â win kwa cetiyɔ+ ne-là, i belè-ò bi má-ò mû bò kò putu bò. Dà nobâ nè ê nea-ò ñ-â jié jipolê katèh je ná kpòh, mòò **1-800-385-4104 (TTY:711)**.

**IGBO (IBO):** NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104 (TTY: 711)**.

**YORUBA:** ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ ipèsè èdè ti wá ní lẹ fún ọ lófèfè, pe nọnbà tí ó wà lẹyìn káàdì idánimọ rẹ tàbí **1-800-385-4104 (TTY 711)**.



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<Recipient's Name>  
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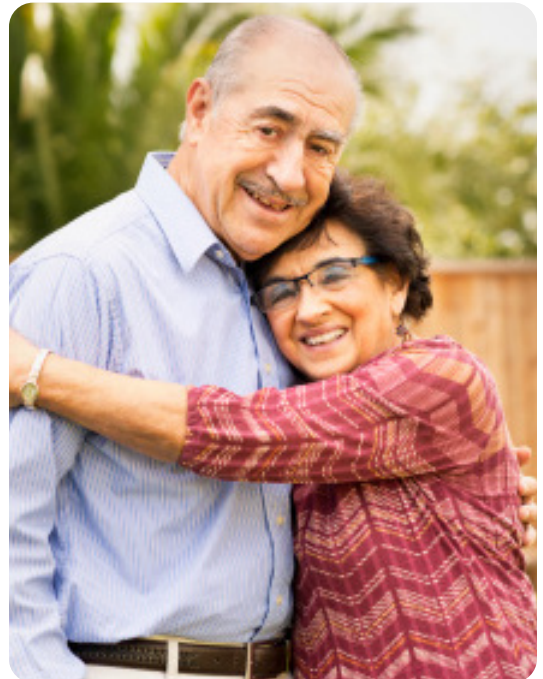
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HEALTHY LIVING

# Get screened

These cancer screenings can detect common cancers early, when they are easier to treat.

- ✔ **Colon cancer.** You should get screened starting at age 45 with a colonoscopy or fecal test. Talk to your doctor about which test is right for you.
- ✔ **Cervical cancer.** Women should get a Pap test or HPV test every 3 to 5 years.
- ✔ **Prostate cancer.** If you're over 55, talk to your doctor about whether you should be screened.
- ✔ **Breast cancer.** Women should get a mammogram (a breast X-ray) every 1 to 2 years, starting at age 40.
- ✔ **Lung cancer.** If you are over 50 and are a current or former smoker, talk to your doctor about getting screened.



**Don't risk a gap in your Medicaid coverage.** Find out how to renew your Medicaid coverage by going to [aet.na/ny23q4-1](https://aetna.ny23q4-1) or by calling Member Services at **1-855-456-9126 (TTY: 711)** to speak to our Medicaid Recertification Team.