



Your rights and responsibilities

As an Aetna Better Health member, you have certain rights and responsibilities. To access “Member Rights and Responsibilities,” visit www.aetnabetterhealth.com/illinois/members/premier/rights. On that page, you’ll find the “Rights & Responsibilities” section, where you can view a page detailing what you can expect from Aetna Better Health and what we expect from you. If you’d like us to mail you a printed copy of your rights and responsibilities statement, just call Member Services at **1-866-600-2139** (toll-free), 24 hours a day, 7 days a week. TTY Relay Illinois 7-1-1 to request a copy or help in getting this information in another language.

One plan for your Medicare and Medicaid benefits

You want to be your healthiest. And we want to help. Managing your health care doesn’t need to be hard. That’s why we designed Aetna Better Health Premier Plan (Medicare-Medicaid plan) to be convenient for you.

Because we manage both your Medicare and Medicaid coverage, you only have to work with us. Together with you, we take care of it all. This includes your dental, vision and mental health benefits, among others. You carry one ID card, and you have one place to go when you have questions.

We want you to be informed about your health care. That means in each newsletter we will have articles that discuss different topics about health. These topics will be answers to questions you may have about your benefits.

If you do have questions about your plan, you can call Member Services at **1-866-600-2139** (toll-free), 24 hours a day, 7 days a week. TTY Relay Illinois 7-1-1. Or you can call your Care Manager at **1-866-600-2139**.

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Winter wellness for body and mind

For many, winter is a great season. For those struggling with trauma, it can be an emotional roller coaster.

For some, stress can be caused by fewer hours of daylight and a lack of sunshine during the winter. This can trigger symptoms of depression or seasonal affective disorder (SAD). For those who have had a trauma, the winter blues can worsen. It might be because the season reminds them of the trauma.

For some, the days from Thanksgiving to Valentine's and beyond are a reminder of a loss or of change. Others may not be in contact with their families because of distance or maybe because of trauma.

What is trauma? Trauma can be described as the emotional response to a terrible event like an accident or disaster. This response can include many symptoms like sadness, fear and social withdrawal.

Below are some suggested techniques to deal with triggers of trauma.

Ask for help

Use the support around you. Friends or family can be a support. You can also get help from a provider.

Practice mindfulness

This can mean paying attention to what's happening in the present, at this moment.

This can mean identifying and expressing emotions in a healthy way. You can be aware of your emotions. This can help you choose how to express them. For some, this might include creating a script of what to say. For example, when asked about your plans for any holiday, weekend or evening, you can choose to say "I am planning to spend a quiet night at home." That may mean that you plan to watch movies and order pizza. It's up to you and your needs!

Practice relaxation

This can help you stay in control of anxiety. Examples of relaxation are deep breathing, muscle relaxation and guided imagery. Guided imagery is when you imagine different scenes that can relax you. You can include all of your

senses. You can imagine how it might taste, smell and feel. Try to take a deep breath while imagining you are relaxing on a beach. Think about every detail: How does the ocean air smell? How does the warm sand feel between your toes? What tastes are there? Get lost in your mini vacation. This can help you relax.

Practice positive self-esteem

Be good to yourself and congratulate yourself for your accomplishments—all of them. On some days you may want to treat yourself for simply showing up and doing your best. Remember to try to avoid negative self-talk. This can be things you say to yourself, like: "Why did you just say that? You are so stupid." Use positive statements like "I can do this" and "I am strong."

Ask for help

Use the support around you. Friends or family can be a support. You can also get help from a provider. Aetna

Better Health of Illinois offers a mental health crisis line 24 hours a day, 7 days a week, through the member services line at **1-866-212-2851** (Integrated Care Program) and **1-866-600-2139** (Premier Plan). If you are experiencing a life-threatening emergency, call 911.

No matter what your plans are for the winter, the most important thing is to focus on what you enjoy. Remember, choose a way to lead the life that's best for you.

This article was brought to you by Hartgrove Behavioral Health System. They provide psychiatric treatment for children, adolescents, and adults. In addition, they offer therapies for youth with problems related to traumatic brain injury or neuropsychiatric syndromes. You can find out more about their trauma focused care available 24 hours a day, 7 days a week by calling **773-413-1720**.



Take your best shot

It's not too late to get the flu vaccine

Even though this year's flu season is in full swing, you can still help protect yourself from the flu if you get the vaccine now. As always, your best defense against the flu is to get a flu shot.

Who needs it?

The Centers for Disease Control and Prevention recommends that everyone 6 months and older be vaccinated against the flu.

It's especially important that people at high risk for getting complications from the flu—such as pneumonia—get the vaccine.

That group includes kids younger than 5 years old; adults 65 and older; pregnant women; and people who have chronic health conditions, such as asthma, diabetes or heart disease. Anyone who lives with or is in close contact with someone on that list should also make getting the vaccine a priority.

And there's good news for people who previously could not get a flu shot because they're allergic to eggs, which are used to manufacture vaccines. A flu vaccine called Flublok, which is made without using eggs, has been approved by the U.S. Food and Drug Administration for adults 18 through 49.

It takes several weeks for the flu vaccine to take effect. And since flu season can continue until May, the sooner you get your shot the better.

What else can you do?

Even if you've had your flu shot, you should take these steps to avoid the flu virus:

- Wash your hands often with soap and water, or use an alcohol-based hand cleaner.



- Try not to touch your eyes, nose or mouth.
- Stay away from sick people.

It's also important to minimize the spread of germs to others. Cover your nose and mouth with a tissue when you cough or sneeze, and throw the tissue away. If you get sick with a flu-like illness, stay home until your fever has been gone for 24 hours without taking a fever-reducing medicine.

Everyone
6 months and
older should
be vaccinated
against the flu.

Can we help?

As flu and cold season is on its way, it is important to think about getting a flu vaccine (flu shot). The flu shot is a covered

benefit and is available to you as an Aetna Better Health member. It can help protect you against infection and can help you to stay healthy by lowering your chances

of getting pneumonia or of hospitalization for the flu. You can talk with your doctor about where to get the flu

shot, including pharmacies where you can get the flu shot. Or you can call your Care Manager or Member Services at **1-866-600-2139**.

Diabetes

You're in control

Diabetes is a disease that is caused by too much sugar (glucose) in the blood. Blood glucose is the main type of sugar that is found in your blood. It gives your body energy. Glucose (sugar) is moved through the body by a hormone called insulin. When insulin does not work the way it should or your body does not create enough insulin, the sugar (glucose) in your body will begin to build up in your blood. At this point, the sugar is not moving through your blood and is causing your blood glucose (sugar) levels to rise. The rise in your blood sugar levels can cause diabetes. Visit your doctor or a specialist, or talk with your care manager for more information on how to take steps to take control of your diabetes.

Exam(s)

Diabetic eye exam (retinal exam): Talk to your doctor about getting your eyes tested by an eye doctor. Your doctor can do a basic eye exam,

but it is important to see an eye doctor so he/she can look at the back of your eyes and check the fluid in your eyes. Getting this done early can help prevent vision loss and eye diseases in the future.

Screening(s)

Kidney screening (nephropathy): Kidney disease is one disease that is caused from diabetes. There are two tests that screen for kidney disease that should be done at least once a year. Contact your doctor or specialist to learn the benefits of staying up to date with your screenings.

Blood test (HgA1c)

Did you know you can keep track of how well you are controlling your diabetes? The hemoglobin A1c test is a blood test that shows you the average of your blood sugar. Please talk with your doctor or a specialist to learn more about it.

You can talk with your care manager for more information on how to take steps to take control of your diabetes.



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.

Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have.

Aetna Better HealthSM Premier Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document in Spanish, or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139** and TTY/TDD is **711**, 24 hours a day, 7 days a week. The call is free.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better HealthSM Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better HealthSM Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

Contact us

Aetna Better HealthSM Premier Plan, 333 W. Wacker Drive, Suite 2100, MC F646, Chicago, IL 60606.

24 hours a day
Member Services: **1-866-600-2139**
www.aetnabetterhealth.com/illinois

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