

AETNA BETTER HEALTH® OF OHIO

a MyCare Ohio plan



A plan for safety

If someone is putting your safety at risk, there are steps you can take to plan for your safety.

Some may seem obvious now, but you may need to leave quickly. Stress and panic can keep you from thinking clearly during that time. Having a good safety plan will help protect you. Both now and after you leave.

Consider these steps:

Make a plan to leave. If you have kids or pets, take them with you.

Pack a bag. Have a change of clothes for yourself and your kids. Don't forget bathroom items. Keep the bag at a trusted friend's house.

Plan for a quick escape. Hide a set of car keys. Know exactly where you will go. Remember your driver's license; cellphone; and medication, if any.

Take money. If possible, take cash, your credit and ATM cards, and checkbooks.

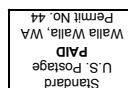
Bring important papers like:

- Medical records

- Important documents, like birth certificates, Social Security cards and your marriage certificate
- Bank account information

If you are in immediate danger, though, leave without these items.

For extra security, consider asking the police to escort you when you leave.



Coping with a behavioral health crisis

A crisis is any situation in which a person's behaviors puts them at risk of hurting themselves or others and/or when they are not able to resolve the situation with the skills and resources available.

Possible causes of a mental health crisis:

- Increased stress
- Physical illness
- Problems at work or at school
- Changes in family situations
- Trauma/violence in the community
- Substance abuse

While there are triggers and signs, a crisis can occur without warning.

It can occur even when a person is following their treatment or crisis prevention plan and using techniques learned from mental health professionals.

Warning signs of a mental health crisis can include:

- Changes in a person's behaviors
- Unusual reaction to daily tasks
- Increase in stress level
- Change in daily living skills and activities
- Rapid mood swings
- Increased agitation
- Displaying abusive behavior
- Loss of touch with reality
- Isolation from school, work, family or friends
- Unexplained physical symptoms

Aetna Better Health of Ohio has supports in place if you find yourself experiencing a mental health crisis.

A 24-hour behavioral health crisis line is available to you staffed with licensed health care professionals with expertise in crisis intervention. Information can be found on the back of your insurance card. If you find yourself needing help, please contact **1-855-364-0974**, option **9** for the crisis line.

Other options include contacting your Aetna care manager or your outpatient counselor and, in an emergency, calling 911 or going to your nearest emergency room.

Interpreter services: Just ask!

To get the best possible health care, it's important that you and your provider can speak to each other clearly. But what if your

provider doesn't speak the language you know best? We can help.

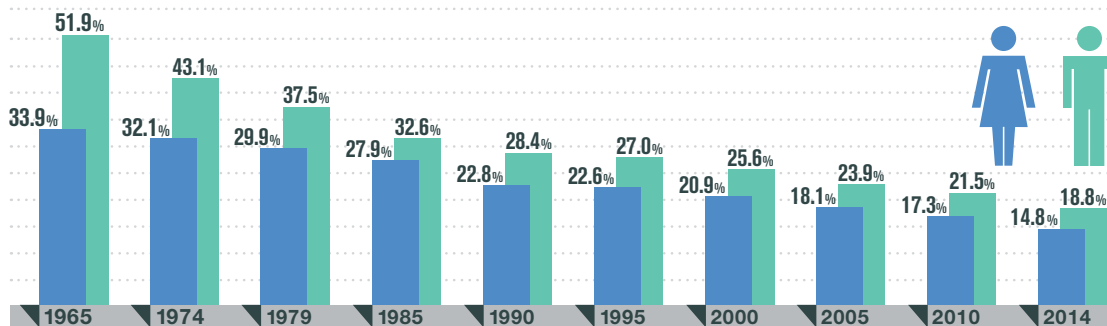
Member Services can:

- Find a provider who speaks your language

- Plan for an interpreter to be with you at your appointments
- Provide an interpreter for phone calls with your provider

For more information, you can call Member Services at **1-855-364-0974** (TTY: 711).

SMOKING IN THE USA A LOOK AT SMOKING RATES IN AMERICAN ADULTS



A DEADLY HABIT

THERE ARE MORE THAN

480,000

DEATHS A YEAR FROM SMOKING

278,544

DEATHS AMONG MEN

201,773

DEATHS AMONG WOMEN

Source: Centers for Disease Control and Prevention

JOIN THE RANKS OF FORMER SMOKERS. Thousands of Americans have quit for good—and you can too! Call us at **1-855-364-0974** (TTY: 711) to learn more about our smoking cessation programs.

Need a ride?

Sometimes getting to your doctor's appointments can be a challenge—and so can getting to places like the grocery store, hair salon, library or movie theater.

Did you know that if you have elected to have your Medicare and Medicaid benefits administered by Aetna Better Health of Ohio, you receive a special transportation benefit that will take you to any plan-approved location you want to go to? Plan-approved locations include:

- Any health care provider office (doctor's offices, labs, hospitals, etc.)
- Grocery stores
- Pharmacies
- Libraries
- Barbershops/hair or beauty salons
- Business offices
- Movie theaters
- Sporting events
- And many more

Aetna Better Health of Ohio Medicare and Medicaid members receive 30 round-trips (or 60 one-way trips) per year. Simply call Aetna Better Health of Ohio Member Services at **1-855-364-0974**, option **1** (TTY: **711**), three days before your appointment to schedule a ride to come pick you up.



If you are experiencing an emergency, please call 911.

If you only receive your Medicaid benefits through Aetna Better Health of Ohio and your Medicare benefits through traditional Medicare, you can choose to receive all of your health care coverage under Aetna Better Health of Ohio any time you wish. To learn more, call **1-855-364-0974** (TTY: **711**), 24 hours a day, 7 days a week or visit our website at **www.aetnabetterhealth.com/ohio**.

Flu season and you

As a member of Aetna Better Health of Ohio, you are entitled to an annual flu shot at no cost to you.

Every flu season the virus changes, and getting your flu shot every year is the most effective way to protect yourself. This is especially true if you

are over the age of 65, because your immune system does not fight off germs as well as a younger person's immune system would.

Flu season has already started, but that does not mean it is too late to call

your doctor and schedule your flu shot.

For more information regarding flu shots, other immunizations and your benefits call us at **1-855-364-0974**, option **1** (TTY: **711**), 24 hours a day, 7 days a week.

Stay up-to-date on what's covered

The Centers for Medicare & Medicaid Services (CMS) sometimes change coverage rules for a benefit or service. When this happens, CMS issues a National Coverage Determination (NCD).

NCDs tell us:

- What's covered
- What's changing
- What Medicare pays

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit **www.aetnabetterhealth.com/ohio**. Then go to "For Members," "Aetna Better Health of Ohio (Medicare-Medicaid)," and "Member Materials and Benefits."

You can also visit **www.cms.gov** for more information. Once on the website, click on "Medicare" then type "National Coverage Determination" in the search box. Or call us at the number on your member ID card.

Doctor search

Make the right choice

Everyone needs a primary care provider. That's the doctor, nurse practitioner or physician assistant who sees you for checkups and also when you get sick. He or she gets to know you and your health history—and can help you stay well. Think of your primary care provider as your partner in health.

If you don't have one yet, it's time to start your search. It isn't always

easy finding a provider who's just the right fit for you. Keeping these questions in mind as you search could help you make the right choice:

- Does the provider accept your insurance?
- Is the provider accepting new patients?
- How far from your home or work is the provider's office?
- Is there parking available?
- Do the office hours work for you?
- If the provider is away or booked, who would you see?
- What hospital does the provider work with? Is it close to you?

- What if you need to talk to your provider outside of office hours?
- How quickly can you get an appointment? Are same-day appointments available?

You may meet with several providers before making a choice. But it's time worth taking—for your health's sake.

Sources: American Academy of Family Physicians; U.S. Department of Health and Human Services

Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

Limitations and restrictions may apply. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974** (TTY: **711**), 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook.

Benefits may change on Jan. 1 of each year.

You can get this information at no cost in other languages. Call **1-855-364-0974**

(TTY: **711**), 24 hours a day, 7 days a week. The call is at no cost.

Puede obtener esta información en otros idiomas de manera gratuita. Llame al **1-855-364-0974** y TTY al **711**, 24 horas al día, 7 días de la semana. Esta llamada es gratuita.

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.

Aetna Better Health® of Ohio, a MyCare Ohio plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this information at no cost in other languages. Call **1-855-364-0974** or TTY: **711**, 24 hours a day, 7 days a week. The call is at no cost.

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 Health® of Ohio Member Services at **1-855-364-0974** or read

the Aetna Better Health® of Ohio 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.

Models may be used in photos and illustrations.

Contact us

7400 W. Campus Road,
New Albany, OH 43054

1-855-364-0974

TTY: **711**

www.aetnabetterhealth.com/ohio

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