

HELLO to HEALTH

AETNA BETTER HEALTH® OF MICHIGAN
YOUR MICHIGAN MEDICAID HEALTH PLAN

Right care, right time

Well-being and you

Mom and baby care

COVID-19 resources

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Hello there,

Welcome and thank you for choosing Aetna Better Health of Michigan as your Michigan Medicaid health plan. Your plan is local, so we're right here with you in Michigan. And as you seek care, keep in mind you have a large network of health care providers. This means more options as we join you on your health care journey.

Some of your benefits include:

- General and specialized care (no referrals needed)
- Preventive dental care for Healthy Michigan members
- Preventive dental care while pregnant and after delivery
- Vision care
- A 24-hour nurse line
- Wellness exams
- Pharmacy services
- Care for mothers, before and after delivery

For a full listing of your benefits, rights and responsibilities as a member:

- View your Member Handbook at **[AetnaBetterHealth.com/Michigan](https://www.aetna.com/michigan)**.
- Get a copy of your Member Handbook by calling **1-866-316-3784 (TTY: 711)**, Monday through Friday, 8 AM to 5 PM.

We're here to help, wherever your journey takes you. Just let your health goals lead the way.

To your health,

Teresa Smith, *Chief Executive Officer*
Aetna Better Health® of Michigan



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All for you

Benefits and plan perks
you won't want to miss



Earn rewards for health and wellness

Did you know you can earn gift cards for taking steps toward better health? It's easy. Just complete some basic health screenings or actions, like:

- Care for mothers, before and after baby's delivery
- Screenings for breast and cervical cancers
- Diabetes care management and lab tests
- Vaccines for kids
- Lead testing for kids
- Checkups for all ages



Call the 24-hour nurse line for health advice

If you or your family need health advice, simply call **1-866-316-3784 (TTY: 711)**. Then listen for the nurse line option. Nurses are always ready to help.



Get a ride to all your planned health care visits

If you need a ride, just call **1-866-316-3784**. Be sure to call at least three days before you need it.



Get help from a care coordinator

Need help making a plan to live a healthier life? You got it. Ask questions about your health conditions, treatment and a lot more. Just call **1-866-316-3784 (TTY: 711)**.



Manage your health on the go with the mobile app

Now it's easy to find a doctor, see your handbook, check claims, order a new ID card and review your medicines. Just download the free mobile app. Search for "Aetna Better Health" in the:

- Apple® App Store® for iPhone® and iPad® devices
- Google Play™ store for Android™ phones and tablets

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Right care, right time to call your doctor

Save time and stress — know when to call your primary care provider, go to urgent care or go to the emergency room

We've all been there — feeling sick or in pain but not knowing who to call or where to go. Whether it's for an illness or an accident, the right care can save you time and stress.

Not sure about the care you need? Just call our 24-hour nurse line at **1-866-316-3784 (TTY: 711)**. In a true emergency, dial 911.

Know before you go

There may be a time when you have a health problem that your PCP can't treat alone and you need to see an in-network specialist. Your PCP can refer you to a specialist when needed.

Sometimes, certain services or procedures require prior authorization. If so, your doctor will send us a request. Then we must approve the request before you can receive care.

As a reminder, you don't need a referral from your PCP or prior authorization to get emergency services.

When to call your PCP about your child's fever

Fever is a sign that the body is fighting an illness or infection. If your child has a fever, check in with your doctor (refer to the chart here for guidelines). It's best to keep them home from day care or school. And avoid giving aspirin to anyone younger than 18 years of age.

| Age | Sign and symptoms |
|-------------|---|
| 0–3 months | 100.4 F or higher (taken through the rectum or digitally). Call their pediatrician. At this age, a fever might be one of the only signs of a serious illness. |
| 3–6 months | Above 102 F (taken through the rectum or digitally). Call their pediatrician. They may have to check your child to find the cause of the fever. Up to 102 F (taken through the rectum or digitally). It's best for your child to rest and drink fluids. But if their fever lasts more than 24 hours, or they're irritable, sluggish or uncomfortable, call their pediatrician. |
| 6–24 months | Above 102 F (taken through the rectum or digitally). Use medicine like Tylenol® or Motrin® to lower the fever. Check with their pediatrician if you're unsure about how much to give. If their fever doesn't go down with medicine or lasts more than three days, call their doctor. |
| 2–17 years | 102 F and above (through the rectum or digitally for children 3 and under; through the mouth or digitally for children older than 3). It's best for your child to rest and drink fluids. But if their fever lasts more than three days, or they're irritable, sluggish or uncomfortable, call their pediatrician. |

No matter how old your child is, call their doctor right away if they have:

- Fever of 104 F and above
- Bad headache
- Repeated vomiting or diarrhea
- Stiff neck
- Severe ear pain
- An unexplained rash

As a parent, you know your child best. So it's important to always call their doctor if you have any concerns about their health.



Call your PCP for preventive care

Try to keep up with your preventive care. Checkups and screenings are the best way to keep you healthy. Learn more on page 14.



Think of your PCP for most of your needs

Your PCP can treat many health issues at an office visit. If it's after hours, try calling anyway. They may have an answering service that can direct you to a provider on call. Telehealth visits are covered. Contact your PCP to find out if it's the right option for you, especially during the pandemic. Be sure to follow up with your PCP after an ER or urgent care visit.



Use urgent care for non-emergencies when you can't see your primary care provider (PCP)

What if you have an urgent health concern? It's not a true emergency, but you can't see your PCP right away. This is the right time to use an urgent care or after-hours center. Colds, flu and earaches are some examples.

Urgent care can save you time and money. In fact, most people are in and out in less than an hour.



Choose the ER for life-threatening emergencies only

A true emergency is the right time to use the ER. Chest pain, nonstop bleeding, broken bones, seizures and overdose are good examples.

where to go for care

If you don't feel well and your PCP's office is closed, call the office anyway. You may be able to reach a provider on call. You can also go to the nearest urgent care or after-hours centers.

| Urgent care | ER or call 911 |
|--|---|
| <ul style="list-style-type: none">• Allergies• Bronchitis• Sinusitis• Colds and flu• Sore throats• Diarrhea• Earaches• High blood pressure• Lower back pain• Minor cuts and burns• Minor bruises and rashes• Minor eye injuries• Most headaches• Some infections or low-grade fevers• Sports injuries• Sprains• Nausea and stomachache (not usually emergencies)• Throwing up | <ul style="list-style-type: none">• Severe burns or wounds• Severe allergic reactions• Severe, sudden or unusual headache• Broken bones• Chest pains or pain in arm or jaw• Childbirth labor (when there is no time for safe travel to a hospital)• Choking or breathing problems• Danger of losing limb or life• High fever with headache or stiff neck• No ability to move• Nonstop bleeding or throwing up blood• Passing out (blackouts) or seizures• Poisoning or drug/medicine overdose• Suicide attempts• A broken natural tooth• A permanent tooth falls out• Very bad pain in the gum around a tooth, with fever |

These aren't complete lists. Call the 24/7 nurse line if you're not sure about the kind of care you need: 1-866-711-6664 (TTY: 711)

PCP phone/address:

Preferred urgent care phone/address:

Preferred ER phone/address:

WHAT TO KNOW ABOUT COVID-19

A new virus causes COVID-19. Here's information to help you stay safe and healthy.

To maintain you and your family's health continue to follow the CDC guidelines:

- **Stay home if you don't feel well.** This is one of the most important things we can do to prevent transmission or any illness.
- **Stay up to date on vaccines.** The CDC continues to strongly encourage vaccination as the safest and best way to protect ourselves—especially our highest-risk patients and populations—against death and serious outcomes from COVID-19.
- **Consider wearing a mask** if you live or work in an area with high COVID-19

Community level, if you are not already required to do so under federal, state, or local mandates. Visit www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html to know the level for your community.

- **Wash your hands regularly.**
- **Take a COVID-19 test** if you have any symptoms, were exposed to COVID-19 or if you are going to an indoor event or gathering.

Get answers

to your questions about vaccines

Do you have questions about vaccines (shots)? Many parents do. First, here are some common words that you may hear from your doctor:

- **Immunity:** protection from a disease
- **Vaccines or shots:** medicines that work with your immune system to create immunity to a disease
- **Vaccination:** the act of giving a vaccine to create immunity
- **Immunization:** the act of making someone or something immune or the state of being immune

Feel good about vaccines

You can feel confident that vaccines are safe and work well to prevent disease. These medicines can and do save lives. Serious side effects from vaccines are very rare. This is because scientists, doctors and other health care professionals do a long and careful review before vaccines get approval for use.

Help keep your family and friends healthy

Many diseases that threatened health and life are now gone or well in control due to safe and effective vaccines. But even today, kids still get diseases like measles and whooping cough (pertussis). You can prevent these diseases and others when your kids get all the vaccines their doctor recommends. This protects not only your kids, but other members of your family, as well as your friends and community.



Get a personal vaccine schedule for your child

You can get a schedule for your child from birth to age 18. Just visit [CDC.gov/vaccines/childquiz/](https://www.cdc.gov/vaccines/childquiz/). Then enter your child's birthday and choose "Get Schedule."

Talk with your doctor about these vaccines and what your kids need to stay healthy. Visit [CDC.gov/vaccines/vac-gen/common-faqs.htm](https://www.cdc.gov/vaccines/vac-gen/common-faqs.htm) to learn more.



Pediatric Sickle Cell Disease

Care management is available to support you and your family with this manageable condition

Make sure you're talking to your child's pediatrician about diagnosis, treatment and follow up. The CDC recommends the following:

- Discuss with your child's pediatrician the use of antibiotics and hydroxyurea
- Call your child's pediatrician and seek medical attention if your child has a fever over 101.3
- Talk to your child's pediatrician about screening tests by age 10
- Talk to your child's pediatrician about an annual screen with Transcranial Doppler and vaccinations
- Talk to your child's pediatrician about screening for hypertension and respiratory problems

Here are other ways to help your child stay healthy including avoiding the following triggers:

- Cold temperatures
- Dehydration
- Exhaustion
- Overexertion
- Asthma
- Smoking
- Consumption of alcohol

Make sure you discuss with your pediatrician ways to prevent infections:

- Vaccination: Flu, Pneumonia, Meningococcal
- Hand hygiene
- Clean food prep
- Stay home when sick

PREVENTIVE CARE STARTS NOW

SCREENINGS

FOR AGES IN MEN, WOMEN OR BOTH*

Men

Abdominal aortic aneurysm

Ages 65–75: One-time screening if you've ever smoked.

Prostate cancer

Ages 55–69: Talk to your PCP about the benefits and risks.

Sexually transmitted diseases (STDs)

All men: Talk to your PCP about screening based on sexual activity and risks.

Women

Breast cancer

Ages 50–74: Screening mammograms every other year.
Ages 40–49: Talk to your PCP; normally every other year.

Cervical cancer

Ages 21–29: Pap test every three years.
Ages 30–65: Pap test with human papillomavirus test every five years or Pap test only every three years.

Chlamydia and gonorrhea

Ages 24 and younger: For sexually active women.
Ages 25 and older: For sexually active women at increased risk for infection.
All women: Talk to your PCP about STD screenings.

*These are general recommendations. If you're at high risk or have a history of disease, ask your PCP about screenings.

It's important for you to see your primary care provider (PCP) for a checkup every year. Men, women and children need regular preventive care. This will help catch any problems early, when they're easiest to treat. It can also give you peace of mind.

We know life gets busy. But making time to take care of yourself and your loved ones is well worth it. So make your appointment today.

It's easy to find a PCP

Just visit **[AetnaBetterHealth.com/Michigan/find-provider](https://www.aetna.com/Michigan/find-provider)**. Or call **1-866-316-3784 (TTY: 711)** if you need help.

| SCREENINGS | FOR AGES IN MEN, WOMEN OR BOTH* |
|---|--|
| | Men and Women |
| Colorectal cancer | Ages 50–75: Screening to find polyps and cancer. Ages 76–85: You can choose to screen based on your health and history. |
| Depression | All adults, including pregnant women or those who have just given birth: Screening to ensure correct diagnosis, effective treatment and follow-up. |
| High blood pressure | Ages 18 and older: Blood pressure check at annual checkup if you don't already have high blood pressure. |
| High cholesterol | Ages 9–11: Blood tests at least once. Ages 17–21: Blood tests at least once. Ages 40–75: Blood tests to check cholesterol and triglycerides when you have a 10-year heart-related event risk of 10 percent or more. |
| Human immunodeficiency virus (HIV) | Ages 13–64: Testing at least once. For anyone who has unsafe sex or shares needles: Testing at least once a year — ask your PCP if you need more often. |
| Obesity | All adults |
| Type 2 diabetes | Ages 40–70: Screening for abnormal blood glucose if you're overweight/obese but have no other symptoms. |
| Dental cleaning | All adults: Every 6 months. Regular dental cleanings can prevent gum disease in adults. |



Keep kids safe from lead

You may have heard about the dangers of lead. And it's important to know so you can keep your family healthy.

Lead poisoning can affect learning, development and behavior, and even cause serious health problems.

Most kids with high levels of lead in their blood have no symptoms. That's why it's important to start testing before your child turns two years old. Keep in mind — we cover this testing.



LEARN MORE ABOUT LEAD

[CDC.gov/nceh/lead/tips/sources.htm](https://www.cdc.gov/nceh/lead/tips/sources.htm). (Centers for Disease Control and Prevention)

LEAD TESTING FOR KIDS

- Babies at both 12 and 24 months old
- Kids less than 6 years old who have never been tested before
- Kids up to 6 years old who have been exposed to a known or suspected lead source

Stay safe with these tips

IN YOUR HOME

- Talk to the landlord or local health department about testing your building for lead-based paint if you live in or visit a building built before 1978.
- Clean floors and other surfaces regularly. Use warm water and an all-purpose cleaner.
- Keep your work clothes away from your family's clothes. Shower and change your clothes before coming home if your workplace produces lead dust or dirt.
- Take off your shoes before entering your home.
- Learn how to remove lead safely: **[EPA.gov/lead](https://www.epa.gov/lead)**.

ON TOYS

- Wash toys often.
- Teach your kids to wash their hands with soap and water after playing and before eating.
- Don't buy toy metal jewelry.
- Remove recalled toys: Go to **[CPSC.gov](https://www.cpsc.gov)** for information.

IN FOOD

- Use cold water for drinking, making baby formula and cooking.
- Serve foods that have calcium, iron and vitamin C, like yogurt, green leafy vegetables and beans.
- Avoid eating candy or spices from other countries, as they may contain lead.



**Give your baby
a healthy start**

If you're pregnant or thinking about becoming pregnant, it's important to take care of yourself and your baby — right from the beginning. Things like seeing your doctor, eating right, taking vitamins and exercising may all help you have a healthy pregnancy and baby. And getting the right care early on may help you avoid some medical problems, like having a low birth weight baby.

What you should know

Low birth weight (LBW) is when a baby is born weighing less than 5 pounds, 8 ounces. It's a major risk factor for death and disease for newborn babies. Babies with LBW have a higher risk of health problems as adults, including depression, being overweight, high blood pressure, diabetes, heart disease and vision problems.

The Michigan Department of Health & Human Services states that the percentage of babies born with LBW has grown less than 0.5% since 2001. But in 2019, Michigan ranked 8.8% above the U.S. average for LBW babies.

LBW is also a major cause of infant death before 28 days. In Michigan, for every 1,000 babies born, almost 7 die by age 1. Infant death rates are higher for certain racial and ethnic groups. For example, the infant death rate for African American and American Indian babies is more than twice that of white babies.

Here are some tips for a healthy start. And ways to lower the risk of having a baby with low birth weight.

- Take a multi-vitamin with folic acid every day. (Check with your doctor first.)
- Wait 18 months after having a baby before your next pregnancy.
- Go to the doctor as soon as you think you're pregnant.
- Keep your doctor appointments, even if you feel fine.
- Get care for health conditions, like high blood pressure, diabetes and thyroid problems.
- Ask for help if you're stressed. Worrying about your health and well-being may be the kind of stress linked to preterm (early) birth. We have many resources to help you with having a healthy pregnancy and baby. Call us at **1-866-316-3784** for more information.
- Don't smoke, drink alcohol or use drugs. And ask your doctor about treatment programs, if needed.
- Try to keep a healthy weight. Include fresh fruits and vegetables in your diet and stay active.
- Ask your doctor if progesterone shots or low-dose aspirin are a good idea. This may help if you've had a previous premature birth.
- Work with your doctor and talk about what's best for you and baby.



Keep smiling

Care for your mouth
and whole body

Care for your mouth and whole body

Your oral health affects your whole body. Without good dental care, bacteria in your mouth can lead to infections like tooth decay and gum disease. These bacteria can spread to other parts of your body through your bloodstream, causing heart problems, or in pregnancy, premature birth.

Certain health conditions can also affect the health of your mouth. Be sure you're getting great dental care — for both a bright smile and a healthy body. See your dentist today for these covered dental services. **(You don't need a referral to see a dental provider in your network.):**

- Two routine/preventive visits each year
- X-rays, fluoride treatments and cleanings
- White and metal fillings
- Root canal treatments
- Bridges and partial/full dentures

- Extractions
- Orthodontics up to age 21, when you meet the criteria
- Implants to help hold full dentures to the jaw

Brush the right way

Gently brush your teeth for at least two minutes twice a day. To help you brush long enough, listen to a favorite two-minute song. Or visit [MouthHealthy.org/en/kids-brushing-playlist](https://www.mouthhealthy.org/en/kids-brushing-playlist) for some fun songs for kids. You'll want to use fluoride toothpaste and a toothbrush with soft bristles.

Care for your toothbrush and don't share it with anyone. Rinse it after each use and store it in an upright position. Be sure to replace your toothbrush every three to four months.

Find the right dental provider for you

| | |
|---------------------------------|---|
| Children (up to age 20) | Get dental care through Healthy Kids Dental Coverage. Just call 1-800-482-8915 . |
| Pregnant women | Get dental care through Aetna Better Health during pregnancy and up to 90 days after birth. Just call DentaQuest at 1-844-870-3976 . |
| Healthy Michigan members | Get dental care through Aetna Better Health. Just call DentaQuest at 1-844-870-3976 . |
| All other adult members | Get dental care through the State of Michigan dental program. Visit Michigan.gov/mdhhs . Select "Assistance Programs," "Health Care Coverage," "Help Finding Health Care," then "Free or Low Cost Care from a Dentist." Here, you can find a provider that accepts Michigan Medicaid in your area. |

Extra dental benefits available to Healthy Michigan members and pregnant women:

- Dental scaling and planing (deep cleanings)
- An electronic toothbrush as a reward for getting dental cleanings



GET REGULAR
WELL-CHILD CHECKUPS
TO KEEP KIDS HEALTHY

| | | | |
|---------------------------|--|--|--|
| Birth | <input type="checkbox"/> Newborn blood screen | <input type="checkbox"/> Hep B | |
| Newborn (3–5 days) | <input type="checkbox"/> Well-child checkup | | |
| 7–14 days | <input type="checkbox"/> Well-child checkup | <input type="checkbox"/> Newborn blood screen | |
| 2 months | <input type="checkbox"/> Well-child checkup <input type="checkbox"/> Hib <input type="checkbox"/> IPV | <input type="checkbox"/> DTaP <input type="checkbox"/> Hep B <input type="checkbox"/> PCV 13 | <input type="checkbox"/> Rotavirus |
| 4 months | <input type="checkbox"/> Well-child checkup <input type="checkbox"/> IPV | <input type="checkbox"/> DTaP <input type="checkbox"/> Rotavirus | <input type="checkbox"/> Hib <input type="checkbox"/> PCV 13 |
| 6 months | <input type="checkbox"/> Well-child checkup <input type="checkbox"/> Rotavirus <input type="checkbox"/> PCV 13 | <input type="checkbox"/> DTaP <input type="checkbox"/> Hib | <input type="checkbox"/> IPV <input type="checkbox"/> Hep B |
| 9 months | <input type="checkbox"/> Well-child checkup | | |
| 12 months | <input type="checkbox"/> Well-child checkup <input type="checkbox"/> Hib | <input type="checkbox"/> PCV 13 <input type="checkbox"/> Hep A | <input type="checkbox"/> MMR <input type="checkbox"/> Varicella |
| 15–18 months | <input type="checkbox"/> Well-child checkup | <input type="checkbox"/> DTaP | |
| 2 years | <input type="checkbox"/> Well-child checkup | | |
| 3 years | <input type="checkbox"/> Well-child checkup | | |
| 4 years | <input type="checkbox"/> Well-child checkup <input type="checkbox"/> IPV | <input type="checkbox"/> MMR <input type="checkbox"/> Varicella | <input type="checkbox"/> DTaP |
| 5–10 years | <input type="checkbox"/> Well-child checkup | | |
| 11 years | <input type="checkbox"/> Well-child checkup | <input type="checkbox"/> Tdap | <input type="checkbox"/> MCV |
| 12–15 years | <input type="checkbox"/> Well-child checkup | | |
| 16 years | <input type="checkbox"/> Well-child checkup | <input type="checkbox"/> MCV | |
| 17–21 years | <input type="checkbox"/> Well-child checkup | | |

STAYING HEALTHY INTO ADULTHOOD



Children’s Special Health Care Services (CSHCS) strives to help people with special health care needs have better health and quality of life. It also:

- Finds, diagnoses and treats children who have continual illness or disabling conditions
- Helps children and some adults who need specialty medical care

The Michigan Department of Health and Human Services (MDHHS) doctor will make coverage decisions after they review your medical information. Keep in mind that people under the age of 21 are covered. And there's no age limit for those with Cystic Fibrosis or Hemophilia.

TO LEARN MORE CALL:

- The CSHCS office through your local health department (LHD)
- The Family Phone Line at **1-800-359-3722**
- Aetna Better Health of Michigan at **1-866-316-3784**

TIPS TO KEEP IN MIND

When your child or children are around 12 years old, it's a good time to start planning their move to adult services. This will help them better control any health conditions, learn how to get health care and other services and be more independent as they enter adulthood. And when they see new doctors, it's important that they take an active role in their health.

When they turn 18, they'll be in charge of their own health care. They may need guardianship, and may have to take some actions through court. It's important to start looking at your choices before they turn 18. Doctors and insurance companies will need their permission to speak to you through partial guardianship, full guardianship, power of attorney (POA) or patient advocate.

We help members who have special health care needs move from pediatric health care to adult health care services. Call us at **1-800-359-3722** or call LHD CSHCS.

Moving into adulthood affects your home, school and community.

Keep these questions in mind:

HOME

- Do you need in-home services?
- Do you know what MDHHS offers?
- Do you need home and equipment changes?

SCHOOL

- Does special education include an Individualized Education Program (IEP) with a transition plan?
- What help is available for college students with disabilities and/or special health care needs?

COMMUNITY

- Do you know how to connect with Community Mental Health, Social Security Administration and food assistance?

Also, know that you can work with a condition-specific support group or organization. And you can ask for a ride to appointments by calling **1-866-316-3784**.

A close-up photograph of a woman with short grey hair and glasses, wearing a grey scarf, hugging a young girl with brown hair. They are both smiling and looking down. The background is blurred, showing what appears to be a doorway or a window.

TIPS FOR RENEWING YOUR COVERAGE

To keep your insurance and avoid a gap in coverage, you must renew every year. Look for your renewal notice in the mail. You should get it 45 days before your renewal date. If you move, just let your Michigan Department of Health and Human Services case worker know, so the application reaches you.

Questions? Just call **1-866-316-3784 (TTY: 711)**, Monday–Friday 8 AM–5 PM.

Here are tips to avoid a gap in coverage:*

- Provide proof of income or expenses on your renewal application when asked for it. Proof may include bank statements, information about the value of your home and/or bills.
- Include your name and case number on any paperwork that goes with your renewal application.

KEEP IN MIND

- Any missing paperwork may cause a delay in your renewal.
- You can claim one house and one car on your renewal application without it affecting your income determination.
- Once you submit your renewal application and paperwork, you can call MI Bridges to get the status of your renewal.

During the COVID-19 public health emergency, MDHHS has stopped sending renewal notices. When MDHHS starts sending them again, please respond so that you don't lose coverage.

*Source: Detroit Authority Health

WELL-BEING AND YOU

Many people are dealing with anxiety and isolation because of COVID-19. Focusing on your well-being is very important at this time. Well-being looks at the whole person. It considers both the mind and body. This gives a more whole approach to preventing disease and promoting better health. Studies show that well-being is related to:

- How you think about your health
- Longer life
- Healthy behaviors
- Mental and physical wellness
- Staying socially connected
- Being productive
- Factors in the physical and social environment

PHYSICAL WELL-BEING

You can take charge of your health. Start with healthy eating habits and exercise. The CDC and the Dietary Guidelines for Americans 2015–2020 state that a healthy eating plan:

- Focuses on fruits, vegetables, whole grains and fat-free or low-fat milk and milk products
- Includes lean meats, poultry, fish, beans, eggs and nuts
- Is low in saturated fats, trans fats, cholesterol, salt (sodium) and added sugars
- Stays within your daily calorie needs

To keep a healthy weight, try to work your way up to 150 minutes of moderate-intensity activity, or 75 minutes of vigorous-intensity activity each week.

To lose weight and keep it off, you'll need a high amount of physical activity, unless you also change your diet and lower the calories you're eating and drinking. Getting to and staying at a healthy weight requires both regular physical activity and a healthy eating plan.

MENTAL WELL-BEING

Mental health and well-being are just as important as your physical health. Here are some tips for a healthy mind:

- Value yourself. Treat yourself kindly and avoid negative thinking.
- Take part in a fun hobby.
- Care for your body by eating healthy and exercising.
- Spend time with people who support you.
- Volunteer your time and energy to a cause you support.
- Find ways to deal with stress. Keep a journal or find activities that make you smile and laugh.
- Quiet your mind with meditation or prayer.
- Set realistic goals and write down small steps you can take to meet them. As you complete those steps, cross them off your list.
- Change your routine. Try new things to perk up your day.
- Get help when needed. And know you can count on us. Call us at **1-866-316-3784** and we'll connect you with resources.
- Know that telehealth visits are covered. Contact your PCP to find out if it's the right option for you, especially during the pandemic.

LIVING WELL

Along life's journey, you may hit some speed bumps. Keep in mind that health is an important tool for creating the life you want. Healthy living habits can smooth the road so you can live a full and satisfying life. And setting goals is important. Here's how to start:

1

Use your imagination to describe something you want to happen in the future.

2

Set a deadline for reaching the goal.

3

Keep track of how important the goal seems and how sure you are that you can reach it.



“

Well-being is a positive outcome that is meaningful for people and for many sectors of society, because it tells us that people perceive that their lives are going well.”

– Centers for Disease Control and Prevention (CDC)



Mindfulness is a meditation method that allows you to focus on your senses and feelings in the moment. Mindfulness can help lower stress and anxiety levels, and improve sleep and attention span."

– Mayo Clinic

TRY PRACTICING MINDFULNESS

Here are some practices you can try at home:

Body scan meditation:

Lie on your back with your legs extended and arms at your sides and palms facing up. Focus your attention slowly and purposely on each part of your body, in order, from toe to head or head to toe. Be aware of any feelings, emotions or thoughts related to each part of your body.

Sitting meditation:

Sit comfortably with your back straight, feet flat on the floor and hands in your lap. Breathing through your nose, focus on your breath moving in and out of your body. If feelings or thoughts interrupt your meditation, note the experience and then return your focus to your breath.

Walking meditation:

Find a quiet place 10 to 20 feet in length and begin to walk slowly. Focus on the experience of walking, being aware of the subtle movements that keep your balance. When you reach the end of your path, turn and continue walking, staying aware of your feelings.

Social Resources for your time in need

FIND HELP:

Need help, or know someone that does? Aetna Better Health of Michigan makes it easy for its members with social need to find and connect to over 10,000+ free and reduced cost programs for services such as food, shelter, health care, work, financial assistance, and more. Try it out today by visiting Findhelp.org. It's as easy as entering your zip code, searching through the services, and connecting directly online, by email or phone.

FOOD RESOURCES

Butzel Family Center

7737 Kercheval St.,
Detroit MI 48214

313-628-2100

Focus Hope Food Pantry

1200 Oakman Blvd.,
Detroit MI 48237

248-967-1500

FocusHope.edu

Food Gathers

1 Carrot Way,
Ann Arbor, MI 48105

734-761-2796

Forgotten Harvest

21800 Greenfield Rd,
Oak Park, MI 48237

248-967-1500

ForgottenHarvest.org

PantryNet.org

Hope Resources

262 North Paw Paw St,
Coloma, MI 49038

269-338-5290

Jackson Community Food Pantry

701 Greenwood Ave.
Jackson, MI 49203

517-962-1005

Kalamazoo Loaves and Fishes

901 Portage Street,
Kalamazoo, MI 49001

269-343-3663

Lighthouse Emergency Services

46156 Woodward Ave.,
Pontiac MI 48342

248-920-6100

LighthouseMI.org

Macomb Food Program

21885 Dunham Rd.,
Clinton Township, MI 48036

586-469-6999

MCA.MacombGov.org/

MCA-ES-Food

Matrix Human Services

13560 E. McNichols
Detroit, MI 48205

313-526-4000

Salvation Army Food Pantry

400 NE Capital Ave.
Battle Creek, MI 49014

269-963-3640

Twelve Baskets

10332 Portage Rd,
Portage, MI 49002

269-532-4912

Be sure to check with your local houses of worship for food resources.

MENTAL HEALTH RESOURCES

Community Mental Health and Substance Abuse Services of St.

Joseph County

677 E Main St,
Centreville, MI 49032

269-467-1000

Detroit Wayne Integrated Health Network

707 Milwaukee Ave.
Detroit MI 48202

dwihn.org

Integrated Services of Kalamazoo

2030 Portage Street,
Kalamazoo, MI 49001
269-553-8000

Lifeways Community Mental Health

1200 N.W. Ave
Jackson, MI 49202
517-789-1200

Macomb County Community Mental Health

22550 Hall Rd,
Clinton Township, MI 48036
586-469-5275
Crisis Center Helpline:
855-927-4747
MCCMH.net

Monroe Health Department

2353 S Custer Rd,
Monroe, MI 48161
734-240-7800

NAMI Metro Oakland Wayne and Macomb Counties

P.O. Box 852
Northville, Michigan 48167
248-348-7197
Help Lines: **248-773-2296** or
248-277-1500
NAMIMetro.org

Summit Pointe

140 W Michigan Ave,
Battle Creek, MI 49017
269-966-1460

Woodlands Behavioral Healthcare Network

960 M-60,
Cassopolis, MI 49031
269-445-2451

Washtenaw Health Department

555 Towner St,
Ypsilanti, MI 48198
734-544-6700

HOUSING RESOURCES

CAM Detroit

1600 Porter St.,
Detroit MI 48216
313-963-6601
**CAMDetroit.org/
contact-us/**

CMH Partnership of Southeast Michigan (Livingston, Lenawee, Washtenaw, Monroe Counties)

11 Green St,
Battle Creek, MI 49014
269-965-1148
Access Crisis Center:
Livingston **1-517-546-4126**
Lenawee **1-517-263-8905** or
1-800-664-5005
Washtenaw **1-734-544-3050**
Monroe **1-734-243-7340** or
1-800-886-7340

Detroit Housing Commission

1301 East Jefferson,
Detroit, MI 48207
313-877-8000
DHCCI.org

Haven of Rest Ministries

Oakland Community
Health Network
(Oakland County)
Resource and
Crisis Helpline:
1-800-231-1127

Housing Resources Inc.

420 E Alcott St # 200,
Kalamazoo, MI 49001
269-382-0287

Jackson Housing Commission

301 Steward Ave # C,
Jackson, MI 49201
517-787-1188

Kalamazoo Gospel Ministries

448 N Burdick St,
Kalamazoo, MI 49007
269-345-2974

Keystone Place

505 E Market St,
Centreville, MI 49032
269-467-7078

Michigan State Housing Development Authority

3028 W Grand Blvd.,
Detroit MI 48202
313-456-3540
Michigan.gov/mshda

Mid-State Health Network (Jackson County)

Access/Utilization Center:
1-844-405-3095
Customer Service:
1-844-405-3094

Dial 211

to get referrals to
programs to assist
with food, housing,
financial assistance,
utility assistance
and more.

Important mental health and addiction phone numbers

CMH Partnership of Southeast Michigan (Livingston, Lenawee, Washtenaw, Monroe Counties) Access Crisis Center:

Livingston **1-517-546-4126**

Lenawee **1-517-263-8905** or **1-800-664-5005**

Washtenaw **1-734-544-3050**

Monroe **1-734-243-7340** or **1-800-886-7340**

Detroit Wayne Integrated Health Network

General information: **1-800-241-4949 (TTY: 711)**

24/7 Crisis Line: **1-844-623-4357 (TTY: 711)**

Macomb County Community Mental Health (MCCMH) General information:

1-855-996-2264 (TTY: 711)

24/7 Crisis Line: **1-855-927-4747 (TTY: 711)**

Mid-State Health Network (Jackson County)

Access/Utilization Center: **1-844-405-3095**

Customer Service: **1-844-405-3094**

Oakland Community Health Network

(Oakland County) Resource and Crisis Helpline:

1-800-231-1127

Southwest Michigan Behavioral Health

(SWMBH) General information:

1-800-676-5814 (TTY: 711)

24/7 Crisis Line:

1-800-675-7148 (TTY: 711)

Telehealth visits are covered. Contact your PCP to find out if it's the right option for you, especially during the pandemic.



Opioids:

Myth vs. Fact

Myth: There's evidence showing that opioids help long-term pain.

Fact: Opioids aren't helpful in treating patients with chronic pain.

Myth: Not a lot of patients prescribed opioids for pain end up with an addiction.

Fact: Up to 29 percent of patients may end up misusing opioids. And up to 12 percent end up addicted.

Myth: There's a lot of evidence that opioids offer short-term pain relief for the treatment of lower back pain.

Fact: There is little evidence that opioids are helpful in the treatment of lower back pain.

Myth: Methadone and buprenorphine are the best treatment for patients with real pain issues addicted to opioid medications.

Fact: There's no evidence that these help with pain. Studies only show that they may benefit those who are addicted to opioids for non-medical reasons.

Myth: Opioids help patients with chronic pain sleep better.

Fact: Patients taking opioids actually have worse sleep quality and are more likely to have sleep apnea (a sleep disorder in which breathing stops and starts).

RECOVERY CAN START TODAY



Get support for mental health and addiction

Positive mental health allows you to reach your full potential, cope with the stresses of life and make meaningful contributions to your family and community.² We partner with our local community mental health (CMH) agencies to provide behavioral health services to you. Our case managers and care coordinators work with you one-on-one. We can help connect you to resources such as housing, home-delivered meals, energy assistance and support for maintaining overall healthy well-being. You can also participate in the Living Well program. This can help you set health goals and manage chronic conditions or disabilities.

Get help for substance use disorders (SUDs)

Addiction is real, but treatable. If you or someone you know has a problem with opioids or other substances like alcohol, you're not alone. Most people facing addiction can benefit from treatment.

How to get started:

- Call us at **1-866-316-3784 (TTY: 711)**.
- Visit **SAMHSA.gov/find-help**, or call **1-800-662-HELP (1-800-662-4357)**.

²MentalHealth.gov. What is mental health? April 5, 2019. Available at: **MentalHealth.gov/basics/what-is-mental-health**. Accessed November 8, 2019.



KNOW YOUR DOCTOR

Learn about doctors in your network

Count on our qualified provider network

The doctors in our network have to meet certain education and experience standards. And we require them to give you high-quality health care services. You can get more information about your doctor by calling Member Services at **1-866-316-3784 (TTY: 711)**.

Your primary doctor is important

A primary care provider (PCP) is a doctor, nurse or clinic in our network that gives most of your health care services. Your PCP is important. They should be the first place you go for the care you need to get well or stay healthy.

We ask that you see your doctor every year. This gives them the chance to go over any changes in your health and review all your medications. And when your doctor gets to know you well, they're more likely to be aware of any changes in your health. Then they can work quickly and take the right steps to treat you.

If you need help scheduling an appointment, please contact our case management department.

We support our provider network, too

Our Provider Experience department keeps our provider network updated on Aetna Better Health of Michigan policies. And our representatives work with their offices to form valuable relationships. Visit **[AetnaBetterHealth.com/Michigan/find-provider](https://www.aetna.com/betterhealth/michigan/find-provider)**.

Transition of Care

Transition of Care (TOC)* services allow some members who recently joined Aetna Better Health to keep getting their current services for 90 days, even if their provider isn't in our network. This also applies when your doctor leaves our network.

TOC makes sure that changing from one type of care to another goes smoothly. It could mean that we help you with moving from a hospital to your home or a nursing facility. Or that we help pass your care from your current doctor who isn't in our network to another doctor who is in our network.

We know that changes to treatment can affect your health. Know that you can rely on us anytime for help and support.

*TOC is only available to some members with certain medical conditions.

Healthy Michigan Program

Healthy Michigan is a health care program through the Michigan Department of Health and Human Services (MDHHS). It covers people with income up to 133 percent of the federal poverty level who are:

- Ages 19 to 64
- Not currently eligible for Medicaid
- Not in or qualified for Medicare
- Not pregnant when applying for the Healthy Michigan Plan

Earn rewards with your Health Risk Assessment (HRA)

Are you enrolled in Healthy Michigan? Complete your HRA and checkup within 60 days after you enroll in your health plan. It's easy. Just follow these steps:

1. Answer the questions in sections 1–3 of the HRA. You don't have to answer all of them.
2. Bring the HRA form to your checkup with your primary care provider (PCP) to fill out the rest.
3. Fill out a new HRA and pledge to a new healthy behavior goal every year. On your path to better health, challenge yourself to a harder goal every year. This will keep you eligible for Healthy Michigan.





4. Mail it to the address on the form.
Or call **1-866-316-3784 (TTY: 711)**
for help.

5. Every year, you'll earn a reward for
each HRA you complete and return.

We'll work with your PCP to help you meet
your health needs and goals.

Earn rewards while getting healthy

We also offer many programs to help
members meet the Healthy Behaviors
Incentive Program. This program helps
people choose and work toward healthy
behaviors. And you can earn rewards
for participating.

Think about the changes you want to
make over the next year. Keep in mind —
even small everyday changes can have a
big effect on your health. It's also important
to get any health screenings your doctor
recommends.

Here are just some of the ways you
can meet your goals:

- Annual health screening
- Dental checkup or screening
- Cancer screening
- Health-YES – Tobacco-NO
(tobacco quit line)
- Movers and Shapers (weight loss
management)
- Enhance Fitness (group exercise at all
fitness levels)
- Living Well (10-week well-being course)

Every year, you can choose a new healthy
behavior goal. Or, you can work on the goals
listed on your HRA or that you talked about
with your PCP.

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation, or gender identity. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation, or gender identity.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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, sexual orientation, gender identity 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 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**).

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**).

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**)。

SYRIAC: 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**).

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**)

ALBANIAN: VINI RE: Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **1-800-385-4104** (TTY: **711**).

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

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।

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod numer **1-800-385-4104** (TTY: **711**).

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.

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti 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。

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**).

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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**).



Use your voice

Share your ideas, improve your plan

Everyone can improve, right? Now you can join the **Member Advisory Committee (MAC)**. Caregivers can join, too. MAC meets to review plan facts, share ideas and talk about changes or new programs.

To join, just call **1-866-316-3784 (TTY: 711)**.

To join MAC, you must be:

- At least 18 years of age
- A member (or member caregiver) of Aetna Better Health of Michigan for at least the last 90 days
- Willing to attend meetings in person or by phone four times a year

No need to worry about travel costs. We'll arrange transportation or pay you back if you attend in person. Remember, your voice matters. And your ideas make things better for everyone.

Keep these numbers handy

Aetna Better Health of Michigan
1-866-316-3784 (TTY: 711)
Monday-Friday, 8 AM to 5 PM
AetnaBetterHealth.com/Michigan

24-hour nurse line
1-866-316-3784 (TTY: 711) anytime

Rides to planned health care visits
1-866-316-3784

Dental services (DentaQuest)
1-844-870-3976 (TTY: 711)
Monday-Friday, 8 AM to 5 PM

Interpreter services (covered)
1-866-316-3784 (TTY: 711)
Monday-Friday, 8 AM to 5 PM

Pharmacy services
1-866-316-3784 (TTY: 711)
Monday-Friday, 8 AM to 5 PM

Vision services (VSP Vision)
1-800-877-7195

To report fraud or abuse
1-855-421-2082 (TTY: 711)

Rewards for health and wellness
1-866-316-3784 (TTY: 711)
Monday-Friday, 8 AM to 5 PM

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.

