

# wellness & you

## HEALTHY LIVING



### IT'S TIME TO RENEW!

Find out how to renew your coverage by going to [aet.na/va23q4-1](https://aet.na/va23q4-1) or scanning the QR code below.



## 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 digestion and lower blood sugar. 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.

**Pick up a 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.

**Have a medication review.** During your annual visit, your primary care provider (PCP) will review your medications to see if you 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.

**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.



## Important information about your primary care provider

Changes to your primary care provider (PCP) can happen when we review our members' claims. Members who have not seen their PCP in a while — but have visited another PCP — are assigned to the doctor who is actively providing care. Aetna Better Health of Virginia made this change because we want to make sure you're getting the care you need, when you need it.

Your benefits are not changing, and you can continue to see any doctor in our network.

If you do not want this change to happen, your PCP of choice can be reassigned if:

- The provider is in our network.
- The provider is open to adding new patients.

To request to have a new PCP assigned to you, call Member Services at **1-800-279-1878 (TTY: 711)**, 24 hours a day, 7 days a week.



## Help your child through their next doctor visit

A visit to the doctor can be nerve-racking for anyone. But kids may have an even harder time. Here's how to make the visit a little easier.

- 1 Talk with them beforehand.** Let them know about the appointment well in advance. And explain why they have to go to the doctor.
- 2 Be honest.** Describe what will happen at the appointment. You can use a doll to show what the doctor will look at. Knowing what to expect can help them cope and build trust with their doctor.
- 3 Stay positive.** Talk about the visit in a positive way. If they're going because of a health problem, explain that the doctor is there to help them get better.
- 4 Stay calm.** Your emotional cues play a big part in how your child handles doctor's

visits. So, try to model the behavior you want to see in them. When you have a relaxed and upbeat attitude, it can help reassure your child that there's nothing to worry about.

- 5 Get them involved.** Your child can help you write down symptoms or any other details about how they've been feeling lately. Ask if they have any questions they want to ask the doctor, and write them down.
- 6 Praise them for being brave.** You can even offer your child a small reward for making it through this important milestone, such as a sticker, crayons or a trip to the park.

## Your child's care is covered

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides health care services, at no cost, for children under 21 years old who are enrolled in Medicaid.

**Early:** Finding health problems that need care early.

**Periodic:** Getting regular health checks.

**Screening:** Checking your child's body, mind, teeth, vision and hearing.

**Diagnosis:** Further testing when problems or risks are found.

**Treatment:** Correcting or improving health problems.

EPSDT services include:

- Physical and dental exams
- Vaccines
- Vision and hearing tests
- Lead poisoning and lab tests
- Developmental screenings

For more information, find the EPSDT Member Brochure at **[AetnaBetterHealth.com/virginia/member-materials-forms.html](https://www.aetnabetterhealth.com/virginia/member-materials-forms.html)**

If you need help finding a provider, call member services at **1-800-279-1878 (TTY: 711)**.



**Don't forget our Native medicine benefit.** Members who are part of a federally recognized Virginia tribe can get up to \$200 back for receiving Native medicine. Scan the QR or go to **[aetna.com/va23q4-3](https://aetna.com/va23q4-3)** to fill out a reimbursement form.



### Schedule your flu shot now!

You can get your flu shot at your family doctor's office or a local CVS pharmacy.

To schedule a flu shot for you and your family, go to [aet.na/va23q4-2](https://aet.na/va23q4-2) or scan the QR code below.



## 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> <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, like 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.

## 3 ways to ease seasonal depression

Did your mood drop right along with the temperature this winter? If so, you don't have to grin and bear it until spring. Here's how to feel better.

If you notice that the blues sink in as summer turns to fall and winter, you may have a condition called major depressive disorder (MDD) with a seasonal pattern. (This was formerly known as seasonal affective disorder, or SAD.)

This form of depression is triggered by the seasons, and up to 3 percent of people go through it. Experts don't know exactly what causes it. But it may have to do with changes to the sunlight in winter.

All the things that normally work to lift mood can help ease the symptoms of seasonal depression. That includes exercise, socializing and eating well.

But there are a few treatments that are specifically helpful for MDD with a seasonal pattern.

### 1. Light therapy

With light therapy, you sit a few feet away from a special light box within the first hour of waking up. Being exposed to bright light early in the day affects brain hormones linked to mood.

Can't get a light box? Seek out more sunlight during your day. Open your blinds and sit near a sunny window, especially first thing in the morning.

### 2. Talk therapy

Talking with a mental health care professional can help. They can help you:

- Identify and change negative thoughts and behaviors that may make you feel worse.
- Learn healthy ways to cope.
- Learn how to manage stress.

### 3. Medications

Antidepressants can help if your symptoms are very severe. Your doctor may recommend starting one before your symptoms begin each year because it can take several weeks to kick in.

### The risk 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.



**Do you have asthma?** Members with asthma can get one set of hypoallergenic bedding for free, plus up to \$400 toward a deep carpet cleaning treatment every year. To access this benefit, call Member Services at **1-800-279-1878 (TTY: 711)** and ask for Care Management.

**Get help any time with our behavioral health crisis hotline.** We're here for you 24 hours a day, 7 days a week. Call us at **1-800-279-1878 (TTY: 711)**. Then, choose the option for crisis. We'll connect you with a mental health professional.

## 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](mailto: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 번호나 **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 على **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 नि:शुल्क 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:** TÛ DE NÂ JIÊ BÒ: ε yemâ wlu bèè ñ a po Klào Win, née â-à win kwa cetiyo+ ne-là, i belè-ó bi mà-ó mù bò kó putu bò. Dà nobâ né ê nea-ó ñ-à jiè 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 nọmba 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 olùrànlọ́wọ̀ ìpèsè èdè tí wá ní lẹ̀ fún ọ̀ lófẹ́ẹ̀, pe nọ́nbà tí ó wà lẹ́yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104 (TTY 711)**.



Aetna Better Health® of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458

<Recipient's Name>

<Mailing Address>

2733398-01-01-WI (12/23)

## HEALTHY LIVING

# Get screened

Ask your doctor if you're due for any of these key health screenings at your next checkup.

- ✔ **Breast cancer.** Women should get a mammogram (a breast X-ray) every 1 to 2 years starting at age 40. If you're at high risk, you may want to start sooner.
- ✔ **Cervical cancer.** Women should get a Pap test or HPV test every 3 to 5 years.
- ✔ **Diabetes.** Get your blood sugar checked at age 35, or sooner if you are at high risk.
- ✔ **Heart health.** Every adult should get their blood pressure and cholesterol checked.
- ✔ **Sexually transmitted infections (STIs).** If you are sexually active, ask your doctor about STI testing.



**Having a baby soon?** We cover doula services for member, plus many other benefits to help you through your pregnancy. Call Member Services at **1-800-279-1878 (TTY: 711)** or visit [AetnaBetterHealth.com/virginia/pregnancy-care.html](https://www.aetna.com/betterhealth/virginia/pregnancy-care.html) to learn more.