



# Happiness



[AetnaBetterHealth.com/Virginia](https://AetnaBetterHealth.com/Virginia)

Aetna Better Health<sup>®</sup> of Virginia

## A new benefit for Aetna Better Health members

Aetna Better Health is offering a new, personalized program to support your health. Pyx Health is here to help you get the most from your health plan, at no cost to you. Whether it's help finding a doctor, food, transportation, or just needing someone to talk to, Pyx Health is here for you.

- Chat with compassionate Pyx Health staff for support and encouragement
- Get connected to all the benefits Aetna Better Health offers

- Find resources to help your physical and mental health
- Improve mood, anxiety, motivation, and more

Download the Pyx Health app on your phone or tablet to get started. No smartphone? No problem! You can also sign up by phone or web.

 Phone: **1-855-499-4777** (select **option 1**)

 Web: **[PyxHealth.com/store-download](https://PyxHealth.com/store-download)**



**Spring 2023**

86.22.358.1-SP B (3/23)

Aetna Better Health<sup>®</sup> of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458



## Get more out of your hearing benefits

Aetna Better Health of Virginia now has a larger network of providers for your hearing needs. As of **January 1, 2023**, the hearing benefit for eligible members will go through NationsHearing. Eligible members are 21 years old and older. **Your current benefit amount of \$1,500 per year for hearing aids will stay the same. However, the number of hearing providers in our network will grow.** That means you will have more providers to choose from to get the care you need.

### Here are the details of your hearing benefits:

- Access to hearing aids from all major makers
- Annual hearing test
- Sixty-day, 100% return promise
- Access to network of providers across the country
- Three-year repair warranty
- Three years' worth of batteries

- Three follow-up visits
- One-time replacement coverage for lost, stolen, or broken hearing aids

You can get your hearing benefit with an in-person provider. Or you can use your benefits at home.

### With an in-person visit:

1. Call NationsHearing at **1-833-427-9922** to learn about your choices. You can also set up a hearing exam.
2. At your hearing exam, your provider will test your hearing. They may want hearing aids for you. They will order your hearing aids for you.
3. When your provider gets the hearing aids, they will fit you for them. NationsHearing will follow up with you to hear about your visit.

4. NationsHearing may call you to make sure your hearing aids are working for you. Follow-up visits with your provider can be set up as you need them.

### At home:

1. Log in to NationsHearing online at **Members.NationsHearing.com/Aetna**.
2. Take an online hearing test. You will get your results in minutes.
3. Order hearing aids online.
4. Hearing aids are mailed right to your door.
5. NationsHearing will make sure you are happy with your hearing aids and that they are working for you. You will have support and learning tools from NationsHearing.

If you have any questions about this benefit, call Member Services. Their number is **1-800-279-1878 (TTY: 711)**.

## How to stay healthy

Did you know? March is National Nutrition Month! Nutrition is all about keeping your body healthy. That includes eating healthy foods and exercising. There are many benefits to being healthy. Being healthy may reduce the risk of chronic health problems later in life. It may also help you live longer!

There are many things you can do to stay healthy. Here are some ways you can be healthy:

- Make going for a walk, run, or bike ride together a scheduled event.
- Go hiking with your family.
- Try out a new sport.
- If it's raining, stay active inside! Turn on music and have a dance party.
- Have dinner together as a family.
- Add a vegetable to each of your meals.
- Learn a new healthy recipe.
- Drink a glass of water with every meal you eat.

One of the most important parts of being healthy is your diet. Eating healthy doesn't have to cost a lot. Learn how to eat better on a budget with Choose MyPlate. These easy tips come free to everyone from the U.S. Department of Agriculture. To learn more about eating healthy, visit **ChooseMyPlate.gov**.




Breakfast is the most important meal of the day. Here is a great recipe to help you start your day off healthy. Plus, it takes only 10 minutes to make.

### Ingredients

- ½ cup old-fashioned rolled oats
- ½ cup milk
- ½ cup water
- 1 tablespoon of packed light-brown sugar or granulated sugar
- ⅛ teaspoon of cinnamon
- Dash of salt
- ½ cup canned diced peaches, drained

### Instructions

1. In a large, microwave-safe bowl, combine all of the ingredients except the peaches.
2. Microwave mixture on high power for 3 to 4 minutes. Remove from microwave and stir. Fold the peaches into the oatmeal. Serve warm.

 We provide weight-management services! As an Aetna Better Health of Virginia member, you can get personalized weight-management services with a registered dietitian. This includes a 12-week certified nutritionist program and six counseling visits. Learn more by calling Member Services. Their number is **1-800-279-1878 (TTY: 711)**.



## Benefits for new moms

### Extended 12-month postpartum coverage

Postpartum care for moms is now extended to 12 months. That means you can have more time to get the services that you need. This includes important screenings and preventive care.

Here are some additional benefits you can use as a new mom:

- 300 free diapers for your new baby sent to your home
- 14 free meals delivered right to your door after your hospital stay
- Ted E. Bear, M.D., Wellness Club — earn rewards for getting important childhood care:
  - Wellness exams
  - Shots
  - Weight and nutrition counseling
  - Growth and development checks

- Age-appropriate prizes are also available once you enroll
- Free menstrual products delivered to your home
  - Products in this box and other period-related items are available as part of the OTC Health Solutions® benefit.
  - To learn more now, visit **CVS.com/otchs/ABHVA**.
- Postpartum visits — here are some topics you can talk to your doctor about during your postpartum visit:
  - Birth control
  - Birth spacing
  - Taking care of yourself

### Have you enrolled your baby in Medicaid?

Did you know? Your baby is not automatically enrolled in Medicaid when they are born. You have to enroll your baby after you give birth in order for your baby to be covered. To enroll your baby, contact Cover Virginia. You can contact them in one of three ways:

1. Call the Cover Virginia Call Center. Their number is **1-833-522-5582 (1-833-5CALLVA)** (TDD: **1-888-221-1590**).
2. Call your local department of social services.
3. Ask the hospital to submit the enrollment details for your baby.

## What is postpartum depression?

Postpartum depression (PPD) is a medical condition. It's a strong feeling of sadness and worry that happens after having a baby. Anyone can get PPD. It usually happens within the first few weeks of having a baby. PPD can make it hard for you to take care of yourself and your baby.

There's a big difference between the "baby blues" and PPD. The "baby blues" usually go away after a week. They are also more common. PPD is more serious. It often lasts longer. It may require treatment.

There are a lot of changes that happen when a new baby arrives. These can make a new mom feel tired and overwhelmed. This is often what causes the "baby blues." A healthy diet, support from

your family, and rest can make a difference.

According to the Centers for Disease Control and Prevention, symptoms for PPD include:

- Trouble sleeping (more than the lack of sleep new moms usually get).
- Feeling numb or disconnected from your baby.
- Having scary or negative thoughts about your baby. This can include thinking someone will take your baby or hurt your baby.
- Worrying that you will hurt your baby.
- Feelings of guilt and shame.

The best way to recover from PPD is to see a doctor or counselor. Aetna Better Health of Virginia can provide you with resources. These include:

- Up to \$50 worth of gift cards to Walmart. You can get \$20 for every six prenatal visits. You can also get \$10 for one postpartum visit.
- A one-time delivery of 300 Cuties® brand diapers, size 1.
- Free meals through Moms Meals. These meals are delivered right to your door. You can get two meals per day for seven days.
- A free electric breast pump every three years. You can get a breast pump through Edgepark Medical or Aeroflow Healthcare.
  - Edgepark Medical: **1-855-578-6638**
  - Aeroflow Healthcare: **1-844-867-9890**
- Help with finding a doctor.
- Help with locating community resources to assist with free baby supplies.

## Attention, new moms: You may be eligible for a new benefit!

Members who are pregnant or have given birth within the last year may be eligible for a new benefit. If you are pregnant or gave birth within the last year and regularly connect with your care manager, you can get a \$25 per month New Moms stipend. You will be able to connect with CVS Pharmacy® each month to get products delivered directly to your

door. These products are free. Delivery is also free.

To receive coverage, you must choose products from the list of approved over-the-counter items. Some items can include:

- Diapers
- Creams
- Disposable underwear

Also, as of January 1, 2023, all members who recently gave

birth will receive a New Moms Box from Aetna Better Health. The New Moms Box contains necessary items for you and your baby, such as:

- Lanolin cream
- Digital thermometer
- Baby lotion

You will automatically receive this box if you are actively connected with your care manager.

## The importance of an advance directive

You have the right to accept or refuse any medical care. A time may come when you are too sick to talk to your primary care provider, family, or friends. You may not be able to tell anyone what health care you want. The law allows adults to do two things before this happens:

- Leave written directions about your medical treatment decisions.
- Name someone you trust to decide your care for you. This is called an advance directive.

Talk to your doctor about making an advance directive. It's important for you to be

able to make decisions about your care.

### Planning ahead for future health decisions

We have partnered with Vital Decisions to help make these decisions easier. As an Aetna Better Health member, you have access to Vital Decisions' Living Well Program. This program is at no cost to you. Vital Decisions helps you plan in advance for potential medical decisions. They help you think through what is most important to you based on your health care and quality of life goals.

Their specialists work with you or a loved one to ensure that your treatment preferences and goals for care are communicated to your family and medical team. They also make sure they're reflected in your care plan. Vital Decisions offers telehealth services as well.

Contact Vital Decisions today to talk about setting up an advance directive. You can call them at **1-800-301-3984**. You can also visit their website. Just go to **VitalDecisions.net**. You will be able to speak with a highly trained specialist.



## Coordinating your care

Your primary care provider (PCP) is responsible for the ongoing management of your day-to-day health care needs, and by sharing information about diagnoses, treatments, or new medications prescribed by your other providers, your PCP is able to better manage your care. It is very important for you to share information about hospitalizations, specialty appointments, or behavioral health visits with your PCP.

If you visit the emergency room or are admitted to the hospital for any reason, please remember to provide the hospital staff your PCP's contact information. When you do that, it allows them to send a copy of your discharge summary directly to your PCP, so he or she will stay up to date on any changes to your health or medications.

When you see a specialist, they become a part of your health care team. It is important that all of the members on your health care team know the other providers who are helping to treat you! An easy way to allow for the exchange of information is to request to sign a release of information for your other providers to send updates about your appointments or hospitalizations to your PCP and to each other.

When all of the health care providers are communicating together about your needs, it helps you to have the best coordinated care and treatment.





## Your right to confidentiality

Aetna Better Health will only release information if it is specifically permitted by state and federal law or if it is required for use by programs that review medical records to monitor quality of care or to combat fraud or abuse.

Aetna Better Health staff will ask questions to confirm your identity before we discuss or provide any information regarding your health information.

We understand the importance of keeping your personal and health information secure and private. Both Aetna Better Health and your doctors make sure that all your member records are kept safe and private. We limit access to

your personal information to those who need it. We maintain safeguards to protect it. For example, we protect access to our buildings and computer systems. Our Privacy Office also ensures the training of our staff on our privacy and security policies.

If needed, we may use and share your personal information for “treatment,” “payment,” and “health care operations.” We limit the amount of information that we share about you as required by law. For example, HIV/AIDS, substance abuse, and genetic information may be further protected by law. Our privacy policies will always reflect the most protective laws that apply.



## Your right to privacy

We are required by law to provide you with the Notice of Privacy Practices. This notice is included in your member packet and our member newsletter. This notice informs you of your rights about the privacy of your personal information and how we may use and share your personal information. Changes to this notice will apply to the information that we already have about you as well as any information that we may receive or create in the future. You may request a copy at any time by calling Member Services at **1-800-279-1878 (TTY: 711)** or by going to our website at **AetnaBetterHealth.com/Virginia**.

We may choose to collect information from you at times. This is to ensure you get the right care. Your right to privacy extends to any information we have collected from you regarding your:

- Sexual orientation
- Gender identity
- Preferred pronouns

We do not share this information with others unless you ask us to do so.

In your doctor's office, your medical record will be labeled with your identification and stored in a safe location in the office where other people cannot see your information. If your medical information is on a computer, there is a special password needed to see that information.

Your medical record cannot be sent to anyone else without your written permission, unless required by law. When you ask your doctor's office to transfer records, they will give you a release form to sign. It's your doctor's office responsibility to do this service for you. If you have a problem getting your records or having them sent to another doctor, please contact Member Services at **1-800-279-1878 (TTY: 711)**.

## Join our Member Advisory Committee today!

The Aetna Better Health CCC Plus Member Advisory Committee (MAC) wants you. MAC gives you a chance to provide feedback on your experiences. Your voice impacts our choices about your health care. The MAC is made up of our members, their parents or caregivers, and our community partners. For more information, visit our website. Go to **AetnaBetterHealth.com/Virginia**. Select "For Members." Then, under "Updates and Info," select "Join Our Member Advisory Committee" on the left-hand drop-down.

Interested in joining? Submit the form online on our website mentioned above. We will reach out to you when we get your information. We look forward to hearing from you!



## Community health workers are here for you

### What are community health workers (CHWs)?

CHWs are trusted members of the community. Aetna Better Health of Virginia works with CHWs. They help to improve the health of our members. CHWs work in the community. They can help get you the community resources you need.

### What services do CHWs offer?

CHWs meet with members regularly. They can make home visits. They can meet you in the hospital. You can meet with them in outpatient settings. CHWs offer many services.

They:


- Help you understand the nutritional value of food and meal selection
- Teach you about disease management strategies
- Assist you in using community services
- Aid in scheduling appointments with social services

Also, CHWs educate health care providers. They find ways to understand and improve challenges that may affect your health.

### How do CHWs benefit your care?

CHWs can benefit your care. They can advocate for you. They can encourage you to go to your health care appointments. CHWs can also help you:

- Stay out of the ER and hospital
- Stick to medication plans
- Follow your doctor's recommendations
- Understand your health

 If you have any questions, call your care manager. Or call Member Services. Their phone number is **1-800-279-1878 (TTY: 711)**.



## Non-discrimination 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:
  - 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, or sex, you can file a grievance with our Civil Rights Coordinator at:

**Address:** Attn: Civil Rights Coordinator  
4500 E. Cotton Center Blvd.  
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.

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

**1-800-279-1878 (TTY: 711)**  
**[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**

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This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia. 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. Models may be used in photos and illustrations.

For more details about your benefits, refer to your member handbook. You may view the handbook on our website at **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**. You can call us at **1-800-279-1878 (TTY: 711)** to ask us to mail you a paper copy, at no cost to you. We will send you a paper copy within five business days. You can request the handbook, also at no cost to you, in a language other than English, or in other formats such as audio, large print, or Braille.

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**[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**

## 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 على الرقم **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 1-800-385-4104 تماس بگیرید. (TTY: 711) شده در پشت کارت شناسایی یا با شماره

**AMHARIC:** ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርሰዎ 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 لیے 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 **1-1800-385-4104** (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 JÍÉ BÒ: É yemâ wlu bèè ^n a po Klào Win, néé â-a win kwa cètiyo+ ne-là, I belé-ò bi má- ò mù bó k ò putu bò. Da nobâ né é nea-ó n-à jíé jipolê katéh jé ná kpóh,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 dij n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

**YORUBA:** ákiyési: Ti o ba sọ Yorùbá, áwọn olùránlowo ipésé édé ti wa ni le fùn o loféé, pe nonbá ti o wá léyìn káádi idánimo ré tábi **1-800-385-4104** (TTY: **711**).