



## Aetna Better Health<sup>SM</sup> Premier Plan



Summer 2018

### Dementia Friendly Illinois

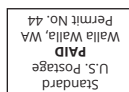
All too often, persons living with dementia feel alone and unheard. They feel left out of the everyday activities in their community that promote well-being.

What if we could keep the doors open to those living with dementia and their families here in Illinois? A newly formed initiative called Dementia Friendly Illinois aims to do just that. It includes healthcare professionals, clergy, businesses, local advocates, family caregivers and, most important, people living with dementia.

Dementia friendliness starts with engaging the community to become more aware of the complexity of dementia, to reduce fear and to build bridges to those living with a diagnosis. Facilitators describe a dementia-friendly community as one that enhances the well-being of persons living with dementia and their caregivers.

Dementia-friendly practices include training for businesses to provide help and allow a slower-paced transaction, programs like Memory Cafés that are tailored to the abilities and interests of people living with dementia, and sessions of the Stress-Busting Program for Family Caregivers. Early diagnosis, informed healthcare, and quality home and community-based services are key components.

The entire community benefits when everyone is valued and involved to their highest potential. That is what a dementia-friendly community strives to achieve. If you are interested in learning more about dementia-friendly programs in your community, please contact Colette Jordan at the Northeastern Illinois Area Agency on Aging at **630-293-5990** or **[cjordan@ageguide.org](mailto:cjordan@ageguide.org)**.



Aetna Better Health<sup>SM</sup> Premier Plan  
333 W. Wacker Drive, Suite 2100, MC F646  
Chicago, IL 60606



## Tips to help you manage your blood pressure

Do you have high blood pressure (hypertension), or do you know someone who does? Below are some quick tips to help manage high blood pressure:

1. Get your blood pressure checked regularly—visit your primary care provider every three months for a blood pressure reading or more often as needed.
2. Eat a healthy diet that is low in saturated fat and salt.
3. Maintain a healthy weight through diet and physical activity.
4. Limit alcohol use.
5. Don't smoke.
6. Prevent or manage diabetes.
7. Take prescribed medication as directed by your primary care provider (PCP).

High blood pressure usually has no warning signs or symptoms. Many people don't know they may have it. It is important to visit your PCP for a yearly checkup. If you have high blood pressure, your PCP will work with you to manage it.

Measuring your blood pressure is an important step toward keeping a healthy blood pressure to prevent heart disease and stroke. Because high blood pressure and prehypertension often have no symptoms, checking your blood pressure is the only way to know for sure if it is too high.

**For more information or if you have questions,** you may contact Member Services or your Care Coordinator toll-free at **1-866-600-2139**.

## Diabetes Know your numbers

**Call today to make an appointment with your primary care provider (PCP).**

Ask your PCP about these tests and whether you should have them done now.

Knowing your numbers helps you and your PCP keep your diabetes under control. It will also help you track the progress you're making toward a healthier you.

**These important tests are recommended by the American Diabetes Association:**

**A1C blood test.** A1C is a blood test that measures your average blood sugar level. A high blood sugar level can damage your heart, blood vessels, kidneys, feet and eyes.

**Check for diabetic nephropathy.** This disease lowers the kidneys' ability to filter waste from the blood. Diabetes is a major cause of this.

**Eye exam for diabetic retinopathy.** It's important to get your eyes checked each year if you have diabetes. Diabetes can cause damage to blood vessels that connect to the back of the eye. If left untreated, this condition can lead to blindness.



## Managing your diabetes

Has your primary care provider (PCP) told you that you have diabetes or prediabetes? Perhaps you know someone else that has it. One in three adults has prediabetes. This means their blood sugar is higher than normal but not high enough to be considered type 2 diabetes.

Without making lifestyle changes, many people with prediabetes could develop type 2 diabetes within five years. Having diabetes or poorly managed diabetes puts a person at risk for heart attacks, stroke, blindness, kidney failure, and loss of toes, feet or legs and other health problems.

To find out if you have prediabetes or diabetes so you can learn to manage your health, visit your PCP. It is important for everyone to have a checkup every year—more often for management of prediabetes and diabetes.

A person with diabetes should visit their PCP every three months to monitor blood sugar levels, urine tests and blood pressure. They will also assess your feet and discuss your diabetes management plan.

To prevent vision loss and blindness due to diabetes complications, it is important to visit your eye care

provider for a dilated retinopathy exam once a year or more often as needed.

Many people with diabetes are able to manage their health by making

lifestyle changes with their diet, increased physical activity and, in some cases, with medication prescribed by their PCP. Together with your provider, you can manage your unique healthcare needs.

**For more information or assistance in scheduling an appointment with your PCP or eye care provider, please call Member Services or your Care Coordinator toll-free at 1-866-600-2139.**



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## Medicare Diabetes Prevention Program

As of April 1, 2018, Medicare enrollees who qualify are able to participate in the Medicare Diabetes Prevention Program. The program consists of education and counseling

sessions approved by the Centers for Disease Control and Prevention (CDC) for those with an indication of prediabetes.

Prediabetes is a condition that, without

treatment, often leads to diabetes. There are many complications of diabetes that can dramatically affect quality of life. The goal of the Medicare Diabetes Prevention Program is to decrease

the complications of diabetes and improve quality of life and health.

Talk to your primary care provider about diabetes screening to see if you qualify for this program.

## Keep your eyes healthy

All adults over the age of 60 should have a yearly eye exam. A yearly eye exam can help save your vision and help prevent or reduce eye diseases and protect your health in general.

Your eye care provider can detect serious eye problems, such as glaucoma, cataracts, macular degeneration and a detached retina. They can also detect early signs of serious health problems—such as diabetes, high blood pressure and risk of stroke—based on the tiny blood vessels and other structures of the eyes. Your eyes are the gateway to the rest of your body when it comes to your health.

It is important to get yearly eye exams because your eyes can change very quickly without you even noticing any signs or symptoms. Some older adults who are at risk or who have medical conditions that affect their eyes may need more frequent eye exams than once a year. This is also true for those taking medications that have visual or eye-related side effects. Your eye care provider will let you know what is best for you.

When visiting your eye care provider, bring a list of all your medications and vitamins. Bring all pairs of glasses you routinely wear and a copy of your most recent contact lens prescription, if you wear contact lenses.

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## Protect your personal information

The Centers for Medicare & Medicaid Services (CMS) has begun issuing new Medicare cards containing the new Medicare Beneficiary Identifier (MBI) numbers. The new number (MBI) is replacing the current Social Security-based Health Insurance Claim Number (HICN) on Medicare health insurance cards.

Please share your new number **ONLY** with trusted healthcare providers. Medicare will never call you uninvited and ask for personal or private information to get your new Medicare number and card. Scam artists may try to get personal information (like your current Medicare number) by contacting you about your new card. If this happens, hang up!

Also, once you receive your new card, please shred your old card. Please do not throw your old card in the trash. This is important because the card contains your Social Security number.



## How National Coverage Decisions affect your plan

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

NCDs tell us:

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

We post NCDs on our website at least 30 days prior to the effective date. To view them, visit [aetnabetterhealth.com/illinois](https://aetnabetterhealth.com/illinois). Then go to "For Members," select "Aetna Better Health Premier Plan" and then select "Member Benefits."

You can also visit [cms.gov](https://cms.gov) for more information. Once on the website, click on "Medicare," then type "National Coverage Determination" in the search box. Or call us at **1-866-600-2139** (on your member ID card).




### Contact us



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24 hours a day  
Member Services: **1-866-600-2139**  
[aetnabetterhealth.com/illinois](https://aetnabetterhealth.com/illinois)

 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 healthcare needs. Articles in our newsletter are for many different people. We write articles about different kinds of medical problems that people are interested in learning about. These articles may not be about medical problems that you have. Aetna Better Health<sup>SM</sup> Premier Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees. You can get this document in Spanish or speak with someone about this information in other languages for free. Call Member Services at **1-866-600-2139 (TTY/TDD: 711)**, 24 hours a day, 7 days a week. The call is free. The benefit information provided is a brief summary, not a complete description of benefits. Limitations and restrictions may apply. For more information, call Aetna Better Health<sup>SM</sup> Premier Plan Member Services at **1-866-600-2139** or read the Aetna Better Health<sup>SM</sup> Premier Plan Member Handbook. Benefits, List of Covered Drugs, pharmacy and provider networks may change from time to time throughout the year and on Jan. 1 of each year.

## 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

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**).

**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**).

**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**)。

**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.

**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**).

**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**).

**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**).

**GUJARATI: ધ્યાન આપો:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

**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۔

**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**).

**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**).

**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।

**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**).

**GREEK: ΠΡΟΣΟΧΗ:** Εάν μιλάτε Ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε τον αριθμό που θα βρείτε στο πίσω μέρος της ταυτότητάς σας ή στο **1-800-385-4104** (Λειτουργία 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.