



Aetna Better Health® of California



# Kindness

Spring 2019

## Teach kids not to bully

When children pick on other kids over and over, it isn't just part of growing up. It's bullying. And it's wrong.

As a parent, you are your child's first teacher. The lessons you give can last a lifetime. That means you have the power to teach your kids not to be bullies. Here are some ways you can help prevent bullying:

**Teach respect.** Talk to your kids early and often about treating people with respect. While they're

still young, teach them not to tease other kids.

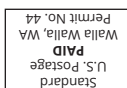
**Be a good role model.** Kids learn by watching adults, so set a good example by treating others with respect. Show your kids they don't have to tease or threaten to get what they want.

**Talk about bullying.** You might bring it up by asking questions like "How are things at school? Does anyone get picked on?"

**Don't allow it.** If you learn that your child is bullying someone, it's important to take action. Make sure they know that bullying hurts and is never OK. Work with your child's school to solve the problem.

*Sources: American Academy of Pediatrics; Mental Health America*

**HEALTH TIP:** Some kids are afraid to speak up about bullies. Remind your child that it's OK to ask an adult for help.



Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131

## Screening helps prevent cervical cancer

You don't usually think of cancer as something you can catch. But cervical cancer is nearly always caused by a virus.

Here's what happens: The human papillomavirus (HPV) is passed from person to person during sex. HPV causes cells on the cervix to change. They usually go back to normal on their own. But sometimes these cells turn into cancer.

That can take many years. In the meantime, women can protect themselves. Though there are no early symptoms of cervical cancer, these tests can find problems early:

An HPV test checks for the virus. Your doctor may suggest this if you are over age 29.

A Pap test checks for abnormal cells. You should begin having Pap tests at age 21.

Abnormal Pap test results don't usually mean cancer. But treating abnormal cells can put a stop to cancer before it starts.

*Source: Centers for Disease Control and Prevention*



**HEALTH TIP:** There are shots that can help protect against HPV. These are recommended for all kids ages 11 or 12. Women can get them through age 26, and they're available to young men through age 21.

## Alcohol and your kidneys: What to know

Some dietary and other choices you make can help you live a healthy life despite kidney disease. But what about alcohol?

That's definitely something to talk to your doctor about, since alcohol may make some kidney problems worse. It can depend on how much and for how long you drink.

For instance:

Heavy drinking makes the kidneys work harder. Damaged kidneys already can't filter blood like they should. Heavy drinking makes them work even harder. Over time, it may affect their filtering ability and other important functions too.

Risky alcohol use can raise blood pressure. That's a leading cause of kidney disease. Alcohol may interact with drugs used to lower blood pressure too.

Alcohol use can lead to other problems, such as liver disease. This adds to the kidneys' workload too.

### Protect your kidney health

So if you drink alcohol, make sure your doctor knows. Some people might be able to have a small amount. Others shouldn't drink at all.

Be sure to follow your health care team's advice about medicines and other lifestyle changes too. Doing so may help you keep your kidneys healthier longer.

To learn more, visit the National Kidney Foundation at **kidney.org**.

*Sources: American Kidney Fund; National Institute of Diabetes and Digestive and Kidney Diseases; National Kidney Foundation*



## The emotional benefits of mindfulness

Maybe you've heard this before: "Enjoy every moment. Life is short." It's a well-meaning cliché. It turns out, though, to be great advice.

Being fully in the moment is actually good for your emotional health. It's also the idea behind an ancient practice called

mindfulness. Studies show this practice helps ease stress and depression. It can be a good way to calm down when you're feeling stressed — or move forward when you feel stuck.

### Letting worries go

Mindfulness helps you be totally aware of what's happening in

the present — instead of worrying about the past or future. It means accepting every moment, good and bad, without judgment.

There are many ways to practice mindfulness. It can be as simple as taking a walk. Become more aware of your breath, your feet on the ground, and the sights and sounds around you. If a worry

crosses up, that's OK. Notice it, then refocus on the present. You can also: Sit quietly and repeat a word or phrase.

Concentrate on your natural breathing. If thoughts distract you, try to let them go without judgment. Then return to your breathing or mantra.

Focus on how your body feels. Check in with each part of your body, from head to toe. Notice and welcome all sensations, such as warmth, lightness, itching and tingling.

### Be patient

Mindfulness takes practice. It's called a practice, after all. Try not to be discouraged if it doesn't come easily at first. Many people who stick with it say it helps them feel calm and content.

*Sources: Helpguide.org; National Institutes of Health*

---

## Utilization management

We want to make sure you get the services or benefits you need to get or stay healthy. This is called utilization management (UM). Our UM staff use clinical criteria, guidelines and written policies to make UM decisions. They check that requested services are:

Needed to keep or get you healthy  
Covered by Aetna Better Health of California

You or your provider can get a copy of the guidelines we use to approve or deny services. You can call

Member Services at **1-855-772-9076**, 24 hours a day, 7 days a week with questions about our UM program.

### We're here to help you with any UM issues

For help if you have vision and/or hearing problems, call the Telecommunications Relay Service (TRS): **1-855-772-9076 (TTY: 711)**.

For help with language or translation services, call Member Services at **1-855-772-9076**.

## Taking a statin drug? Here's what to know

Cholesterol-lowering statin drugs are strong medicines. If you're at risk for a heart attack or stroke, taking a statin can reduce those chances.

Most people can take a statin without too much trouble. But there can be side effects. If you take a statin, these tips may help you safely get the most from your medicine:

Tell your provider about all of your medicines.

These include over-the-counter drugs and supplements too. Some medicines can negatively interact with statins.

Ask your provider if grapefruit juice is OK to drink. Grapefruit or its juices may affect how certain statins work.

Tell your provider if you have any side effects. If your statin doesn't help you or if it causes serious side effects, you might be able to try another medicine. Other drugs can help lower cholesterol too. Don't stop taking your medicine unless your doctor has told you to.

*Sources: American Heart Association; U.S. Food and Drug Administration*



## Six ways to weather the worst of spring allergies

Spring brings welcome sunshine and warmer temperatures. But for people with seasonal allergies, it can bring months of misery. Pollen and mold allergies can mean itchy eyes, coughing, sneezing and wheezing.

The good news is that you don't have to suffer if you know what to do. Here's how to keep symptoms at bay so you can enjoy spring:

**1. Start meds sooner.** Allergy symptoms can start well before April or May. Trees begin releasing their pollen if there are warmer days in winter. And once you're exposed, your system reacts. Start taking your allergy medications as soon as the weather calls

for a streak of spring-like days.

**2. Spring clean.** Sweep away any dust or cobwebs that gathered over winter. Vacuum dog and cat hairs from where pets sit and sleep. Furry friends can track in pollen from outdoors.

**3. De-mold.** Mold grows where there's moisture. Get rid of any mold, especially in bathrooms and basements.

**4. Keep windows shut.** You may want to welcome spring with open windows, but pollen can drift indoors along with the fresh air. Inside, it can settle on carpets, furniture and bedding. If the weather is warm, use an air conditioner.

**5. Visit the doctor.** You can search your symptoms online and take over-the-counter allergy medications. But an allergist can test you and suggest the best treatments for your particular allergies. That may include allergy shots. If you're given medicine, take it as your doctor instructs.

**6. Watch the clock.** Depending on the season and what type of pollen you're allergic to, pollen levels may be better or worse at certain times of the day. Look up when pollen counts are lowest, and plan outdoor activities accordingly.

*Sources: American College of Allergy, Asthma & Immunology; American Lung Association*

## Good for your body and soul

For exercise, there may be nothing like the great outdoors

Is the gym feeling a little stale? Then you may need a change of scenery. And nowhere has more scenery than the great outdoors.

Need a reason to move outside? Research suggests that outdoor workouts boost your emotional health. One study found that outdoor workouts can lift your mood more and help you feel more energetic than indoor ones. Another found that as few as five minutes of outdoor exercise can improve self-esteem. That's especially true if you're near greenery or water.

Working out outdoors also lets you:

**Connect with nature.** That's one of the best perks of outdoor exercise.

**Save money.** You don't need a gym membership! The outdoors belongs to all of us.

**Potentially burn more calories.** When you're jogging or biking outdoors, a strong headwind can help you burn more calories. You have to work harder to overcome the wind's resistance.

### Get out and enjoy!


So rather than staying cooped up inside, try a brisk walk. Go alone to clear your mind. You could also walk with a buddy to socialize. Work out your muscles on a local hill, bike on a neighborhood street, or walk one lap and jog the next at a nearby school track.

In the mood for adventure? Treat yourself to a walk in the woods. Take the trail along a stream at a park. See if a park close by has exercise equipment. Many parks do now.

You can turn exercise into family time too. Play on a playground with your kids or grandkids. Take a nature hike together. After all, everybody deserves to have fun outdoors.


*Source: American Council on Exercise*



**Contact us**  Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131



Member Services: **1-855-772-9076 (TTY: 711)**  
24 hours, 7 days a week  
[aetnabetterhealth.com/california](https://aetnabetterhealth.com/california)

 *Here For You* is published as a community service for the friends and members of Aetna Better Health® of California. 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.



**AETNA BETTER HEALTH® OF CALIFORNIA**  
Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**How to file a grievance**

If you believe that Aetna Better Health of California 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 Aetna Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**In writing:** Fill out a complaint form or write a letter and send it to:

Aetna Better Health of California  
10260 Meanley Drive  
San Diego, CA 92131

**In person:** Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

**Electronically:** Visit Aetna Better Health of California website at [aetnabetterhealth.com/california](http://aetnabetterhealth.com/california)

### **Office of Civil Rights**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

**By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

**In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

## 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**).

**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**)。

**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**).

**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**).

**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.

**ARMENIAN: Ուշադրություն:** Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են արձանագրվել լեզվական աջակցության ծառայություններ: Ձանգահարե՛ք ձեր ID քարտի հետևի վրայ գտնվող հեռախոսահամարով կամ **1-800-385-4104** (TTY (հեռախոս)՝ **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.

**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**).

**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。

**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**)

**PANJABI:** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਆਪਣੇ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਨੰਬਰ ਜਾਂ **1-800-385-4104** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

**MON KHMER:** ប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសាដោយមិនគិតលុយគឺអាចមានសំរាប់អ្នក។ ចូរទូរស័ព្ទទៅលេខនៅខាងក្រោយនៃអត្តសញ្ញាណប័ណ្ណ (ID Card) របស់អ្នក ឬ **1-800-385-4104** (TTY: **711**) ។

**HMONG:** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau tus nab npawb xov tooj nyob rau sab qab ntawm koj daim ID lossis **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।

**THAI:** ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)