



Aetna Better Health® of California

# Safe and secure

Winter 2019

## Cervical cancer: Is it time to start screening?

Did you know you could help protect yourself from cervical cancer just by getting tested? There are two tests:

**The Pap test** looks for cell changes that might become cancer if not treated.

**The HPV test** looks for the virus that causes these cell changes. It's called human papillomavirus.

### When should you be tested?

Women should have their first Pap test at age 21. You'll need to be tested every three to five years after that. Ask your doctor what schedule is right for you.

## What about the HPV vaccine?

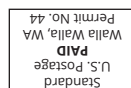
Teen girls won't need cervical cancer tests until they're older — but preteens need the HPV vaccine before their 13th birthday. It can help protect them from the HPV virus.

HPV is very common. Most people who have sex get infected with some type of HPV during their lifetime. Getting the vaccine

early in life can protect you from cervical cancer in the future.

It's best to get these shots when you're 11 or 12 years old. (Boys need them too.) If you missed them, though, you can still get them later. Ask your doctor.

*Sources: Centers for Disease Control and Prevention; U.S. Preventive Services Task Force*



Aetna Better Health® of California  
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## Without delay!

### Great reasons to get your flu vaccine

**Immunization is the No. 1 best way to prevent the flu.** With rare exceptions, everyone 6 months and older needs a yearly flu vaccine.

**The flu can bring miserable symptoms and lead to missing work or school.**

**Influenza makes some people seriously ill.** Every year, flu complications lead to hospital stays — and even deaths.

**Viruses tend to change each flu season.** Scientists review U.S. flu vaccines yearly to make sure they best match circulating viruses.

**Influenza spreads.** Be ready — get vaccinated as promptly as possible.

**Flu vaccines have a solid safety record.** Vaccines can't give you the flu — and serious side effects are very rare.

**Shot or spray?** You can have it your way. Flu vaccines are available as shots or nasal sprays.\*

\*The nasal spray is an option for healthy people ages 2 through 49 years who are not pregnant.

*Source: Centers for Disease Control and Prevention*

You can get the flu shot at no cost. Talk to your doctor or call Member Services at **1-855-772-9076 (TTY: 711)** to find a location near you.

## Washing your hands the right way

Do you spend enough time at the sink? Washing your hands often helps avoid germs that can make you and your family sick. But in order for it to work, you have to know how to wash your hands correctly. Follow these steps:

1. Wet your hands together with running water (cold or warm). Apply some soap.



2. Turn off the faucet and rub your hands together. Get them good and soapy.

3. Scrub your hands for at least 20 seconds. (That's about how long it takes to sing "Happy Birthday" twice.) Be sure to scrub all over. Don't

miss the backs of your hands and in between your fingers.

4. Rinse your hands well under running water.

5. Dry your hands with a clean towel or air-dry them. If you're using a public bathroom, there may be an air dryer you can use.

Here are some important times to be sure to wash your hands:

- Before handling food
- After using the toilet, changing a diaper or touching garbage
- Before and after caring for a sick person
- After you cough, blow your nose or sneeze

When soap and water aren't handy, you can use a hand sanitizer that contains at least 60% alcohol. Keep it in your bag or in the car.

*Source: Centers for Disease Control and Prevention*



## Learn the truth about cholesterol

Cholesterol is a waxy, fat-like substance made by your body. You also can get it from the foods you eat. If you have too much in your blood, you may be at risk for heart disease or stroke.

Those are some key facts to know about cholesterol. But you should also be aware of some common myths:

**Myth:** As long as you eat a healthy diet and exercise, your cholesterol levels will be fine.

**Truth:** Diet and exercise are big players when it comes to healthy cholesterol levels. But other factors can play a role too. For example, blood levels of LDL (the bad cholesterol) tend to rise with age. Smoking lowers levels of HDL (the good cholesterol) and raises LDL. If cholesterol problems run in your family, that can also play a role in your levels.

**Myth:** You don't need to check your cholesterol unless you have symptoms.

**Truth:** High cholesterol doesn't have any symptoms. The only way to learn your levels is to have a blood test.

**Myth:** Children aren't at risk for high cholesterol.

**Truth:** High cholesterol can run in families. Kids can have it too. Children and teens should have their cholesterol tested if they have:

- A parent or grandparent who had heart disease, a heart attack or sudden cardiac death before age 55
- A parent who has a history of high total cholesterol levels (240 mg/dL or higher)

**Myth:** You don't have to be concerned about cholesterol if you're thin.

**Truth:** It's true that people who are overweight are more at risk of having high cholesterol. But thin people can have problems with their cholesterol levels too. That can happen if they eat too much saturated and trans fat. Both of those can raise the level of LDL cholesterol in the blood.

*Sources: American Heart Association; National Institutes of Health*

## Pharmacy information

A list of covered drugs, where you can go to get them, and the process your doctor will use to get the drugs you need to treat your medical condition under special circumstances can be found online.

Go to the Aetna Better Health of California member website,

**AetnaBetterHealth.com/California/Members/Pharmacy**,

to learn more details about:

- Covered/not covered drugs
- Network pharmacies
- Generic drugs
- Drug interactions
- Limits on refills
- Process for exceptions

If you do not have access to the internet or a computer, please call Member Services at **1-855-772-9076**. This information can be provided verbally or mailed to your home.

## Coronary calcium scans

# An inside view of your heart

Your doctor has suggested a coronary calcium scan. But what is it exactly? And what are its pros and cons? Here are some basic facts you should know about the test.

This scan is a type of x-ray that takes pictures of the arteries that feed your heart. It can help measure the amount of calcium (or hardened plaque) you have in these blood vessels. The result is called your calcium score.

The calcium in your arteries is not the same as the calcium in your bones. It's a sign of heart disease. That means your calcium score can give doctors a good idea of how clogged your arteries are before you have problems. It can even predict your risk of a heart attack.

A score of zero is good. It means you have no calcium in your arteries. The higher your score, the more likely you are to have heart disease.

### Why doctors suggest a test

This test isn't for everyone. Your doctor may advise it if you have risk factors for heart disease but no symptoms. Risk factors are things like high cholesterol or a family history of heart attacks.

Your doctor can use the results of your scan to decide if you need to take medicine or make lifestyle changes to help protect your heart.

The scan is painless. It takes only about 10 to 15 minutes to complete. And you don't have to be injected with dye, unlike some scans. But because it uses x-rays, you're exposed to radiation. It's about the amount you'd be naturally exposed to in a year.

*Sources: American College of Radiology; American Heart Association; National Institutes of Health*

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## Condition Management Survey — diabetes

Do you or does someone you know have diabetes? Millions of people throughout the world live with diabetes. Diabetes is treatable, however, and Aetna Better Health of California (ABHCA) is here to help! ABHCA offers diabetes management services through its case managers to members living with diabetes. ABHCA recently participated in the Condition Management Survey to measure member satisfaction with services received for diabetes management. Check out the numbers below to see how ABHCA performed.

- **210 members** were contacted about the survey and **22 members** responded. While this is only a **10% response rate**, the responses were very positive.
- **80%** of survey participants were satisfied with the Diabetes Management program overall.
- **87.5%** of survey participants said that what they were told by ABHCA was helpful.

To find out more about ABHCA's Diabetes Management program, call our Member Services team at **1-855-772-9076** and ask to speak with one of our case managers.



## Aetna Better Health billing and member costs

Aetna Better Health of California serves people who qualify for Medi-Cal. Aetna Better Health of California members do not have to pay for covered services, premiums or deductibles. You are **not** responsible to pay a provider for any amount owed by Aetna Better Health of California for any covered service.

### Aetna Better Health of California offers these types of services:

- Outpatient (ambulatory) services
- Emergency services
- Hospice and palliative care
- Hospitalization
- Maternity and newborn care
- Prescription drugs
- Rehabilitative and habilitative services and devices
- Laboratory services
- Preventive and wellness services and chronic disease management
- Mental health services
- Substance use disorder services
- Pediatric services



- Vision services
- Non-emergency medical transportation (NEMT)
- Non-medical transportation (NMT)
- Long-term services and supports (LTSS) for San Diego County members only
- Transgender services

If you get a bill for a covered service, call Member Services right away at **1-855-772-9076 (TTY: 711)**.

If you pay for a service that you think Aetna Better Health of California should cover, you can file a reimbursement request. Call **1-855-772-9076 (TTY: 711)** to ask for a reimbursement request—provide the amount charged, the date of service, and the reason for the bill. Aetna Better Health of California will review your reimbursement request to see if you can get money back.

## Utilization management (UM) notice


Aetna Better Health sends out a statement to all members, Aetna employees, and all health care providers that explains the following:

- UM decision making is based only on the appropriateness of care and services, confirming current enrollment status of the member with the health plan, and reviewing the existence of coverage to make sure medical necessity is met for those requested services.
- Aetna Better Health does not reward any of our health care providers or other individuals for issuing any denials of coverage for those services.
- There are no financial rewards given for UM decision makers based on any denials or underutilization of those services requested.

**Contact us**  Aetna Better Health® of California  
10260 Meanley Drive  
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Member Services: **1-855-772-9076 (TTY: 711)** 24 hours, 7 days a week  
**AetnaBetterHealth.com/California**

 *Here For You* is published as a community service for the friends and members of Aetna Better Health® of California. This newsletter contains information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. This content was reviewed for accuracy in September 2019. 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  
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**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 տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարե՛ք ձեր ID քարտի հետևի մասում 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៖ បសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេ វាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ ទៅលេខនៅខាងក្រោយនៃ អត្តសញ្ញាណប័ណ្ណ (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**)