



Happy times



[AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan)

Aetna Better Health® Premier Plan

Be safe — get your flu shot every year.

This year, with the ongoing pandemic, it's more important than ever to get the flu shot.

Adults: Lead the way, and get your shot today

Because flu viruses change all the time, you need to get a shot every year. If you have a serious health condition, it's even more important. Plan to get your shot every fall.

Protect your children: They need flu shots too

Every child 6 months of age and older should get a flu shot. Your child may need two doses the first time. Ask your doctor what's best for your child.

Over 65? You may need a pneumonia shot as well

This shot is important, especially if you have a chronic condition.

There are two types of pneumonia shots. You can talk to your doctor about what's best for you.

It's easy to get your flu shot

Just call your primary care provider (PCP). You may be able

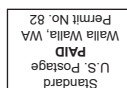
to get one with a nurse visit at the PCP's office. Or you can visit [AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan) for a list of pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go.

Questions? Call Member Services at **1-855-676-5772 (TTY: 711)** or visit [AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan).

Source: Centers for Disease Control and Prevention

Premier Plan Newsletter
Fall 2020

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Aetna Better Health® of Michigan
28588 Northwestern Highway
Suite 380B
Southfield, MI 48034



Behavioral health follow-up.

Important steps for your mental health.

If you are admitted to the hospital or go to the emergency department for mental health reasons, it is very important that you follow up with your primary care or behavioral health provider after leaving the hospital. Your provider can help you to manage your condition after leaving the hospital and help to connect you with other resources that you might need. They may even be able to help you from having to go back to the hospital. It's important to bring all the medications that you are taking with you to the appointment. If you need help making an appointment with a primary care or behavioral health provider, call your care manager or Member Services at **1-855-676-5772 (TTY: 711)**.

The contact information for the Prepaid Inpatient Health Plans is at right. Contact these organizations to get help with your mental and behavioral health benefits.

Southwest Michigan Behavioral Health — Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren counties

General information:
1-800-676-5814 (TTY: 711)

24/7 crisis line:
1-800-675-7148 (TTY: 711)

Detroit Wayne Integrated Health Network — Wayne County

General information:
1-800-241-4949 (TTY: 711)

24/7 crisis line:
1-800-241-4949 (TTY: 711)

Macomb County Community Mental Health — Macomb County

General information:
1-855-996-2264 (TTY: 711)

24/7 crisis line:
1-855-927-4747 (TTY: 711)

When can I ask for an appeal?

If you disagree with our decision to not cover a service or drug, you can make an appeal.

Your appeal request should include:

- Name.
- Aetna Better Health ID number.
- Date of birth.
- Details on the matter you want reviewed (include types of services or disputed claims) and explanation of why we should reverse our decision with copies of any information that will support your request.
- When you were scheduled to receive services, or when you received the services.
- Name of provider(s) that ordered services.
- If you have an authorized representative, you should also send us the Authorized Representative form. We cannot begin to review your appeal until we receive the Authorized Representative form.
- If you send the Authorized Representative form to us during the time frame that you have to send us a grievance/appeal, we will start to process your appeal. If we do not get the form in the time frame, we will close your appeal.

SilverSneakers: Stay active at home.

There's no getting around it. The coronavirus has changed our daily lives, especially the way we get active. Exercise is a key part of maintaining a healthy lifestyle and can support a healthy immune system¹. You can use your SilverSneakers® benefit to stay active without leaving home.

As a member of Aetna Better Health Premier Plan, a part of your fitness benefit includes a variety of virtual workouts available to you at no cost.

SilverSneakers On-Demand

SilverSneakers On-Demand™ gives you access to 200-plus online workout videos. Log in to **SilverSneakers.com** to create an account and view on-demand workouts like SilverSneakers Classic, Yoga, etc.

SilverSneakers Live

SilverSneakers also offers full-length, live classes and workshops on their website

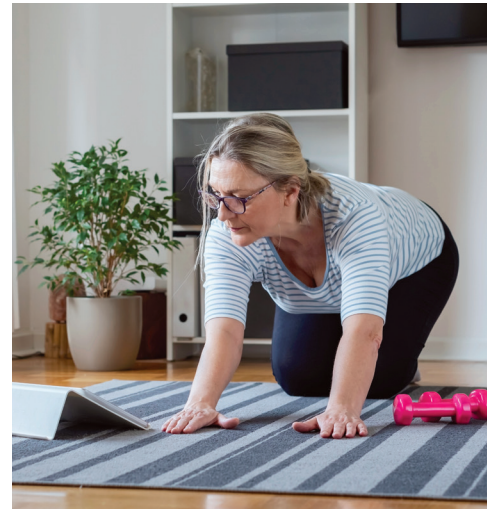
at **Go.SilverSneakers.com/live** via Zoom². Classes and workshops are led by top trainers and no equipment is needed. Multiple activities are available per day and range from cardio dance to yoga and The Happiness Effect workshop to Balance Builders.

SilverSneakers GO

You can access workout programs that can be tailored to your fitness level on our fitness app, SilverSneakers GO™. You can modify the exercises to make them easier or harder with just one click. Download the app at the Apple or Google store today. Visit **Go.SilverSneakers.com/SilverSneakers-go-promo** for more information.

SilverSneakers Steps®

SilverSneakers Steps® is a good starting point for those who may not be quite ready for the gym experience to ease into the SilverSneakers® fitness program by using an at-home kit. Each kit includes a Quick Start Guide



to help you begin an exercise program. For more information, contact SilverSneakers at **1-888-423-4632**, Monday through Friday, 8 AM to 8 PM ET.

Always talk with your doctor before starting an exercise program³.

¹[NCBI.NLM.NIH.gov/pubmed/29713319](https://www.ncbi.nlm.nih.gov/pubmed/29713319)

²*Zoom is a third-party provider and is not owned or operated by Tivity Health or its affiliates. SilverSneakers members who access SilverSneakers Live classes are subject to Zoom's terms and conditions. SilverSneakers member must have Internet service to access SilverSneakers Live classes. Internet service charges are responsibility of SilverSneakers member.*

³[Health.gov/PAGuidelines/Second-Edition/pdf/Physical_Activity_Guidelines_2nd_edition.pdf#page=68](https://www.health.gov/PAGuidelines/Second-Edition/pdf/Physical_Activity_Guidelines_2nd_edition.pdf#page=68)

New medical technology.

Aetna Better Health reviews new technologies to see if they can be used for our members. Our doctors look at new treatments as they become available to see if

they should be added to our benefit plan. Aetna Better Health reviews the services area listed below at least once a year:

- Medical services
- Behavioral health services
- Pharmacy
- Medical equipment

National Coverage Determination.

The Centers for Medicare & Medicaid Services (CMS) sometimes changes 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/Michigan](https://www.aetna.com/better-health/michigan). Then go to "For Members," and choose "Aetna Better Health Premier Plan (Medicare Medicaid)," then "Member Benefits."

You can also visit [CMS.gov](https://www.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 the number on your member ID card.



It's a good time to consider breast health.

As of yet, there is no sure way to prevent breast cancer.

Even so, there are steps you can take to lower your risk.

One key step? Stay at a healthy body weight. This is even more important in midlife and later. Here's why:

After a woman's periods stop, most of her estrogen comes from fat cells. Estrogen can spur the growth of many breast tumors. That's why too many pounds later in life could raise breast cancer risk. This seems to be especially true if those pounds end up on your waist.

There are a number of other steps you can take to help prevent breast cancer. These include:

Avoid alcohol. Drinking can raise your risk of getting breast cancer. In fact, your risk goes up the more you drink.

Move more. Exercise may be able to help lower your risk. Try to get 150 minutes of moderate exercise or 75 minutes of vigorous exercise each week.

Know the risks of hormone therapy. There are risks and benefits of taking hormone therapy. Talk to your doctor to learn more.

Finding breast cancer early

Breast cancer can still develop even with the above safeguards. So be sure to talk to your doctor about when to have mammograms.

Regular mammograms can help find cancer in its early stages. Finding cancer early can help give you a head start on treatment.

Some women may have certain risk factors. So you may need to talk with your doctor about additional screening tests, such as an MRI scan.

Source: American Cancer Society

Join the Member Advisory Committee (MAC).

You'll have the chance to share your ideas and help us improve our programs. To join, just call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week.

To join MAC, you must be:

- At least 18 years of age
- A member (or member caregiver) of Aetna Better HealthSM Premier Plan for at least the last 90 days
- Willing to attend meetings in person or by phone four times a year

No need to worry about travel costs. We'll provide transportation or pay for your mileage if you attend in person.

Member Rights and Responsibilities.

You have the right as a member to contact us at any time to voice your opinions and submit recommendations concerning Aetna Better Health of Michigan's Rights and Responsibilities Policy. Call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week to speak to a Member Services representative, or contact your care manager.

Diabetes: Focus on eye health.

Do you have diabetes? If so, here's one of the best ways to protect your eyes from problems related to your disease: Have a doctor check them once a year.

Diabetes can raise your risk of eye problems. Over time, high blood sugar levels can damage tiny blood vessels in the eye. This can lead to retinopathy. That's a disease that affects the light-sensitive tissue at the back of the eye.

Diabetes also may raise the risk of:

- Cataract — a cloudy spot on the lens of the eye
- Glaucoma — damage to the optic nerve in the eye

You may not notice eye problems at first. But unless they are treated, they can slowly cause vision loss or even blindness.

Of course, not everyone with diabetes has eye problems. But the risk goes up the longer you have diabetes.

Set your sights on healthy eyes

The good news? You can take two steps to help protect your eyes from diabetes:

Manage your blood sugar. Work with your doctor to make lifestyle changes and take medicines to help keep your blood sugar in a healthy range. Ask how often it should be tested.

Get eye exams on time. Eye exams can find eye problems early. That's when treatment often works best. Ask your doctor how often to have eye exams. In most cases, it's once a year.

Sources: American Diabetes Association; National Eye Institute



Do's and don'ts of the coronavirus disease (COVID-19).

✓ Do:



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.

✗ Don't:



Touch your eyes, nose and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Michigan. 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 information on Aetna Better Health Premier Plan and other options for your health care, call Michigan ENROLLS at **1-800-975-7630 (TTY: 1-888-263-5897)**. Office hours are Monday through Friday, 8 AM to 7 PM. Aetna Better Health Premier Plan is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Aetna Better Health Premier Plan Member Handbook. The Michigan Department of Health and Human Services, MI Health Link program has not reviewed or endorsed this information.

ATTENTION: If you speak Spanish or Arabic, language assistance services, free of charge, are available to you. Call **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week. The call is free.

ATENCIÓN: Si habla español o árabe, tiene a su disposición servicios de idiomas gratuitos. Llame al **1-855-676-5772 (TTY: 711)**, las 24 horas del día, los 7 días de la semana. Esta llamada es gratuita.

تنبيه هام: إذا كنت تتحدث باللغة الإسبانية أو العربية، فإن خدمات المساعدة اللغوية متاحة لك، مجاناً. اتصل برقم الهاتف **1-855-676-5772 (هاتف الصُم TTY: 711)** الخدمة الهاتفية متوفرة على مدار 24 ساعة في اليوم، و 7 أيام في الأسبوع. المكالمات الهاتفية مجانية.

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