



Member Newsletter  
Winter 2017

## Speak up

If you think you may be depressed, let your doctor know

All of us feel sad or blank now and then. But have you found that things you once enjoyed no longer make you happy? Do you find yourself crying very easily?

These are signs of depression. And if you are depressed, the sooner you get treatment, the better. Depression is very treatable. Counseling or medicine—or both—can help you feel like yourself again. Treatment can also keep depression from coming back.

So tell your doctor right away if you think you're depressed. And depression doesn't always feel like sadness. You may:

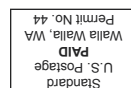
- Feel guilty or worthless
- Feel hopeless
- Feel very tired all the time
- Get irritated and angry easily

- Have aches and pains that don't get better with treatment
- Have trouble thinking or making decisions
- Sleep too much or have trouble sleeping
- Eat more than usual or less than usual
- Lose weight without trying or gain weight

And remember: Depression is an illness. It's not a personal failing. You can get better, and your doctor can help.

Sources: American Academy of Family Physicians; American Psychiatric Association

**If you believe you may be depressed, or if you have general questions about your mental health, call the Aetna Better Health of Michigan Behavioral Health line at **1-866-827-8704.****



Aetna Better Health® of Michigan  
1333 Gratiot Ave.  
Suite 400  
Detroit, MI 48207

## Attention, Healthy MI members: You can earn a reward

When you have been on our plan for one year, you will get a reminder letter because it's time for your annual exam and Health Risk Assessment. The letter will include a Health Risk Assessment form to be completed by your doctor.

We will also make calls reminding you to schedule your annual exam. Healthy MI Members can earn a reward once your exam is completed and the Health Risk Assessment form is returned to Aetna Better Health of Michigan. If you

have questions, please call our Healthy MI Plan team at **1-866-782-8507**. If you need transportation to your doctor, call MTM at **1-800-947-2133**.

Tips for taking care of yourself and paying less in health care costs:

- See your doctor for a checkup.
- Get all your recommended health screenings.
- Do a Health Risk Assessment with your doctor.

You could earn a reward by making healthy choices!

✂ **Clip and save**

## Get together: Have a family meeting

How often does your family sit down together? The holiday season is a good time to gather with family members. It is also a good time to have a talk about the history of disease in your family.

These ground rules can get you started:

- Pick a relaxing time, such as after dinner, with dessert.
- Give each person a chance to talk without anyone cutting in or criticizing.
- Bring up things like health goals you are working on.
- Share details about family news, including trips or school events.

- Use the time to reward successes. Someone may have found a job or gotten good grades.
- Don't scold or bring up past disputes or mistakes.
- Keep it short. Don't meet for more than 20 or 30 minutes.
- Talk about your family's disease history. Ask if anyone in your family has a history of high blood pressure, diabetes, cancer, or any other diseases. Find out if there are diseases that you should be screened for at an early age.
- At the end, ask if anyone has ideas on how to make the next meeting better.

You can use the chart below to make a layout of your family tree and any history of disease in your family. Cut it out and

take it to your next doctor's visit to have a discussion about your health risks.

Family meetings can bring your family closer together. Put one on your calendar during the holiday season.

Source: American Academy of Pediatrics

**HEALTH TIP:** Choose someone to write down the main points from your family meetings. That way you can keep track of goals and progress.

ME

MOTHER

FATHER

MOTHER'S Mother

MOTHER'S Father

FATHER'S Mother

FATHER'S Father



## Clinical Practice Guidelines

You doctor may use Clinical Practice Guidelines (CPGs) to decide how to diagnose and treat you. These CPGs can help you and your doctors make decisions about your care. For more information about CPGs, visit our website at [aetnabetterhealth.com/michigan/providers/practice-guidelines](http://aetnabetterhealth.com/michigan/providers/practice-guidelines). On the site, you will find CPGs for topics such as alcohol abuse, attention deficit hyperactivity disorder, depression and diabetes.

## Practicing gratitude for health and happiness

Talk about a positive perk: By having a spirit of gratitude, you actually end up with more to be thankful for.

When you make an effort to see the good in life, it feels good. You'll likely notice that you are happier—more content and less stressed. You'll also enjoy some nice health benefits. Some studies show that practicing gratitude may help:

- Lower blood pressure
- Boost immune response
- Lower the risk for depression, anxiety and substance abuse disorders

### 4 ways to grow in gratitude

A grateful spirit may seem like it comes naturally to some people. But to nurture a habit of thankfulness, it helps to make it your choice, day by

day. These practices can help you keep gratitude at the center of your day.

### 1. Savor your everyday life.

Slow down and enjoy those things that bring you comfort and joy—but that can be easy to take for granted. A loved one's smile. A crisp, cold apple. A bright blue sky. A warm cup of tea.

2. **Write it down.** What makes you smile? Note it in a daily gratitude journal. It can truly make a difference in where your focus lies. It's hard to get stuck in the negative when you are busy counting—and writing about—your blessings.

Studies show that people who use a gratitude journal are more upbeat and enjoy better overall health. They tend to be more alert, determined, enthusiastic and energetic. They also:

- Cope better with stressful life events
- Bounce back from illness faster
- Exercise more
- Sleep longer and enjoy better sleep quality

So, big or small, find those moments from your day—or reflections on your life—to appreciate. It could be a kind word said, a helpful neighbor or a hearty laugh.

Writing it down will help you focus on the positive. And any time you need a lift, you can turn back to

your journal and read those memories and moments.

3. **Say thanks.** Write a letter. Deliver it in person if you can. Let others know how much you appreciate them—their kindness, generosity, friendship, time, etc. You'll reap the benefits of a grateful deed. And you bring that person joy of their own.
4. **Do for others.** Reaching out and helping those in need often reminds us of the good in the world. Even better, make volunteering a family affair—and teach your children the power of giving and gratitude.

## Protect yourself, protect your family

We cover flu shots for our members—get yours today

Every adult and child six months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year.

### 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 office. Or you can visit [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan) for a list of retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go.

### You may need a pneumonia shot too

You may be at risk for complications from the flu if:

- You're over 65.
- You have a chronic condition like asthma, diabetes or lung disease.

Ask your doctor about a one-time pneumonia shot. It will give you extra protection during flu season.

**Questions? Call Member Services at 1-866-316-3784 (TTY 711) or visit [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan).**

## Cold or flu?

Colds and the flu share some symptoms, but they are two unique conditions.

Common cold	Symptoms	Flu
●	Aches/pains	●
●	Cough	●
●	Chest discomfort	●
●	Exhaustion	●
●	Fatigue	●
●	Fever	●
●	Headache	●
●	Sneezing	●
●	Sore throat	●
●	Stuffy/runny nose	●
●	Vomiting/diarrhea	●

Source: Centers for Disease Control and Prevention; National Institutes of Health

## PHI use and disclosure

Did you know that your health plan has protected health data about you? Information about you and your health is known as protected health information (PHI).

PHI includes your name, address, phone number, Social Security number, date of birth and marital status. It also includes your health and medical data. It can include medical records and findings, treatment profiles and payment status reports.

PHI may come from you, your provider, the plan or our partners. We know that this data about you is private. We protect your health information with specific procedures, such as:

- **Administrative.** We have rules that tell us how to use your health information no matter what form it is in—written, oral or electronic.

- **Physical.** Your health information is locked up and is kept in safe areas. We protect entry to our computers and buildings. This helps us to block unauthorized entry.
- **Technical.** Access to your health information is "role-based." This allows only those who need to do their job and give care to you to have access.

We may use and share your data for treatment, payment or for other health care reasons. These uses are covered under state and federal laws. At other times, we may need to get your OK to use or share your health data. If you have questions or concerns about the use or safety of your health data, call Member Services at **1-866-316-3784**.

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## Yearly checkup

Members age 19 and younger should get yearly checkups. The checkups should include tests and shots that are appropriate for your child's age.

Routine checkups are a good way to keep your child healthy. These checkups are important because some children may look healthy and feel well and still have health problems.

**Have questions? Call us at 1-855-737-0770**  
from 8 a.m. to 5 p.m.



### What can you expect at your child's checkup?

Your child's primary care provider (PCP) wants to make sure your child is healthy and doing well. The PCP will:

- Examine your child (Your child will wear just underwear or a gown for this check).
- Check your child's height, weight and Body Mass Index (BMI). The BMI estimates if your child has the right amount of body fat.
- Check your child's hearing, vision, gums and teeth.
- Ask about your child's birth, and any family health problems.
- Give you advice about healthy eating for your child, and other important health topics.
- Tell you if you need to go to the lab for additional screenings or tests.
- Check your child's blood pressure.

### What can you do to get ready for your child's checkup?

- Write down any questions you have and bring them with you.
- Keep a record of your child's shots. Bring it with you to every appointment. Check with your child's PCP to make sure your child's shots are up to date. Your child should have a flu shot every fall.

### How can you participate?

Don't be afraid to ask questions about taking care of your child. Some of your questions might be:

- How do I set limits for my child?
- How do I prepare my child for puberty?

### What you can do to keep your child safe and well

You are the most important part of your child's health care. Here are some helpful tips to remember:

- Schedule and keep your dental appointments for your child. Use this office as a "dental home," where the dentist can provide ongoing dental care for your child.
- Make sure your child brushes his or her teeth at least twice a day, and flosses once a day.
- Talk to your child about the dangers of alcohol today to prevent problems in the future.
- Remind your child of the dangers of smoking and chewing tobacco.
- It's important that your child has healthy play activity and exercise every day.
- Give your child chores to do. Expect them to be done.
- Teach your child how to be safe with other adults.
- Set a routine and give your child a quiet place for doing homework.
- If you have any concerns, ask your child's teacher for help.

**Check out more information** on health at [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan), where you can learn about health topics and care that has been studied by doctors. Stay healthy by using our tools to help control your health. Community resources and discount programs are also just a few clicks away.



## AETNA BETTER HEALTH® OF MICHIGAN

### 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.

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## 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**).

**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**).

**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**)。

**SYRIAC:** ܡܠܚܘܙܬܐ: ܐܕܐ ܟܢܬܐ ܬܚܕܘܬܐ ܒܐܠܓܘܬܐ ܥܪܒܝܬܐ، ܐܢ ܚܕܡܐܬ ܡܫܥܘܕܐ ܠܠܓܘܝܬܐ ܬܬܘܘܦܪ ܠܟ ܒܐܡܚܐܢ. ܐܬܘܠ ܥܠ ܐܠܦܐ ܠܩܪܝܢܐ ܐܘ ܥܠ ܐܠܦܐ ܠܠܘܡܐ ܘܠܒܝܚܡܐ: (**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**)

**ALBANIAN: VINI RE:** Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **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.

**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।

**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**).

**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.

**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**).

**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。

**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**).

**SERBO-CROATIAN: OBAVEŠTENJE:** Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poledini vaše identifikacione kartice ili broj **1-800-385-4104** (TTY – telefon za osobe sa oštećenim govorom ili sluhom: **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**).

## Smartphones at no cost to you!

You may be eligible to get a smartphone, talk minutes, data and unlimited texting

A smartphone with minutes and data per month can make a big difference to anyone struggling to make ends meet. Everyone needs to be able to connect with jobs, emergency services and family. That's why Aetna Better Health of Michigan has the Lifeline mobile phone program for our members.

As a member of Aetna Better Health of Michigan, we want to help you stay in touch with family, friends and your health care providers. Eligible members can apply for a smartphone or phone service plan at no cost through the government's Lifeline program.<sup>1</sup> This includes health extras, including health reminders and tips by text.

### Choose your no-cost plan

1. Need a smartphone? You may be eligible for an Android smartphone at no cost (includes data, talk and unlimited texts).
2. Keep your own phone and choose a service-only program at no cost (includes data, talk and unlimited texts).

### Get health extras for you and your family

- Health tips and reminders by texts
- One-on-one texting with your health care team
- Unlimited calls with our member services team

Already have Lifeline? You may be able to upgrade your phone depending on how long you've had your service.<sup>2</sup>

To learn more, go to [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan).

<sup>1</sup> Lifeline is a government assistance program, the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

<sup>2</sup> If you have Lifeline voice or text services, you can only upgrade to one of these plans if your service was switched on more than 60 days ago. If you have a Lifeline data plan with 500Mb + of data, you can only upgrade if it was switched on more than 12 months ago.



## Members reaching adulthood

Members reaching adulthood can get help with finding an adult primary care provider to replace their pediatric doctor. Call Member Services at **1-866-316-3784**, TTY **711**.

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## Access to our clinical staff

If you need access to a nurse during normal business hours, 8 a.m. to 5 p.m., call Member Services at **1-866-316-3784** and ask to be connected to a nurse.

If you need a nurse after business hours, call **1-866-711-6664**. You will be connected to our 24-hour nurse line. Members with hearing impairment, please use our TTY line at **711**. Language translation is also provided for free by calling **1-866-316-3784**.

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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.

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