

AETNA BETTER HEALTH® OF OHIO

a MyCare Ohio plan



Fall 2017

Tobacco cessation resources

There are lots of ways to quit tobacco, and no one way works for everyone. Regardless of the method, one's chances of quitting are greatly increased with support, as well as the use of medication. Many communities have service providers for individual or group counseling. Telephone cessation services are available at no cost to all members of Medicaid and Medicare plans (as well as uninsured people and pregnant women) through the Ohio Tobacco Quit Line, accessible by calling **1-800-QUIT-NOW (1-800-784-8669)**.

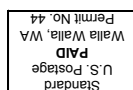
The Ohio Tobacco Quit Line has several services, including telephone coaching, a website, and email and text messaging e-Coach programs. The Quit Line encourages participants to enroll and remain in

the program through its conclusion by offering up to eight weeks of nicotine replacement therapy in the form of patches, lozenges or gum. Participants are eligible for five regularly scheduled coaching calls and unlimited as-needed calls.

The Quit Line is open 24 hours a day, 7 days a week, and has bilingual phone staff and access to a language line for callers who speak a language other than English or Spanish.

Many people trying to quit have made previous attempts. It is not uncommon to enjoy success for a period of time and have something, perhaps a stressful life event, result in a relapse of smoking. Think about what has worked in the past. More importantly, think about what did not work. Consider your triggers and make a plan for cravings. Get help and support; talk to your doctor about medication options. Be kind to yourself and know that quitting is a journey and not a race.

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7400 W. Campus Road
New Albany, OH 43054

Redetermination

The Ohio Department of Medicaid rechecks your Medicaid eligibility every 12 months. This is called “Medicaid Redetermination, Recertification or Renewal.” When this happens, Medicaid will mail you a 14-page packet that you must fill out and mail back to your county Job and Family Services office to renew your Medicaid benefits for another 12 months. You can also:

- Go online to **www.benefits.ohio.gov** and click on the “Renew My Benefits” tab.
- Go to your county Job and Family Services office.

If you do not complete the renewal process, you will receive a letter to let you know that your Medicaid benefits have ended. At that point, you will have 90 days to ask that Medicaid reverse this decision. This is called an appeal. If you appeal within 15 days of your benefits being terminated, your Medicaid benefits will continue while waiting for the hearing officer to make a decision. If the hearing officer decides in your favor, then the decision is retroactive. This means all of your medical bills during the 90-day appeal period will be covered.

If you need help getting your Medicaid benefits renewed, you can contact your local legal aid office by calling **1-866-539-6466**. You can also request that a certified application counselor help you with this process.

Always remember to notify Job and Family Services if your address changes. Many Medicaid recipients never receive their redetermination packet because the Ohio Department of Medicaid does not have the recipient’s current address on file.

If you have any questions about benefits renewal, or any other questions about Medicaid and your coverage, be sure to call the Ohio Medicaid Consumer Hotline at **1-800-324-8680**.



Make the connection

Changing how you think may change how you feel

Maybe this question has been on your mind: Can my mental health hurt my physical health?

Doctors have suspected for a long time that there is a powerful tie between mind and body. And modern medical studies prove them right. Researchers now know that unhealthy levels of stress, depression and anxiety can hurt your hormones, immune system, heart health and blood pressure.

When your emotional health is not good, you may feel really tired. Or you may have other physical symptoms like back pain, chest pain, headaches, diarrhea, a stiff neck or a racing heart.

Tending to your emotional health can improve your quality of life. It also may help your body fight infections, recover from an illness and prevent chronic disease.

What helps the mind-body balance grow strong? Thankfully, research has answered that question too. These top the list:

1. **Getting a move on.** Exercise changes how the body responds to stress. It improves mood too.
2. **Finding healthy ways to relax.** Some people use music, art, prayer, woodworking, reading or even 10-minute walks to lower stress in their life.



3. Expressing yourself. Negative feelings and fears that are bottled up may flow out as aches, pains and problems. A trusted friend, partner or religious adviser may be able to help you focus on positives and work through challenges. Some people keep a gratitude journal. Or they write down goals and accomplishments. Talking to a counselor may help if you feel overwhelmed.

Finally, be honest with your doctor about the stresses and challenges you face. Ask for help if you think you're feeling depressed. Your doctor can suggest many ways to improve your health and wellness—both mental and physical.

Sources: American Academy of Family Physicians; American Psychological Association; National Institutes of Health

Let us help

Here is a list of useful phone numbers that allow Aetna Better Health® of Ohio to help you in a variety of different situations. All of these services are provided at no cost to you.

Aetna Better Health® of Ohio numbers

- **Member Services**
1-855-364-0974, option 1
(TTY: 711)
Our staff is available 24 hours a day, 7 days a week, to answer your questions about your plan benefits, claims, health care providers, grievances, appeals, transportation and much more.
- **Behavioral Health Crisis Line**
1-855-364-0974, option 9
The qualified health professionals at this line are there for you if you are experiencing a behavioral health crisis, or drug or alcohol addiction crisis, and do not know who else to call.* This service is available 24 hours a day, 7 days a week.
- **Care Management**
1-855-364-0974, option 5
It is important that you have a good relationship with your care manager, which is why they are only a quick phone call away. If you do not know who your care manager is, a representative at this number will be able to help you and put you in touch with them. You may also call this number if you wish to change your care manager for any reason.

✂️ **Clip and save**

- **24-Hour Nurse Advice Line**
1-855-364-0974, option 4
Have a medical issue and not sure if you should go to the emergency room, your primary care doctor or an urgent care center?* Trained nurses are available 24 hours a day, 7 days a week, to talk to you about your condition and help you make the best decision about where to seek care.

Other useful numbers

- **Where's My Ride?**
1-866-799-4405
If you have scheduled a ride, but your driver is late, or a no-show, be sure to call Where's My Ride. This is the fastest way to get you to your destination as soon as possible. A representative will work to ensure that your driver is on the way to pick you up or to send a different driver in their place.*
- **The MyCare Ohio Ombudsman**
1-800-282-1206
The MyCare Ohio Ombudsman is an independent program that helps with concerns about any aspect of care. Help is available to resolve disputes with providers, protect rights, and file complaints or appeals with our plan.
- **The Ohio Tobacco Quit Line**
1-800-QUIT-NOW
(1-800-784-8669)
Ready to give up tobacco products for good, but need help? The Ohio Tobacco Quit Line offers a variety of services to help you kick the habit for good.

*If you are experiencing an emergency and need immediate assistance, call 911.



Breast cancer: Five facts you may not know

Of all the diseases we face as women, few may concern us more than breast cancer. Almost certainly, you know someone—a loved one, a friend, a neighbor—whose life has been touched by the disease.

Even though breast cancer is far too common, some facts about it may still surprise you. Here's a look at five of them:

1. **Breast cancer is not the leading health threat to women.**

Heart disease is actually far deadlier for women. Nationwide, breast cancer causes

1 in 31 female deaths every year. But heart disease causes 1 in 8 female deaths.

And looking only at cancer deaths, lung cancer kills more women in the U.S. than breast cancer.

2. **Most breast cancer is not inherited.** Only about 5 to 10 percent of all breast cancers appear to develop directly from problem genes passed on from a parent.

What's more, even a family history of breast cancer is not as much of a concern as many women might fear.

Having a close relative with breast cancer does raise your risk. But less than 15 percent of women who get breast cancer have a family history of the disease.

3. **Having a mastectomy when it's not needed doesn't completely get rid of the risk of breast cancer.** Some women who are at high risk for getting breast cancer choose to have both breasts removed to avoid the disease. This is called a preventive mastectomy. It can, in fact, reduce the risk

of developing breast cancer by 90 percent or more. But some risk still remains. Even a mastectomy can't remove all breast tissue.

4. **Dense breasts are a risk.** Breasts that are dense have more fibrous and glandular tissue and less fatty tissue. Women with dense breasts have up to twice the risk of breast cancer as a woman with average breast density. Dense breasts may also make mammograms less accurate.

Ask your doctor if your breasts are dense. You can't tell by touching them. If the answer is yes, the two of you can discuss whether you need additional tests, such as an ultrasound or MRI.

5. **The effects of a fatty diet aren't clear.** Many studies indicate that breast cancer is less common in countries where the typical diet is low in fat. But so far studies haven't found a definitive link between higher fat diets, like those eaten in the U.S., and breast cancer.

Sources: American Cancer Society; National Cancer Institute

AETNA BETTER HEALTH OF OHIO

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Aetna, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna, Inc.:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Aetna Medicaid Civil Rights Coordinator

If you believe that Aetna, Inc. 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 Medicaid Civil Rights Coordinator, 4500 Cotton Center Blvd., Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667, MedicaidCRCoordinator@aetna.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Aetna Medicaid 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, 800-537-7697 (TDD)

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

www.aetnabetterhealth.com/ohio

OH-16-09-04

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**)。

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.

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**).

PENN DUTCH: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf die Nummer uff, ass hinne uff dei ID card iss, odder ruf **1-800-385-4104** (TTY: **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**).

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**).

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**).

SOMALI (CUSHITE): FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

OROMO (CUSHITE): Hubadhu: yoo Oromoo dubbatta ta'ee, gargaarsa tajaajiloota afaanii, kaffaalitti bilisaa ni jiraa siif. Lakkoofsa bilbiilaa ID kee duuba irraa jiruun yookiin **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.

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。

DUTCH: AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel het nummer op de achterkant van uw ID-kaart of **1-800-385-4104** (TTY: **711**).

UKRAINIAN: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби підтримки. Зателефонуйте за номером, указаним на зворотному боці ідентифікаційної картки, або **1-800-385-4104** (телетайп: **711**).

ROMANIAN: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la numărul de pe spatele cardului dumneavoastră de identificare sau la **1-800-385-4104** (TTY: **711**).

NEPALI: ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

What you need to know about NCDs

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 www.aetnabetterhealth.com/ohio. Then go to "For Members," then "Aetna Better Health of Ohio (Medicare-Medicaid)" and "Member Materials and Benefits." You can also visit 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.

Quality improvement program

Every year Aetna Better Health® of Ohio reviews member surveys and health care data to create quality improvement initiatives. These initiatives are designed to improve our health plan's services to you. You can find out more about our quality improvement program by going to our website at www.aetnabetterhealth.com/ohio.

Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

Limitations and restrictions may apply. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974** (TTY: **711**), 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook.

Benefits may change on Jan. 1 of each year.

You can get this information at no cost in other languages. Call **1-855-364-0974**

(TTY: **711**), 24 hours a day, 7 days a week. The call is at no cost.

Puede obtener esta información en otros idiomas de manera gratuita. Llame al **1-855-364-0974** y TTY al **711**, 24 horas al día, 7 días de la semana. Esta llamada es gratuita.

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.

Aetna Better Health® of Ohio, a MyCare Ohio plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this information at no cost in other languages. Call **1-855-364-0974** or TTY: **711**, 24 hours a day, 7 days a week. The call is at no cost.

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® of Ohio Member Services at **1-855-364-0974** or read

the Aetna Better Health® of Ohio 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.

Models may be used in photos and illustrations.

Contact us

7400 W. Campus Road,
New Albany, OH 43054

1-855-364-0974

TTY: **711**

www.aetnabetterhealth.com/ohio

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