



MyCareOhio
Connecting Medicare + Medicaid

Aetna Better Health® of Ohio | a MyCare Ohio plan



Sharing

Spring 2019

What's up, doc? Communication is key

Do you sometimes feel as though you and your doctor aren't connecting?

Having a doctor who understands you is important. And you need to be able to communicate well with your doctor too. That's the person you see for many of your health care needs, so it's best when you are both on the same page.

Doctors and patients can have problems talking with each other for a variety of reasons. If that happens to you, here are some things that might help:

Overcome a language barrier.

Is English your second language? If you aren't comfortable speaking to your doctor in English, bring an interpreter with you or ask about translation services the doctor's office can provide. This is true

if you're deaf and need a sign language interpreter too.

Choose a provider who fits you.

It's important to find a provider with whom you feel at ease. Do you share similar values? Do you trust your provider? These things can be important to your relationship.

Speak your mind. Talk is a two-way street. If you don't understand something, let your provider know. Ask him or her to explain it to you

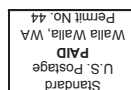
as many times as it takes until you are clear. Remember to be open and honest about your health and any symptoms you're having.

How can we help?

If you run into problems talking with your provider, let your health plan know. And if you don't have a doctor, we can help you find the right one.

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

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Five steps to clean hands

Step 1: Wet your hands with clean, running water (it can be warm or cold). Apply soap.

Step 2: Rub your hands together to make a lather. Scrub hands well

all over — make sure to scrub the backs of your hands, between your fingers and under your nails.

Step 3: Continue rubbing hands together for at least 20 seconds — that's about as long as it takes to hum the "Happy Birthday" song from beginning to end twice.

Step 4: Rinse your hands well under running water.

Step 5: Dry off using a clean towel, or air dry.

Source: Centers for Disease Control and Prevention

Connect with others: It's good for your health

When life is hectic, it's easy to become isolated. We put our heads down and push through chores and deadlines. The to-do list never ends.

Take time to connect

Taking the time to connect with others is important. Social networks can help lift our mood and improve our health too. Strong ties with family, friends and workmates can help:

- Ease stress.
 - Reduce the risk of depression.
 - Reduce loneliness.
 - Lower blood pressure.
 - Boost the immune system.
 - Increase happiness.
- According to one study, the key difference between happy people and those who were less happy was good relationships.
- Provide support if you're dealing with a chronic illness.

Having a circle of support may help us live longer too.

Making bonds stronger

It's true that humans are wired to connect. But sometimes the wiring needs a new place to plug in.

Take some time to think about your interests. Ask yourself these questions:

- What do you enjoy?
- What would you like to learn?
- What would you like to do?

Then, brainstorm ways to enjoy those interests in a social setting.

Building social connections takes time and effort. But it's a skill you can use all of your life.

After all, no matter what your age, a hug from a friend can help lighten a heavy load. A co-worker's support can lift your spirits. And sharing a laugh with friends boosts positive feelings that can strengthen your mind, heart and health.

Sources: Mental Health America; Office on Women's Health



Having strong ties with family and friends can actually help you stay healthy.

Don't fall for these three sleep myths

Sleep: We all do it, but we don't always understand it. In fact, sleep can even seem a little mysterious. Maybe that's one reason why some myths persist when it comes to this vital part of our lives. Have you ever heard of these three?

Myth: Snoring may be annoying, but it's not a health concern.

Fact: While snoring is usually harmless, it does have a potentially serious side. It can warn of a condition called obstructive sleep apnea, in which breathing temporarily stops several times a night. People with sleep apnea may wake up choking or gasping for air.

Sleep apnea can leave you worn-out the next day. Worse, it may raise the risk of heart disease. Fortunately, treatment — including continuous positive airway pressure (CPAP) therapy — can help.

Myth: You can get by on very little sleep.

Fact: Skimping on shuteye can sink your mood and leave you unproductive, irritable and accident-prone. There's more: Sleeping too little may be a serious health risk. It's linked to everything from high blood pressure to obesity, diabetes and depression.

Getting enough sleep regularly will help you feel and perform your best. For most adults, that's at least seven hours a night.

Myth: If you wake up and can't get back to sleep, it's best just to lie there until you can.

Fact: Actually, if you can't fall asleep after about 15 minutes, don't stare at the clock: Get up and go to another room to do something relaxing. Listen to some soft, soothing music. Or read a book. When you feel sleepy, come back to bed.



Keep in mind that waking up and having trouble getting back to sleep can signal insomnia. Other signs include frequently waking up during the night or often feeling groggy the next day. If you have concerns about your sleep habits, let your doctor know.

Sources: American Academy of Sleep Medicine; National Sleep Foundation

National Coverage Determinations

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/ohio](https://www.aetnabetterhealth.com/ohio). Then go to For

Members > Aetna Better Health of Ohio (Medicare-Medicaid) > Member Materials and 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.



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 Ohio has the Lifeline mobile phone program for our members.

As a member of Aetna Better Health of Ohio, 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.¹ 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.²

To learn more, go to aetnabetterhealth.com/ohio.

¹Lifeline is a government assistance program, the service is nontransferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

²If 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.

Your advance directive: A crucial piece of paperwork

Imagine you're so sick or hurt that you can't speak for yourself. Your doctors may be unclear about the type of medical care you want.

That's why you need an advance directive. It's a legal document. And no matter how ill you are, it can spell out what care you want — and don't want. It can state your wishes about getting:

- CPR (if your heart stops beating or your breathing stops)
- Feedings through a tube
- Long-term care on a breathing machine
- Tests, medicine or surgeries
- Blood transfusions

There are two main types of these documents:

A living will. This gives legal instructions for your care. It's not the same as a will when a person dies.

A health care power of attorney. This lets you name someone else to make health care decisions for you if you aren't able to do so. It doesn't give anyone the power to make other financial or legal decisions for you.

Advance directives aren't just for older adults. Serious medical problems can happen at any age.

Your doctor can tell you more about advance directives. Once you have one, be sure to give copies to your family, your doctor and the person you name as your health care agent.

You can change your decisions at any time. But if you make changes in an advance directive, be sure to tell your doctor and loved ones.

Source: National Institutes of Health



You can also visit aetnabetterhealth.com/ohio/members/resources to download a copy of the advance directive form.

Don't let vision loss block cellphone use

People with vision loss know all about facing challenges. But using a cellphone shouldn't have to be one of them. U.S. law says cellphone services must be accessible to people with low vision.

Even so, many people with vision loss have cellphone trouble. Maybe they can't read the display screen. Or maybe they can't find the right keypad button.

Whatever the problem, the American Foundation for the Blind (AFB) wants to help.

First, AFB keeps track of cellphone makers and firms that offer cellphone plans to see how well they meet the law.

AFB also lists phone features that would be useful for people with low vision. For instance, you may want a phone with:

- A display that can be read even with low vision
- Software that turns text into speech
- Keys that are easy to identify by touch
- A user manual in an easy-to-read format, such as large print

To learn more, go to afb.org.

Source: American Foundation for the Blind

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MyCareOhio
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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 East Cotton Center Boulevard, Phoenix, AZ 85040, 1-888-234-7358, TTY 711, 860-900-7667 (fax), 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-16-09-12

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English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (TTY: **711**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame 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 **1-800-385-4104** (TTY: **711**)。

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-385-4104** (TTY: **711**).

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم هاتف الصم والبكم: **711**).

Pennsylvania Dutch: Geb Acht: Wann du Deitsch Pennsilfaanisch Deitsch schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call **1-800-385-4104** (TTY: **711**).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-385-4104** (телетайп: **711**).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez 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. Gọi số **1-800-385-4104** (TTY: **711**).

Cushite (Oromo): XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-385-4104** (TTY: **711**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (TTY: **711**) 번으로 전화해 주십시오.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-385-4104** (TTY: **711**).

Japanese: 注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-385-4104** (TTY: **711**) まで、お電話にてご連絡ください。

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel **1-800-385-4104** (TTY: **711**).

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-385-4104** (телетайп: **711**).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-385-4104** (TTY: **711**).

Somali: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac **1-800-385-4104** (Kuwa Maqalka ku Adag **711**).

Nepali: ध्यान दनुहोस्: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-385-4104** (टटिवाइ: **711**) ।

Suicide: Know the warning signs and get help

Would you be able to tell if someone you cared about was at risk for suicide? That's a crucial question — taking one's own life is the 10th leading cause of death nationwide.

Most people who kill themselves are deeply conflicted about ending their lives. They wish there was an alternative to suicide. But they're in so much emotional pain they see no other option.

Suicide doesn't discriminate. People of all ages — from children to seniors — and all ethnic backgrounds are at risk. And while men are more likely to die from suicide, women are more likely to attempt it.

What to watch for

It's important to know the warning signs for suicide and to take them seriously, especially when someone talks about suicide. It's a myth that most people who talk about suicide won't do it. Nearly everyone who attempts it gives a verbal cue — for example, by saying "If I see you again," "I'd be better off dead," or "There's no way out."

There are other warning signs to take seriously too. Get help if someone:

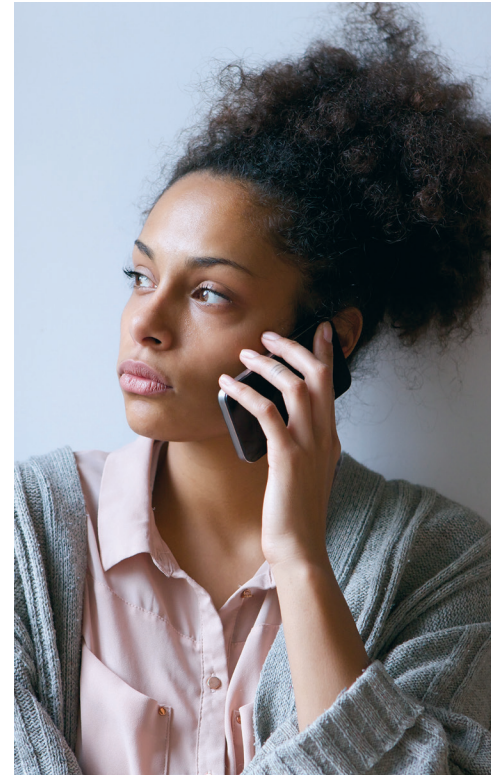
- Seeks out guns, pills, knives or anything else that could be used for suicide.
- Is obsessed with death — for example, they might write poems about it.
- Appears hopeless or feels trapped.
- Expresses self-loathing or shame.
- Is self-destructive or reckless.
- Withdraws from family and friends.
- Has dramatic mood changes.
- Says goodbye as though they won't be seen again.
- Gets their affairs in order — for example, makes a will.

Also be aware that certain people are more vulnerable to suicide than others. Risk factors include:

- Mental health problems (such as depression), alcoholism or drug abuse.
- Past suicide attempts or a family history of suicide or physical or sexual abuse.

Take action

If there's any chance you know someone who's considering suicide, get them to the nearest emergency



department or call **911**. Don't leave them alone, and remove any weapons or potentially deadly objects like pills.

Sources: American Association of Suicidology; Centers for Disease Control and Prevention; HelpGuide.org; National Institute of Mental Health

If you are experiencing a mental health crisis and need help, please call 1-855-364-0974 (TTY: 711) 24 hours a day, 7 days a week, and select option 1 when prompted.


Contact us



Aetna Better Health® of Ohio
7400 W. Campus Road
New Albany, OH 43054



1-855-364-0974 (TTY: 711)
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. 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. 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.