

HEALTHY LIVING

Budget-friendly healthy snacks your whole family will crave

Handing out the right snacks can do double duty: It can fuel good energy and health now and boost immunity to help fight off illness as we enter cold and flu season. But common go-tos like packaged chips, cookies and candy can be pricey and harm your health over time. Instead, try these easy, kid-friendly snacks. They're good for your health and kind to your wallet.



Greek yogurt

It's thick and creamy, and loaded with calcium and protein. Throw in some banana slices for potassium. Or add berries (fresh or frozen) for vitamin C and antioxidants.



Apple slices and peanut butter

Together, they serve up healthy fats, protein and important vitamins and minerals like vitamin E and potassium.



Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger. Plus you're drinking up immune-boosting minerals like calcium, and vitamins A and D.

Need more ideas? Nuts like almonds and walnuts, air-popped popcorn with a shake of salt, sliced veggies with hummus, frozen grapes, and oatmeal with fruit are all great options that are filling and nutritious.

IT'S TIME TO RENEW!

Find out how to renew your Medicaid/CHIP coverage by going to



Too much of a good thing



Antibiotic medications can be a powerful treatment for certain illnesses. But using them too often can be harmful.

Antibiotics don't treat viruses that are often the cause of colds, flu, pharyngitis (sore throat) and bronchitis. So, antibiotics won't help in these cases. You only need antibiotics for a bacterial infection.

Your PCP can help determine the treatment that's right for you.

Heart disease 101

Heart disease isn't just one condition. There are many types, including coronary artery disease, congestive heart disease, arrhythmia, heart attack and stroke. But they share a lot of symptoms. The screenings are often the same too. If you're worried about your heart health, talk to your primary care provider (PCP) about having one of these tests.



CT scan

This looks for calcium in the arteries, which is a sign of plaque buildup. If the test shows plaque buildup, your doctor may recommend medicine to lower your cholesterol.

Stress test

This test usually involves walking on a treadmill and monitoring your heart to see how it's working. If you're having chest discomfort, a stress test can help your PCP decide if it's a coronary problem.

Electrocardiogram (EKG)

This simple, painless test involves placing electrodes on your chest to record your heart's electrical activity.

Angiogram

If your other tests are abnormal, or if you're having symptoms, you might get an angiogram. This scan shows blood flow through your arteries and veins to check for blockages.

If you think you may be having a heart attack or stroke, call 911 right away. Getting help fast can save your life and lead to a better recovery.

Symptoms of a heart attack can include:

- Pain or pressure in the chest
- Discomfort in the jaw or neck
- Shortness of breath
- Sweating, nausea or dizziness

Know the signs of preeclampsia

This high blood pressure condition happens during pregnancy. It can be dangerous to both mother and baby. During your prenatal visits, your care provider will screen for preeclampsia. Call your provider immediately if you have any of these symptoms:

- Severe headaches
- Blurred vision, seeing spots or sensitivity to light
- Nausea and vomiting
- Swollen hands and feet
- Sudden weight gain of more than a pound a day
- Pain in the upper right side of your abdomen
- Shortness of breath

Depression signs through the ages

Depression can happen to anyone. It's also highly treatable. Since some symptoms vary between age groups, it's important to know what to watch for.

Children

- More argumentative, grouchy or annoyed
- Often tired or agitated
- Problems concentrating in school
- Feeling inadequate or guilty
- Self-injury or self-destructive behaviors
- Angry outbursts

Teenagers

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy, motivation or enthusiasm
- Using substances like alcohol or drugs
- Poor self-esteem
- Not taking care of appearance

Adults

- Often annoyed, frustrated, irritable and/or angry
- Loss of interest in socializing and hobbies
- Restless, agitated or sluggish
- Feeling worthless or very guilty
- Hard time concentrating, and making decisions

- Older adults may also be anxious, confused, helpless or quick to cry

New mothers (called postpartum depression)

- Feeling overwhelmed, "empty" or tired
- Detachment from baby
- Panic attacks
- Decreased interest in activities
- Self-doubt, guilt, anger
- Changes in sleep or eating

If you see any of these signs in a loved one or yourself, reach out to your primary care provider for help.



4 tips for healthy lungs

Whether you have a chronic lung condition like asthma or a respiratory infection like a cold, use our tips to breathe easier.

- 1 Take your medicine as directed by your doctor. Also, make sure you are using your inhaler correctly.
- 2 Get a flu shot — ideally by the end of October.
- 3 See an allergist if needed. Allergies can trigger an asthma attack.
- 4 If you smoke, quit now. It's the best way to stop more lung damage.

Trying to quit smoking? Aetna Better Health can help! We offer tobacco cessation support like covering eligible nicotine replacement medications, counseling and a Pivot Breath Sensor. Call our Member Services at **1-855-242-0802 (TTY: 711)**.

Are you having thoughts about hurting yourself or others? Call the National Suicide Prevention Lifeline at **988** or go to the nearest emergency room. You can also call our 24-hour Behavioral Health Crisis Hotline: **1-833-491-1094 (TTY: 711)**

Your family's healthy-all-year secret

Spoiler alert: It's vaccinations. They can help your family stay well this winter — and for many seasons to come. Here are six vaccinations to keep on your radar. Go to [Vaccines.gov](https://www.vaccines.gov) for a full list.



Chickenpox (varicella)

When it's given: Children get a dose at 12 to 15 months old, and a second between ages 4 and 6. If you've never had chickenpox or been vaccinated or you'll need the vaccine now.

Diphtheria, tetanus and pertussis (DTaP, Tdap)

When it's given: Children usually get five doses of DTaP between 2 months and 6 years old. Older kids Tdap between ages 11 and 12. Adults need a Tdap booster every 10 years.

Flu (influenza)

When it's given: Everyone should get a flu shot as soon as it's available each year, usually in September or October.

Human papillomavirus (HPV)

When it's given: First dose is given between ages 11 and 12. If you're older and haven't had the shot, talk to your doctor. HPV, a sexually transmitted infection (STI), can cause cervical and other cancers.

Measles, mumps and rubella (MMR)

When it's given: Between 12 and 15 months for the first dose, and between ages 4 and 6 for the second dose. Some adults need to get it again; ask your doctor if you need the shot.

Pneumococcal

When it's given: It's given to children at 2, 4 and 6 months and between 12 and 15 months, for a total of 4 doses. Adults get one more dose at age 65 or older.

Beyond physicals

Get screened now

Body mass index (BMI)

BMI can show if you're at risk of serious health conditions like diabetes.

Hepatitis C

Adults and pregnant women should have this blood test.

Lead screenings

Doctors can do a blood test to screen children for lead poisoning.

STIs

All sexually active people should be screened for STIs like HPV, chlamydia and gonorrhea.

We're here to help

Our goal is for you to be as healthy as possible. We have programs to help you manage and improve your health.

As a member of Aetna Better Health of Louisiana, you will have your own case manager who will work with you, your doctors, and other providers to make sure you receive the right care and services. You can meet with your case manager as often as needed, by phone or in person.

You may not always need assistance from a case manager, but conditions can change and become overwhelming. Your doctor, hospital discharge planner or other provider may refer you to Case Management when you need more support. Or a nurse on our health information line may refer you.

You can also get help by calling us at **1-855-242-0802 (TTY: 711)** and asking for Case Management.

Here are some other programs we offer to help keep you healthy:

- Keeping Members Healthy
- Managing Members with Emerging Risk
- Patient Safety and Outcomes Across Settings
- Managing Multiple Chronic Conditions

We usually automatically put you into a program if

you are eligible, but you can join or leave at any time. You can learn more about these programs at [AetnaBetterHealth.com/Louisiana](https://www.aetna.com/Louisiana)

We want you to stay healthy and get the care and service you deserve. To learn more about how we can help, **call Member Services at 1-855-242-0802 (TTY:711)**, 24 hours a day, seven days a week.



News and Events



Scan the QR code for health news, newsletters and upcoming events in your area.

Find helpful information

Check your Member Handbook or visit [AetnaBetterHealth.com/Louisiana](https://www.aetna.com/Louisiana) to learn about:

- Covered and not covered benefits
- Pharmaceutical management procedures
- Copayments
- Benefit restrictions outside Aetna's service area
- Language assistance
- How to submit a claim
- How to get information about in-network doctors
- How to get primary care services and emergency care
- How to get specialty care, behavioral health care, and hospital services
- How to get care after normal business hours
- How to get care and coverage outside of Aetna's service area
- How to submit a complaint and appeal a decision
- How Aetna evaluates new technology to include in coverage.

For a printed copy of above, **call Member Services at 1-855-242-0802 (TTY:711)**

Don't forget to schedule your annual doctor visit You can talk to your doctor about any concerns and ways to stay healthy. To learn more, call Member Services at **1-855-242-0802 (TTY: 711)**

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate based on 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:
 - 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 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 based on 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.

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)**.

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)**.

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)**。

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 (للمسم والبكم: 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.

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104 (TTY: 711)**.

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງຂັດປະຈຳຕົວຂອງທ່ານ ຫຼື **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。

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104 (TTY: 711)** پر رابطہ کریں۔

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.

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. یا 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)**.

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104 (TTY: 711)**.



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<Recipient's Name>
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HEALTHY LIVING

Easy ways to get the whole family moving

One fun, everyday way to boost your body's defenses against illness: Exercise. Plus, it's a great chance to spend time together as a family. Try these free fitness ideas that are good for all ages:

- ✔ **Make walking the dog a family affair**
- ✔ **Play "keep it up" with a ball or balloon**
- ✔ **Play basketball or tag**
- ✔ **Put on some music for a mini dance party**

Do activities like these at least three times a day and you'll have moved the minimum recommended amount.



Have questions about your health? Get your medical questions answered by a medical professional 24 hours a day, seven days a week by calling our nurse line. **Call 1-855-242-0802 (TTY: 711)**, and listen for the option for the nurse line.