



Aetna Better Health® of West Virginia



Taking care

Spring 2020

What can you and your family do to stay healthy?

Aetna Better Health of West Virginia encourages you to follow these important tips to help you and your family stay healthy and avoid getting sick.

- Wash your hands when you come in from outside and often throughout the day.
- Do not touch your face.
- Cover coughs and sneezes.
- Clean surfaces like doorknobs, tables and handrails regularly.
- Open windows to improve ventilation.
- Stay home if you are sick.

If you live with someone over 65 or someone who has a medical condition like diabetes, cancer, heart problems or lung disease:

- Have them stay in a different room, if possible.

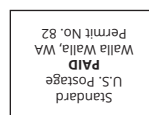
- Everyone in the home should wash hands frequently before interacting with the person, such as by feeding them or offering other care.
- Clean utensils and surfaces often.

If someone in your house is sick:

- Give them their own room and keep the door closed.

- Have only one family member care for the person who is sick.

Visit our website at [AetnaBetterHealth.com/WestVirginia](https://www.aetnabetterhealth.com/WestVirginia) for more information on the new coronavirus.



Aetna Better Health® of West Virginia
500 Virginia St. East, Suite 400
Charleston, WV 25301

Did you know you can become dependent on opioids after just five days?

Prescription pain meds can be as dangerous as street drugs. Here are some ways you can protect yourself and your family:

- Properly store medications.
- Talk to your doctor about alternatives for pain control.

We have an Opioid Management team that includes nurses and social workers that can help you with:

- Finding resources and other treatment options

- Requesting help and treatment
- Education and tools for treatment success
- Making sure you get the care you need

A Case Manager can help you find other pain control options, such as:

- Physical therapy
- Exercise therapy
- Relaxation training
- Neurostimulators
- Chiropractic care

- Over-the-counter drugs and anti-inflammatories

If you are taking an opioid medication, talk to your doctor about other options.

You can opt in or out of the Opioid Management program at any time.

If you or someone you know wants more information or help with opioid dependence, call **1-888-348-2922** and ask to speak with a Case Manager.

Do you have chronic pain?

Managing chronic pain is key to your health. Are you currently taking drugs for pain? There are other things that may help with pain:

- Getting enough sleep
- Eating healthy and not eating foods such as cookies and chips
- Exercise, such as walking
- Yoga and meditation/ mindfulness
- Relaxing with deep breathing, guided imagery and progressive muscle relaxation
- Chiropractic services
- Mental health therapy where you learn ways to cope with your pain
- Keeping a journal

If you have a smartphone, there are several free apps that are worth checking out:

- Insight Timer teaches you how to be mindful and cope with stress.
- Breathe2Relax teaches you how to breathe

correctly to better manage pain.

Also, there are free YouTube videos on progressive muscle relaxation, deep breathing, guided imagery and yoga.

Always check with your doctor before trying any new way of dealing with your pain.

Your mental health and how you cope with stress affect how you experience pain. If you think you are depressed or anxious or have problems managing your pain, please contact your Case Manager. If you don't have a Case Manager and are interested in this service, please call **1-888-348-2922**. A Case Manager will identify resources that will help you get on a path to better health.



Don't let stigma get in your way. Stigma is incorrect beliefs and attitudes toward mental illnesses that keep people from getting the help they need. Mental illnesses are just like physical illnesses — they require that you see a doctor and start treatment. Many people won't go to the doctor because they are ashamed. There's no reason to be ashamed about mental illnesses. When people go to the doctor, they can get better.

Programs to help you stay healthy

Did you know that we have a lot of programs to help members be as healthy as possible? Whether you have a medical problem or are just trying to live a healthy life, we have a program for you. For most programs, we will automatically put you into the program if you are eligible. Call us if you do not want to be part of a program. For questions about these programs, call our Care Management department at **1-888-348-2922 (TTY: 711)**.

Program	Who is eligible	Program highlights
Healthy Pregnancies/ Healthy Babies	Pregnant members and moms up to 6 weeks after giving birth	<ul style="list-style-type: none"> • Educational mailings • Texts with health tips • Phone calls from a Case Manager • Incentives/rewards for seeing your doctor
Healthy Adults and Children	All members	<ul style="list-style-type: none"> • Cub Club for kids • Well visit reminder calls and postcards • Walking programs • Health education events • Gift card incentives
Flu Vaccination	All members over 6 months of age	<ul style="list-style-type: none"> • Flu vaccine reminders • Flu clinics in some areas
Living with Diabetes	Members with diabetes	<ul style="list-style-type: none"> • Educational mailings • Reminder calls to get needed care • Calls or visits with a Case Manager • Diabetes oral health program • Diabetes education programs with incentives
Neonatal Abstinence Syndrome (NAS)	Pregnant women who have substance use disorder (drug addiction) and babies born with NAS	<ul style="list-style-type: none"> • One-on-one help from a Case Manager • Help with community resources • Educational information • Community resource referrals • Incentives/rewards for participation
Appropriate Use of Acute Care Settings	Members who are in the hospital or have recently been discharged	<ul style="list-style-type: none"> • Phone call after discharge • Review of discharge information • Help with understanding medications • Community resource referrals • One-on-one education
Opioid Management	Members who use certain drugs	<ul style="list-style-type: none"> • Educational information • One-on-one help from a Case Manager • Community resource referrals
Chronic Condition Management	Members with at least one chronic condition: asthma, diabetes, COPD, CAD, CHF, depression	<ul style="list-style-type: none"> • Educational newsletters • Reminders to get needed care • Telephone calls to higher risk members
Managing Diabetes and Heart Disease (Multiple Chronic Conditions)	Members with both diabetes and heart disease	<ul style="list-style-type: none"> • Educational newsletters • Telephone calls to higher risk members • Reminders to get needed care • Community resource referrals
Emergency Room (ER) Utilization Management	Members who frequently use the ER	<ul style="list-style-type: none"> • Telephone calls to members at high risk • PCP or specialist referrals
Care Management	Members who need help managing their care	<ul style="list-style-type: none"> • Telephone calls to high-risk members • Face-to-face visit with a Case Manager • Personal care plan • Educational information • Referrals to community resources

What is an emergency?

It is not always easy to know if you should go to the emergency room (ER). If you're not sure, call your doctor first.

A true emergency means a life is in danger. Serious or life-threatening problems are treated in the ER. If there is time, call your doctor first.

Go to the closest ER for treatment. If you can't get to the ER quickly, call **911**. Examples of emergency conditions include, but are not limited to:

- Sharp chest pain
- Severe burns

- Choking
- Seizures
- Poisoning
- Bleeding that will not stop
- Thoughts of suicide or self-harm

What to do if it is *not* an emergency

Where do you go when you need medical help quickly — say for a bump, bruise or bellyache?

Call your doctor. The more your doctor gets to know your health care needs, the better care you

can get. Your doctor is your health care partner.

Urgent care is often a good choice. Urgent care centers can manage many minor illnesses and injuries. The good news is that you don't need an appointment. Go to urgent care for mild or minor:

- Allergic reactions or rashes
- Cuts, burns or wounds
- Headaches
- Illnesses, such as colds, sore throats, earaches and low-grade fevers

- Injuries, such as back pain, sprains and strains
- Nausea, vomiting or loose stools
- Toothache

You should always follow up with your doctor after you go to the ER, urgent care or after-hours center within 2 weeks of the visit. If you need help finding a doctor, you can call us at **1-888-348-2922** to help you or search for a doctor on the website at **AetnaBetterHealth.com/WestVirginia**.

Cell service at no cost to you

Did you know you may be able to get Lifeline cell service plus a Smartphone at no cost to you? Go to **AetnaBetterHealth.com/WestVirginia** or call Member Services at **1-888-348-2922** and ask about the Assurance Wireless Lifeline program.

Prevention is the best medicine! Talk to your primary care provider (PCP) about what you can do to stay healthy. Visit your PCP at least once a year!

Managing diabetes and heart disease

People living with diabetes are more likely to develop and die from heart disease — such as heart failure, heart attack and stroke.



If you have multiple chronic conditions such as diabetes and heart disease, you could be eligible for our Managing Diabetes and Heart Disease program.

If you have diabetes, ask your doctor:

- Should I be worried about my risk for heart disease or stroke?
- What can I do now to lower my risk?
- How will I know if the changes I've made are making a difference?

For more information on how to use the program or to speak to a Case Manager, call **1-888-348-2922**.

Or visit our website, **AetnaBetterHealth.com/WestVirginia**.

You may opt in or out of these programs at any time.

Source: Benjamin, E., et. al. *Heart Disease and Stroke Statistical Update*. (**Circ.AHAJournals.org/content/early/2018/01/30/CIR.0000000000000558**)

Keeping you and baby healthy

Having a baby is an exciting time in your life. It is important to stay healthy during and after your pregnancy.

When you are pregnant, you are enrolled in our Healthy Pregnancy, Healthy Baby program. This is a free program to help mothers and their babies.

Aetna Better Health of West Virginia offers coverage for prenatal care (before your baby is born) and postpartum care (after your baby is born).

Prenatal care is seeing your doctor while pregnant. This can help prevent many problems and give your baby a healthy start to life. Postpartum care is a follow-up visit with your doctor 4 to 6 weeks after delivery. You will talk about any changes or issues after your delivery.

- After 6 prenatal visits, you can receive a free cribette.
- If you go to your follow-up visit within 7 to 84 days after having your baby, you may receive a \$50 gift certificate.

 **You can opt in or out** of the Healthy Pregnancy, Healthy Baby program at any time. Please call **1-888-348-2922** or visit our website at **AetnaBetterHealth.com/WestVirginia**.



We are here for you and your baby

Neonatal Abstinence Syndrome, sometimes called NAS, is when a newborn baby has withdrawal signs from certain drugs or medicines.

The NAS program is one of the many Care Management benefits offered with Aetna Better Health of West Virginia to help you and your baby reach your health goals.

Common drugs or medicines that could possibly cause NAS include:

- Methadone
- Heroin
- Oxycodone
- Hydrocodone
- Suboxone
- Subutex
- Fentanyl
- Ativan

- Xanax
- Alcohol

Our Case Manager will support you and your baby up to your baby's first birthday.

You will work with a Case Manager to help with any needs that you have. This can be things like:

- Helping you get to your doctor's visit
- Coordinating care and services

For enrolling in the NAS program, you can receive a cribette or baby wrap carrier.

You can opt in or out of the NAS program at any time.

Call **1-888-348-2922** or visit our website at **AetnaBetterHealth.com/WestVirginia**.

Using some of these drugs can lead to opioid dependency. Aetna Better Health of West Virginia wants to work with you to avoid opioid dependence. Having more than one opioid prescription can put you at high risk for becoming dependent. Always let your doctors know what medications you are taking.



You can earn a \$50 reward for going to your postpartum visit! If you need help scheduling this appointment with your doctor, please call us at **1-888-348-2922**.

AetnaBetterHealth.com/WestVirginia

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.

Help in your language

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**)。

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**).

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**).

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**).

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.

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。

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**).

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**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **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।

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

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۔

Annual notice about your prescription drugs

Aetna Better Health of West Virginia manages drugs given in your doctor's office, while you are in the hospital or in an infusion center. We do not manage drugs you pick up at a pharmacy. We do not decide what brand of drug you are given. We do not decide what drug you are given based on cost. We do not replace one drug for another. We do not place limits or quotas on drugs. For questions about drugs covered by Aetna Better Health, just call us at **1-888-348-2922**.

At least yearly, the Bureau for Medical Services (BMS) decides if any new drugs will be covered or not. You can get to this list by going to **DHHR.WV.gov/BMS/Pages/Chapter-518-Pharmacy-Services.aspx**. You can also get details about drugs you pick up at a pharmacy by calling **1-888-483-0797**.

Some drugs need to be reviewed by us before they are given. Your doctor can ask for this by calling or faxing our prior authorization team. We will review the request and make a decision based on information from your doctor and criteria. If you are not happy with our decision, you can ask us to look at your request again. This is called an appeal. Your doctor may need to give us more details about why you need the drug. You or your doctor can request an appeal by calling us at **1-888-348-2922**.

Coordinating your care

Your primary care provider (PCP) is responsible for managing your day-to-day health care needs. By sharing information about diagnoses, treatments or new medicines that you get from other doctors, your PCP is able to better manage your care. It is very important for you to share information about hospitalizations, appointments with specialists or behavioral health visits with your PCP.

If you visit the emergency room or are admitted to the hospital for any reason, please remember to give the hospital staff your PCP's contact information. This allows the hospital to send a copy of your discharge summary directly to your PCP so he or she can stay up-to-date on any changes to your health or medications. When you see a specialist, like a behavioral health doctor or heart doctor, they become a part of your health care team. It is important that all members of your health care team know the other people who are helping to treat you! You can make it easy for providers to exchange information about you by asking to sign a release of information for each provider. When all of your doctors are working together, it helps you to get the best care and treatment.

Need help finding a doctor in your area or one that speaks a different language? Want to find a doctor who is male or female or with certain cultural beliefs? You can find this information in our online Provider Directory or you can call Member Services at **1-888-348-2922** for help.

Contact us



Aetna Better Health of West Virginia
500 Virginia St. East, Suite 400
Charleston, WV 25301



Member Services:

1-888-348-2922

AetnaBetterHealth.com/WestVirginia



This newsletter is published as a community service for the friends and members of Aetna Better Health of West Virginia. This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Are you having problems reading or understanding this or any other information? The information in this notice is available in other languages and formats by calling **1-888-348-2922**. If you are hearing or speech impaired, call **TTY: 711**. Models may be used in photos and illustrations.