



Aetna Better Health® of Florida



Time together

Spring 2019

Manage your health on your phone

Members with smart phones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your primary care provider (PCP)
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims (if covered benefit)
- Send a message to Member Services
- View your benefits

Your health to-do list

Put your health first this year and make a “to-do” list for good health.

Get a checkup. Regular health exams allow your doctor and your dentist to give you the right services, treatments and screenings. They also can help find health problems before they start.

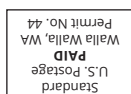
Be organized. Organize your health paperwork and review your family

health history. Be aware of any screenings or vaccinations needed for the upcoming year.

Quit bad habits. Stop smoking, get more sleep and make healthier food choices.

Shake up your exercise routine. Make sure to try different activities you enjoy. This will keep you from getting bored and quitting.

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Aetna Better Health® of Florida
1340 Concord Terrace
Sunrise, FL 33323

Your feedback helps us improve our quality

Aetna Better Health of Florida works hard to give our members high-quality service. It is important that we measure our performance to make sure that we are meeting your needs. We do this in many ways throughout the year.

One way is to conduct surveys. Our surveys can be done by phone or mail. One of the surveys we do each year is to gauge member satisfaction. That survey is called Consumer Assessment Health Plan Survey (CAHPS). It tells us how you feel about your doctor and your health plan services.

Thank you for your feedback. If you get a survey like this in the future, please take the time to complete it. We will continue to work hard to offer you access to good health care and good customer service.

We also measure

through HEDIS. HEDIS stands for Healthcare Effectiveness Data and Information Set. It is a tool that looks at many aspects of the services you get from the doctors in our network. It checks how well our doctors do in giving you/your family services such as:

- Well-child and adolescent PCP visits
- Pregnancy visits



- Dental visits
- Diabetes care

We use the results of the CAHPS survey and our HEDIS rates to improve the

quality, efficiency and availability of the care and services we provide to you and to make sure we have good doctors to serve you.

Here is how you rated us in 2018 on the CAHPS survey (see chart below).

Our goal is to reach 85% for each domain assessed. The questions were scored with a 0 (lowest) to 10 (highest); yes or no; or never, sometimes, usually or always.

	2017 NCQA National Average		Aetna Better Health of Florida	
	Adults	Children	Adults	Children
Rating health care overall	74.36%	86.72%	80.93%	90.71%
Rating health plan overall	75.88%	85.84%	74.30%	86.77%
Rating personal doctor overall	81.18%	89.27%	83.50%	92.16%
Customer service	88.15%	88.09%	83.50%	89.38%
Getting care quickly	81.83%	88.83%	80.33%	92.64%
Getting needed care	81.98%	84.50%	79.71%	89.00%
How well doctors communicate	91.38%	93.49%	91.70%	96.49%

 **Are you seeing a behavioral health provider or another specialist?** It is important to let your PCP know. They will work together to provide the best possible care for you.

Does your child need a mental health expert?

You probably know right away when your child is getting a cold. Maybe even before the first sneeze. That's because you know your child better than anyone else does.

And that gives you an edge when it comes to spotting emotional or mental health issues. Such problems may need a doctor's help. That's why it's important to know the signs of a serious problem. Here's what to watch for:

- Changes in sleeping habits
- Nightmares
- Changes in eating habits
- More physical problems than usual
- Trouble handling everyday problems
- More anxiety or sadness
- Frequent bursts of anger
- Strange feelings or actions
- Thoughts of death

- A big drop in grades
- Refusal to go to school
- Stopping normal social activities
- Being disobedient or aggressive for more than six months
- Threatening to hurt self or others
- Stealing or damaging other people's belongings

Some things on this list could be caused by normal issues, like a new baby in the family. Every child is different. But you know yours. So be watchful. And if you think your child is in trouble, talk to your pediatrician. He or she can help you find expert care.

Sources: American Academy of Child and Adolescent Psychiatry; National Institute of Mental Health


Pharmacy

Find important prescription drug information on our website.

You can find the formulary on our website at **www.aetnabetterhealth.com/florida**. Select "For Members." Choose "Pharmacy Benefits." Click "Formulary Drug List."

Updates are made regularly to the formulary and Agency for Health Care Administration Preferred Drug List (PDL). You can find these changes on our website at **www.aetnabetterhealth.com/florida**. Select "For Members." Choose "Pharmacy Benefits." Click "Preferred Drug List & Formulary Updates."

Aetna Better Health of Florida also covers drugs and products that are not on the AHCA PDL. This list is called the supplemental formulary.

 **You can find this list and updates** to the list on our website at **www.aetnabetterhealth.com/florida**. Select "For Members." Choose "Pharmacy Benefits." Click "Formulary Drug List."

Protect kids from lead

Lead can be dangerous for kids. Where is it found? Lead can be in old paint and in older homes. It can be found in old pipes. The dust from these surfaces can also contain lead.

Dust and paint chips can be found in dirt and sand too. Children

get lead in their bodies by swallowing or breathing lead dust. Low lead exposure can make learning hard for children. High levels can cause coma, seizures or even death.

Some possible signs and symptoms of



lead poisoning in children are:

- Tiredness
- Hyperactivity

- Crankiness
- Reduced attention span
- Stomach pain
- Loss of appetite
- Sleep trouble
- Constipation

Children can recover from lead poisoning. Ask your doctor if your child should get tested.

Help stop fraud

Fraud, waste and abuse are widespread in the health care industry and generally result in the increase of health care costs. Aetna Better Health of Florida is dedicated to fighting fraud, waste and abuse through its Fraud Prevention Program. This program is designed to detect and eliminate health care fraud, waste and abuse.

The most common types of health care fraud, waste and abuse are:

- Billing for services never provided
- Billing for more expensive services than were actually provided
- Incorrectly stating a diagnosis to get higher payments
- Performing unnecessary services to get higher payments
- Misrepresenting non-covered procedures as medically necessary
- Selling or sharing a member's identification number for the purpose of filing false claims

To report suspected fraud or abuse, call our fraud and abuse hotline at **1-888-419-3456**. Or you can fill out the fraud, waste and abuse form on our website at **www.aetnabetterhealth.com/florida**. Select the "Fraud & Abuse" tab located at the bottom of our home page, which will take you directly to the form.

Our Fraud Prevention Department will review the information and will maintain the highest level of confidentiality as permitted by law.

You can help support our mission to reduce and eliminate fraud in the health care industry by following a few simple guidelines:

 **To understand your benefit plan** and what types of treatments, drugs, services, etc., are covered, please read your Member Handbook. You can see a copy on our website at **www.aetnabetterhealth.com/florida** or call us at **1-800-441-5501 (TTY/TDD: 711)**.

- Be careful when providing your health care information, including your member identification number.
- Be cautious of "free" medical treatments where you are required to provide them with your health care information.

Aetna Better Health of Florida receives bills from your providers to pay. This includes doctor visits, inpatient and outpatient services, and equipment and supplies. There will be times when you receive a letter telling you how we paid for these services. These letters are called "explanation of benefits," or EOBs. If you receive a letter, please fill it out and return it as soon as possible in the postage-paid envelope provided.

Helping you live well

If you have asthma, diabetes, heart problems or COPD (lung disease), we have help for you. Members with these types of problems are placed in our disease management program. In this program, you may get mailings, reminders and telephone calls from one of our health coaches. Participating in this program is important for

your health. If you do not want to be in the program, you can opt out by calling **1-800-441-5501**.

We also help our members who have serious or long-term medical needs. One way we do this is through our case management programs. Case managers are registered nurses who work for us. They are here



to help members manage their care. They can help you make appointments and discuss your care with your doctor.

A portal to a world of information!

Aetna Better Health of Florida members are able to use a secure online web portal to access health management tools. Submit questions and obtain information about benefits. The web portal can be accessed on our website. It requires you to register and create a login. Some of the services offered on the portal are:

Access to educational resources and programs — self-help tools for topics like breaking the smoking habit and weight management.

View the status of claims — view your claims from start to finish.

Access to pharmacy benefit services — view information on costs for drugs. Request an exception for a drug not covered by your plan. Locate a pharmacy. Obtain information on medications from a pharmacist.

Access personalized information on health plan services — request an ID card and change your PCP. Get information



on referrals and authorizations.

Access to innovative services — complete an online personal health record and complete a screening to see if you are eligible for disease management or wellness programs.

Access to a health information line — ability to send a question to a nurse

about a health issue. Receive a response within 24 hours.

For information, visit our website at **www.aetnabetterhealth.com/florida** via either computer or your mobile smartphone. You can also contact Member Services at **1-800-441-5501 (TTY/TDD: 711)** and we will be happy to assist you.

Making sure you get the right care

Our utilization management (UM) program ensures you get the right care when you need it. UM staff can help you and your doctors make decisions about your health care. Our UM program helps make sure you get the right services at the right place. When we make decisions, it's important for you to remember the following:

We make UM decisions by looking at your benefits

and choosing the most appropriate care and service. We don't reward doctors or other people for denying coverage or care. Our employees do not get any incentives to reduce the services you get.

You can speak to a person to ask questions about UM by calling Member Services at **1-800-441-5501 (TTY/TDD: 711)**.

ID cards

You should have already received your new Aetna Better Health of Florida ID card.

Always carry your Aetna Better Health of Florida ID card. Always show your card when you go for appointments. This card will show you are an Aetna Better Health of Florida member.



If you need an Aetna Better Health of Florida ID card, call Member Services at **1-800-441-5501 (TTY/TDD: 711)**. If a card is lost or stolen, please call us immediately.

Care Management

Let us help you get the care you need!

We have a Care Management program that supports people with special health care needs. This includes:

- Needs when you are pregnant
- Behavioral health needs, such as for depression or anxiety
- Long-term illness, such as diabetes
- Other health care needs

We are here to help as much or as little as you would like.

If you are enrolled in the program, your team may include the following people:

- A care manager
- A care management associate

Your team members are here to help you. They will work with you and your providers. They will help you meet the health goals that are important to you. They will provide information about the program that includes:

- How to use the services
- How to be eligible to participate
- How to opt in or opt out

They will also:

- Provide you with resources
- Provide educational handouts
- Help with access to other services



If you are our member and you would like to participate in this program, then you can. Providers, family members or caregivers can also refer a member for care management. Call Member Services at **1-800-441-5501 (TTY/TDD: 711)** and ask for Care Management.

Take your Health Risk Assessment

Every new Aetna Better Health member will get a health survey call from Aetna Better Health. The name on your caller ID may show as "Aetna Medicaid." During this call you will be asked health questions.

These questions will help us better serve you. Your answers are private.

Our nurses use this information to provide you with health-related education. This educational material may be mailed to you about a specific

condition you have. You may also get a call from an Aetna Better Health nurse. The goal of these materials and calls is to help you stay healthy.

If you do not want a telephone health survey, call Member Services at **1-800-441-5501 (TTY/TDD: 711)**.

What to do if the doctor's office is closed and you or your child is not feeling well

Call your doctor for after-hours care!

Call your doctor first if you or your child gets sick after your doctor's office is closed, except in an emergency. An answering service will make sure your doctor gets your message. The doctor will call you back to tell you what to do. Be sure your phone accepts blocked calls.

Otherwise, the doctor may not be able to reach you.

You can even call the doctor in the middle of the night. You might have to leave a message with the answering service. It may take a while, but the doctor will call you back to tell you what to do.

Aetna Better Health of Florida has a Nurse Line available to help answer your medical questions.

This number is available 24 hours a day, 7 days a week. Call Member Services at **1-800-441-5501 (TTY/TDD: 711)** and listen for the option for the Nurse Line.

 If you or your child is having an emergency, you should *always* call **911** or go to the nearest emergency room.

Matters of the heart

We all want to avoid heart disease. There's no one answer. But start by keeping your blood pressure and cholesterol in a healthy range. How do you know if your numbers are OK? Your doctor can run tests to find out. Here's more about those two important heart health tests:

Blood pressure screening — every 1 to 2 years. You've probably had this simple test before. A doctor or nurse will wrap a cuff around your upper arm. The cuff will inflate



and tighten for a few seconds then quickly loosen. This one-minute test measures how much pressure is being put on your arteries. A healthy blood pressure is 120/80 mm Hg or less. You should have

this test at every doctor's visit.


Cholesterol blood test — every 5 years, starting at age 20.

This is a fasting blood test. So you'll be asked not to eat the night

before your test. A nurse or doctor will draw your blood and test it to find out your total cholesterol, LDL (bad) cholesterol, HDL (good) cholesterol and triglycerides.

Take advantage of your over-the-counter benefit!

In addition to the over-the-counter (OTC) drugs that are covered on the Preferred Drug List, Aetna Better Health of Florida also covers additional OTC drugs and other items up to \$25 per month for each household. The list of drugs can be found by accessing our website, www.aetnabetterhealth.com/florida and selecting "For Members" then "Pharmacy Benefit" and "Over-the-counter Drugs." You can also order over the phone at **1-888-628-2770** Monday through Friday, 9 a.m. to 5 p.m. Eastern Time.

 **You can look to see if your additional OTC drugs or other items are on the list of covered drugs.**

You can also call Member Services at **1-800-441-5501**. Have a list of your OTC medicines ready when you call. Ask the representative to look up your medicines to see if they are on the list.



Family planning benefits include long-acting reversible contraception (LARC)

The intrauterine device (IUD) and the birth control implant are long-acting reversible contraception (LARC) methods. Both are highly effective in preventing pregnancy, last for several years and are easy to use.

Both are reversible — if you want to become pregnant or if you want to stop using them, you can have them removed at any time. LARC methods are a good birth control choice for women of all ages — even teenagers and women who have never had children.

LARC family planning devices are a covered benefit

As of December 1, 2016, Aetna Better Health of Florida (ABH) covers LARC services for our members. ABH now pays providers for covered LARC and certain family planning services in line with Florida's Medical Assistance payment requirements.

Talk to your doctor to find out if LARC is right for you

Your doctor is the best person to discuss family planning options with. He or she can counsel you about LARC and help you access LARC methods.

 **We're here to help.** If you have any questions, just call Member Services at **1-800-441-5501 (TTY: 711)**.

Birth control basics

A baby can bring you great joy. But only you know when, or if, it's a good time to welcome a little one into your world.

When the timing isn't right, birth control is an option.

There are several types. They include:

- **Devices that block a man's sperm from reaching a woman's egg**

- Condoms

- Diaphragms and cervical caps
- Contraceptive sponges
- **Hormones that stop the release of a woman's egg or keep a man's sperm from joining an egg**
- Birth control pills.
- Birth control patches that are worn on the skin.
- Shots given every three months. They can be hard on your bones, though. So

- you shouldn't use them more than two years in a row.
- Vaginal rings.
- Implants placed in your body for a long time.


Just keep in mind that birth control methods aren't foolproof. To work best, they must be used correctly every time. Talk with your provider about which birth control option is best for you.



Did you know

that you have a transportation benefit?

To schedule a ride to your next appointment please contact Access2Care at **1-866-411-8912** or contact Member Services at **1-800-441-5501 (TTY/TDD: 711)** and we will be happy to help you.

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. 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. Aetna Better Health® of Florida is a Managed Care Plan with a Florida Medicaid Contract. Health or wellness or prevention information.



AETNA BETTER HEALTH® OF FLORIDA

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.

FL-16-07-19

www.aetnabetterhealth.com/florida

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 CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **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**).

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**).

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**).

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**).

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**).

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**).

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**).

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.

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.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

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