



Take care



AetnaBetterHealth.com/Michigan

Aetna Better Health[®] of Michigan

Use 988 for mental health support

To support continued action in addressing health care equity and improved access to critically needed behavioral health services, information on the nationwide **988** Suicide & Crisis Lifeline is being shared as a resource for immediate use.

On July 16, dialing **988** replaced the National Suicide Prevention Lifeline (**1-800-273-8255**) to meet the demand nationwide for access to urgent and emergent mental health care. **988** elevates early intervention and suicide prevention to the same level that emergency

medical services has in addressing life-threatening illness or physical injury.

How 988 works

- It's similar to the National **911** Program for emergency services.
- Calls are routed to a local crisis center based on the caller's location.

- Special routing is available for both veterans and Spanish-speaking individuals.

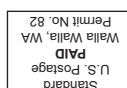
What you need to know

- The **988** Suicide & Crisis Lifeline is available in three formats:
 - Dialing **988** on any phone, sending a text to **988** or visiting **988lifeline.org** to chat

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Use 988

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- If the National Suicide Prevention Lifeline is programmed into a telephone or other electronic communication device, update it to **988** as soon as possible.

- The National Suicide Prevention Lifeline will remain in effect after July 16 to ease the transition to **988**. Calls made to that number will automatically route to **988**.
- **988** aligns with CVS Health's commitment to make mental well-being services more accessible and less complicated.

988 is a major step toward a transformed crisis care system in America. Visit the Substance Abuse and Mental Health Services Administration website, [SAMHSA.gov/Find-Help/988](https://www.samhsa.gov/Find-Help/988), for detailed information about the **988** Suicide & Crisis Lifeline.

COVID-19 self-tests are at participating network pharmacies

Also known as a “home test” or an “over-the-counter” test, a self-test offers the option to test at home on your own as needed. Aetna Better Health of Michigan covers one self-test per day from a network pharmacy. A health care provider — such as your doctor, nurse or pharmacist — must prescribe the test.

You can also visit [CovidTests.gov](https://www.covidtests.gov) to learn more about test kits or where to get tested at no cost.

Go to [Michigan.gov/coronavirus/contain-covid/test](https://www.michigan.gov/coronavirus/contain-covid/test) for more information about testing.



Who needs a flu shot?

Almost everyone 6 months and older needs a flu shot every year. It's a rare exception that someone shouldn't get it.

Flu shots are especially important for:

- Children 6 months through 4 years old
- People 50 and older
- People with some chronic diseases
- People with weak immune systems, such as those being treated for HIV
- Pregnant women

Don't worry — the shot can't give you the flu. Because it doesn't cover every flu strain, it's still possible to get sick if you had a shot — but even then, it's a good idea. You'll likely be less sick and for a shorter time if you had a flu shot.

It's best to get your shot as soon as it's available — before the end of October. However, you can still get one later if you missed it.

Source: Centers for Disease Control and Prevention

A good reason to quit smoking

There are a lot of reasons to quit smoking. But here is one you might not have considered. Smoking is the main cause of a serious condition called chronic obstructive pulmonary disease (COPD). In fact, 85% to 90% of COPD cases are caused by smoking.

What is COPD?

COPD includes a group of diseases that make it hard for you to breathe, including emphysema and chronic bronchitis.

COPD can affect your life in many ways. People with COPD often find it more difficult to walk and climb stairs. They might need a portable oxygen tank. COPD can also make it harder to do important activities, such as:

- Going to a place of worship
- Spending time with friends
- Working

People with COPD are more likely to experience:

- Depression
- Emergency department visits or hospital stays
- Memory problems

There is no cure for COPD, but treatment can help. Stopping smoking may help prevent COPD. If you already have COPD, stopping smoking is an important part of controlling the disease.

It's time to quit

Quitting smoking can be hard, but it is worth it. And you don't have to do it alone. If you are having trouble quitting smoking:

- Ask family and friends for support.
- Join a support group.
- Talk to your provider about resources and medicine to help you quit.

It's never too late to quit and become healthier.

Sources: American Lung Association; Centers for Disease Control and Prevention; National Institutes of Health



Has your personal information changed?



Any changes in phone number, email or address should be reported to the Michigan Department of Health and Human Services. You can do this by going to **[Michigan.gov/MIbridges](https://michigan.gov/MIbridges)**, the MI Bridges website. If you do not have an account, you will need to create an account by selecting

“Register.” Once in your account, when reporting changes, please make sure you do so in both the profile section and the Report Changes area. The Report Changes area is what the local office will use to update the address for your case.



MDHHS is partnering with Aetna Better Health in the We Treat Hep C initiative

Hepatitis C (hep C) treatment no longer requires a prior authorization (PA) if using the state-preferred PDL agent Mavyret®. Hep C treatment is carved out to MDHHS fee-for-service (MagellanRx), and as of April 1, 2021, the system is set up to approve Mavyret® for up to a 12-week supply. Network pharmacies have also been made aware of the changes to the PA status of Mavyret® and should be prepared to dispense accordingly.

Please see the below FAQ for further information for prescribers of Mavyret® as part of the We Treat Hep C initiative:

Q. Which type of provider may prescribe Mavyret®?

A. All MDHHS-registered prescribers, including nonspecialists, may prescribe Mavyret® as of April 1, 2021.

Q. What has to be submitted with a Mavyret® claim now that no PA is required?

A. The claim will be paid if submitted in accordance with our Pharmacy Claims Processing Manual: michigan.magellanrx.com/provider/external/medicaid/mi/doc/en-us/MIRx_DO_claims_processing_manual.pdf. Diagnosis codes are not required on these claims.

Q. Will Mavyret® be covered without a PA in the rare case a patient requires 12 weeks of therapy?

A. Yes.

Q. For patients currently taking another direct-acting antiviral (DAA) therapy (Zepatier, Epclusa, etc.), will they be able to complete their course of therapy (i.e., refills)?

A. Yes.

Q. Will there be specific PA criteria listed in the PDL for the nonpreferred DAAs?

A. Nonpreferred DAAs will require a PA explaining why Mavyret® is not clinically appropriate: [MIRx_PAfaxform_General.pdf](https://michigan.magellanrx.com/provider/external/medicaid/mi/doc/en-us/MIRx_PAfaxform_General.pdf) (magellanrx.com).

Q. Are prisoners covered by Medicaid upon release and therefore able to get Mavyret® without a PA?

A. We are working on a targeted case management benefit that provides support and resources for individuals recently released from a correctional facility, including some degree of in-reach, but this has not yet been implemented.

Q. Can patients fill their Mavyret® prescription at any specialty or retail pharmacy?

A. Yes.

Q. What is the co-pay for Mavyret® under this agreement? What is the co-pay for a nonpreferred DAA?

A. For Medicaid, the co-pay for Mavyret® is \$1, and the co-pay for nonpreferred DAAs is \$3. There are no co-pays for viral hepatitis treatments under the Healthy Michigan Plan.

Q. Can more than four weeks of therapy be prescribed at a single time (e.g., eight weeks of therapy or, less frequently, 12 weeks of therapy, as opposed to four weeks with refill[s])?

A. Pharmacies are authorized to dispense up to 102 days of therapy at a single time. However, many pharmacies may default to dispensing in four-week increments, unless the script specifies an eight- or 12-week supply.

Q. Is Mavyret® covered for patients on Emergency Services Only (ESO) Medicaid?

A. Yes. Mavyret® is covered for beneficiaries on ESO Medicaid. The pharmacy should indicate level of service 3 (emergency) on the claim.

Parents

5 things to know about antibiotics

Antibiotics can be a parent’s best friend when they are used the right way. They can treat many illnesses kids get, like strep throat or urinary tract infections. But to keep your child safe, it’s important to know how to use them carefully.

Here are a few good things to know before you give your child antibiotics:

- 1. They aren’t always needed.** Antibiotics should only be used when a doctor prescribes them. They only work against bacteria, not viruses, like a cold or the flu. When they aren’t needed, they won’t help your child. And sometimes, they can do more harm than good.
- 2. Your doctor may need to run a test first.** Not every sore throat needs antibiotics, for instance. The doctor should test for strep throat first. Antibiotics will only help if your child has certain germs. If your doctor says your child doesn’t need them, ask about other ways to help your little one feel better.
- 3. Some kids can have side effects.** Antibiotics can be a good option sometimes. But they aren’t risk-free. In some kids, they can cause:
 - Diarrhea
 - Rashes

- Upset stomachs
- Yeast infections

That’s another reason to use them only when they’re really needed.

- 4. They can take time to start working.** You may not see a change right away. But the medicine is working behind the scenes. Most infections will start to get better in two to three days. If your child doesn’t get better or starts to feel worse, call their doctor.
- 5. Using them the wrong way can cause problems.** Be sure to give your child antibiotics the way the doctor tells you to. Your child needs to finish all the medicine, even if they start to feel better. If they stop too soon, the infection might come back stronger.

If you are ever unsure or have questions, call your child’s doctor.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention



Wake up your workout!

Are you bored with your same old workouts? Spice them up by making a few changes. Here are six ideas to make your fitness routine feel fresh again.

1. **Change the scenery.**

Walking, jogging and biking are great ways to exercise, but maybe you've seen enough of your usual route. Try a new path — or even switch up the surface. Trail running feels very different from pounding the pavement.

2. **Listen while you work out.**

Instead of your usual tunes, download an audiobook to listen to. A thriller or mystery might get your heart pumping in a totally new way.

3. **Get outside your comfort zone.**

Learning something new can be invigorating. Check out a kickboxing, yoga or hip-hop video from the library. You might discover a new passion.

4. **Get a virtual team.**

Do you usually exercise solo? See if your area parks and recreation department offers online classes where you can



work out with others. Or talk a buddy into tackling a 5K training plan with you.

5. **Find a new workout toy.**

Fitness gadgets can be fun and challenging without breaking the bank. Add a cheap pedometer to your walking routine. See how many steps you can do each day. Or buy a set of resistance bands to strength train with. An old pair of leggings can even work in a pinch.

6. Mix it up. If you're stuck in a circuit workout, try switching the order you do your moves in. Or add a new twist to your usual activity. You might bring a jump rope on your walk, for instance. Then alternate walking with a minute or so of jumping.

Sources: American Council on Exercise; U.S. Department of Health and Human Services

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Michigan. 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.

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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, sexual orientation or gender identity.

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 on the basis of race, color, national origin, age, disability, or sex, sexual orientation or gender identity, 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**).

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**)。

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**)

ALBANIAN: VINI RE: Nëse flisni shqip, janë në dispozicion për ju shërbime përkthimi, falas. Telefononi numrin në pjesën e pasme të kartës suaj ID ose **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.

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**).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservicenutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

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。