

# wellness & you

Your Aetna® Dual Eligible Special Needs Plan (D-SNP) member newsletter

## HEALTHY ALL YEAR

# Meet the SilverSneakers® Member of the Year



### Meet Rita, 88 years young and a SilverSneakers enthusiast

After being diagnosed with dementia

in 2021, Aetna® member Rita Yetsko noticed her physical and mental health decline. Her doctor suggested that a healthy diet, regular exercise and connecting with others might help.

That's when her daughters told her about SilverSneakers, a benefit of her Aetna plan. This fitness program offers online and in-person classes around the country. Even better, it is included in her Aetna plan at no extra cost. So Rita began taking Zumba classes at the Groove Fitness Studio in Pennsylvania, through SilverSneakers.

Since then, Rita has seen remarkable progress. Her daughters report that she is back

to the vibrant and fun-loving person they remember.

"Rita's uplifting health journey is a powerful reminder that we can set and reach new health and fitness goals, no matter the challenge," said Caroline Khalil, Chief Operating Officer of Tivity Health, which owns SilverSneakers.

Rita was honored as the national 2023 SilverSneakers® Member

of the Year alongside nine other SilverSneakers members who were selected as finalists — including another Aetna member, Ruth Ann Brenly. Ruth Ann, 96, goes to SilverSneakers classes three times a week at Cheryl's L.I.F.E. Fitness in Ohio.

Congratulations to Rita and Ruth Ann for inspiring and motivating other seniors through their health, physical activity and community engagement.



## It's time for Medicaid renewals

Renewing your Medicaid will help ensure you stay enrolled in your Aetna D-SNP. Call your state Medicaid agency to make sure your contact information is up to date. If you are on automatic renewal, you will get a letter telling you your coverage continues. If you aren't on automatic renewal, you'll get a notice from your Medicaid agency with the due date and details on how to renew. Watch for letters from your Medicaid agency and Aetna letting you know about your eligibility, coverage and next steps. Go to [Medicaid.gov](https://www.Medicaid.gov) to learn more.



**Keep moving.** D-SNP members have access to both online and in-person fitness classes through the SilverSneakers membership. Go to [SilverSneakers.com/GetStarted](https://www.SilverSneakers.com/GetStarted) to learn more.

# Outsmart holiday health challenges

Even the biggest fans of the holiday season must admit that this time of year has its health challenges. Flu bugs and sugary temptations are everywhere. Good news: You can be merry *and* stick to your health goals. Overcome these common obstacles with our smart strategies.



## Holiday health challenge: Dessert overload

What's a holiday get-together without sweets? A plain old gathering. So go ahead and treat yourself — just make “one and done” your mantra. Two cookies won't taste any better than one. Pick your favorite treat and take your time eating it so you can fully enjoy it.

## Holiday health challenge: Trouble sleeping

Getting enough sleep may be the last thing on your mind during the busy holiday season. But lack of sleep can make you more likely to get sick. Turn off your phone and TV at least an hour before bedtime. Then do something relaxing like taking a warm bath or reading a good book.

## Holiday health challenge: No time to exercise

A little exercise is better than none. Even a 10-minute walk can make a big difference. And don't be afraid to multitask. Walking around the mall while you window shop or dancing in front of the television both count as exercise.

## Holiday health challenge: Overdoing it on alcohol

Too much alcohol in one night can make it hard to sleep. It can also increase your chance of injury. The 2020–2025 Dietary Guidelines for Healthy Americans recommends alcohol only in moderation, if at all. Moderation is defined as two drinks or less a day for men. For women, it's one drink or less a day.<sup>1</sup>



## Take advantage of your quarterly OTC allowance

As an Aetna® Dual Eligible Special Needs Plan (D-SNP) member, you get a quarterly over-the-counter (OTC) benefit. You can use it to buy approved health and wellness items like cold and flu remedies (but not prescription medications).

To learn more about your OTC benefit, head to [aetna.com/2-nov23](https://aetna.com/2-nov23). Or scan this QR code with your smartphone.



<sup>1</sup> U.S. Department of Agriculture. Dietary guidelines for Americans 2015–2020. Available at <https://health.gov/dietaryguidelines/2015/guidelines/appendix-9/> Accessed October 6, 2023.

**Have you completed your annual health survey?** Doing so helps your care team get you the benefits you need. Visit [AetnaMedicare.com/MyHealthSurvey](https://AetnaMedicare.com/MyHealthSurvey) to complete your survey. Or scan this QR code with your smartphone.



## BENEFIT SPOTLIGHT

# Prior authorization: What you need to know

Some medical procedures, tests and prescriptions need prior authorization which is sometimes called preapproval or precertification. This helps us make sure that your health care is the best fit for your personal medical needs. Getting prior authorization also means you'll be able to receive the care or treatment you need when you need them most.

Here's how the prior authorization process works and how to track a request:

### 1 Visit your primary care physician (PCP)

To get prior authorization, your PCP must first submit a request for the specific procedure, test or prescription. They will look at your overall health or any chronic conditions to make that decision. Then they'll share the request with us.

### 2 Wait for messages from Aetna

During our review, we make sure the request is effective, safe and necessary for your health needs. We update your PCP throughout the review process to keep them informed on the status and come to a decision within 14 days. Your doctor can keep you updated on the status of your requested prior authorizations.

### 3 Track your request status

After two weeks, we'll let you and your PCP know whether the request was approved or denied. While you're waiting, you can visit your secure member website at [aetna.com/4-nov23](https://aetna.com/4-nov23) to track the status of the request. Or scan this QR code with your smartphone.



## QUESTION of the MONTH

Q “What if my prior authorization is denied?”

A Watch for a letter from us with a reason why your request wasn't approved. Don't agree? You have two options:

✔ **Ask for a peer-to-peer review.** Your care provider and an Aetna medical director will talk about guidelines and your medical needs. Call your care team to learn more.

✔ **Make a formal appeal.** Our letter will include step-by-step directions on requesting this appeal.

Visit [aetna.com/5-nov23](https://aetna.com/5-nov23) to watch our short, helpful video. Or scan this QR code with your smartphone.



**Don't forget your fall prevention allowance.** You get \$150 each year to buy approved safety devices. To learn more, call Member Services at **1-866-409-1221 (TTY: 711)** from 8 AM to 8 PM, local time, seven days a week. Visit [AetnaMedicare.com/MyDSNP](https://AetnaMedicare.com/MyDSNP) for more information.

### Health and wellness or prevention information

**Questions or concerns about your health and wellness?** Reach out to your D-SNP care team at **1-866-409-1221 (TTY: 711)** from 8:30 AM to 5:00 PM, local time, Monday through Friday. Visit **AetnaMedicare.com/MyDSNP** for more information.

## Did you know?



You have a \$150 yearly allowance to help pay for products that help prevent falls in your home.



Remember to complete your annual health survey to help our care team get you the services you need most.



Need prior authorization for a medical procedure, test or prescription? We'll walk you through the pre-approval process.



**Find out more inside**

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website. The formulary, provider and/or pharmacy network may change at any time. You will receive notice when necessary. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

## **NONDISCRIMINATION NOTICE**

Discrimination is against the law. Aetna Medicare Preferred Plan (HMO D-SNP) follows State and Federal civil rights laws. Aetna Medicare Preferred Plan (HMO D-SNP) does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Aetna Medicare Preferred Plan (HMO D-SNP) provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 Medicare Preferred Plan (HMO D-SNP) between 8 AM-8 PM, 7 days a week by calling 1-866-409-1221 . If you cannot hear or speak well, please call 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Aetna Medicare Preferred Plan (HMO D-SNP)  
Aetna Medicare, PO Box 7405 London, KY 40742  
1-866-409-1221  
TTY/TDD 711  
California Relay 711

### **HOW TO FILE A GRIEVANCE**

If you believe that Aetna Medicare Preferred Plan (HMO D-SNP) has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Aetna Medicare Grievances. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Aetna Medicare Grievances between 8 AM to 8 PM, 7 days a week. by calling 1-866-409-1221. Or, if you cannot hear or speak well, please call TTY/TDD 711.
- **In writing:** Fill out a complaint form or write a letter and send it to:  
Aetna Medicare Grievances  
PO Box 14834 Lexington, KY 40512

- In person: Visit your doctor's office or Aetna Medicare Preferred Plan (HMO D-SNP) and say you want to file a grievance.
- Electronically: Visit Aetna Medicare Preferred Plan (HMO D-SNP) website at **AetnaMedicare.com**

## **OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights  
Department of Health Care Services  
Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413**

Complaint forms are available at  
[http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

English Tagline

ATTENTION: If you need help in your language call 1-866-409-1221 (TTY/TDD 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-866-409-1221 (TTY/TDD 711). These services are free of charge.

الشعار العربي (Arabic)

كما تتوفر وسائل (TTY/TDD 711) تنبيه: إذا كنت بحاجة إلى مساعدة في لغتك اتصل بالرقم 1-866-409-1221 المساعدة والخدمات للأشخاص ذوي الإعاقة، مثل الوثائق بطريقة برايل والطباعة الكبيرة. اتصل بالرقم 1-866-409-

Հայկական տապան (Armenian)

ՈւՇԱԴՐՈՒԹՅՈՒՆ: Եթե ձեր լեզվով օգնության կարիք ունեք, զանգահարեք 1-866-409-1221 (TTY/TDD 711): Առկա են նաև հաշմանդամություն ունեցող անձանց համար նախատեսված օժանդակ միջոցներ եւ ծառայություններ, ինչպես բրեյլի եւ մեծ տպաքանակի փաստաթղթեր: Ձանգահարեք 1-866-409-1221 (TTY/TDD 711): Այս ծառայությունները անվճար են:

ស្លោកសញ្ញាកម្ពុជា (Cambodian)

យកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នក សូមទូរស័ព្ទទៅលេខ 1-866-409-1221 (TTY/TDD 711)។ ជំនួយ និងសេវាកម្មសម្រាប់ជនពិការ ដូចជាឯកសារជាអក្សរស្តុប និងការបោះពុម្ពផ្តល់ឯកសារផងដែរ។ ទូរស័ព្ទទៅ 1-866-409-1221 (TTY/TDD 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃទេ។

简体中文标语 (Simplified Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-866-409-1221 (TTY/TDD 711)。我们另外还提供针对残疾人士的帮助和服务，例如盲文和大字体阅读，提供您方便取用。请致电 1-866-409-1221 (TTY/TDD 711)。这些服务都是免费的。

فار زبان به مطلب (Farsi)

توجه: اگر میخواهید به زبان خود کمک دریافت کنید، با 1-866-409-1221 (TTY/TDD 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-866-409-1221 (TTY/TDD 711) تماس بگیرید. این خدمات رایگان ارائه میشوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: यदि आपको अपनी भाषा में सहायता चाहिए तो 1-866-409-1221 (TTY/TDD 711) पर कॉल करें। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में दस्तावेज़ भी उपलब्ध हैं। कॉल 1-866-409-1221 (TTY/TDD 711)। ये सेवाएं नि:शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-866-409-1221 (TTY/TDD 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-866-409-1221 (TTY/TDD 711). Cov kev pab cuam no yog pab dawb xwb.

### 日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-866-409-1221 (TTY/TDD 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-866-409-1221 (TTY/TDD 711)へお電話ください。これらのサービスは無料で提供しています。

### 한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-866-409-1221 (TTY/TDD 711)번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-866-409-1221 (TTY/TDD 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

### ແທກໂລພາສາລາວ (Laotian)

ຂໍ້ຄວນລະວັງ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານ, ໃຫ້ໂທຫາ 1-866-409-1221 TTY/TDD 711. ການຊ່ວຍເຫຼືອ ແລະການບໍລິການຕ່າງໆສໍາລັບຄົນພິການ, ຄຸ້ນເອກະສານທີ່ເປັນຕົວອັກສອນນູນ ແລະ ພິມໃຫຍ່, ອັງມິຢູ່. ໂທຫາ 1-866-409-1221 TTY/TDD 711. ການບໍລິການເຫຼົ່ານີ້ແມ່ນບໍ່ເສຍຄ່າ.

### Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-866-409-1221 (TTY/TDD 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluc mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzaih bun longc. Douc waac daaih lorx 1-866-409-1221 (TTY/TDD 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

### ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ 1-866-409-1221 (TTY/TDD 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪੰਗਤਾਵਾਂ ਵਾਲੇ ਲੋਕਾਂ ਵਾਸਤੇ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਲਿਪੀ ਵਿਚਲੇ ਦਸਤਾਵੇਜ਼ ਅਤੇ ਵੱਡੇ ਛਾਪੇ ਵਾਲੇ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। 1-866-409-1221 'ਤੇ ਕਾਲ ਕਰੋ (TTY/TDD 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

### Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-866-409-1221 линия (TTY/TDD 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-866-409-1221 линия (TTY/TDD 711). Такие услуги предоставляются бесплатно.



Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-866-409-1221 (TTY/TDD 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-866-409-1221 (TTY/TDD 711). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-866-409-1221 (TTY/TDD 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-866-409-1221 (TTY/TDD 711). Libre ang mga serbisyo ng ito.

สโลแกน (Thai)

ความสนใจ: หากคุณต้องการความช่วยเหลือในภาษาของคุณ โทร 1-866-409-1221 (TTY/TDD 711) นอกจากนี้ยังมีบริการช่วยเหลือและบริการสำหรับคนพิการ เช่น เอกสารอักษรเบรลล์และตัวพิมพ์ขนาดใหญ่ โทร 1-866-409-1221 (TTY/TDD 711) บริการเหล่านี้ไม่เสียค่าใช้จ่าย

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-866-409-1221 (TTY/TDD 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-866-409-1221 (TTY/TDD 711). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-866-409-1221 (TTY/TDD 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-866-409-1221 (TTY/TDD 711). Các dịch vụ này đều miễn phí.