

wellness & you

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

HEALTHY ALL YEAR

Eat to boost brain health

Your brain controls your memory, ability to talk and so much more. Keep it healthy by eating foods that can help prevent Alzheimer's. Here are a few healthy foods that won't break the bank.



1 Berries

Berries are small but mighty. They have a lot of antioxidants. These will help fight the effects of aging like trouble remembering, concentrating and decision making.

Money-saving tip:

Buy frozen instead of fresh. It's just as healthy and you can store the fruit longer.

2 Leafy greens

Leafy greens like spinach have lots of antioxidants and other vitamins. They may slow down the loss of memory and thinking skills.

Money-saving tip:

Skip bagged salad. It costs more than a head of greens and might not stay fresh for as long.

3 Lean proteins

Chicken and beans have plenty of B vitamins, which you need for brain health. Fish, such as tuna or salmon, is also a smart food. Both are rich in omega-3 fatty acids.

Money-saving tip:

Try canned fish and chicken, which usually cost less than fresh.

4 Olive oil

Healthy fats in olive oil help your brain. Research shows that eating more than ½ tablespoon of olive oil a day can lower the risk of Alzheimer's by 29 percent.¹

Money-saving tip:

Buy store-brand olive oils instead of name brand.

¹ Guasch-Ferre M, Li Y, Willet WC et al. Consumption of olive oil and risk of total and cause-specific mortality among U.S. adults. *Journal of the American College of Cardiology*. January 2022; 79(2): 101-112.

Use your Extra Benefits Card to shop for brain-boosting foods.



Buy approved healthy foods with the quarterly benefit amount on your Extra Benefits Card at stores like Walmart and Kroger. For a complete list, call NationsBenefits at 1-877-204-1817 (TTY: 711). Benefit amounts are available on the first day of each quarter (January 1, April 1, July 1 and October 1). Be sure to use it by the end of each quarter. The unused amount won't carry over to the next. Visit aetna.com/1-oct23 to watch our video. Or scan this QR code with your smartphone.



Have questions about your health? Your care team can help. Call them at **1-866-409-1221 (TTY: 711)** from 8:30 AM to 5:00 PM, local time, Monday through Friday.

Lower your risk of breast cancer

Breast cancer affects both women and men. And while you can never get rid of your risk completely, you can lower it by staying healthy and following these tips every day.



Be active

The American Cancer Society recommends adults get at least 150 minutes of moderate-intensity activity each week.²

Some good options include:

- Brisk walking
- Dancing
- Gardening

Don't smoke

People who smoke are more likely to get breast cancer than those who don't. This is because of the dangerous chemicals in tobacco. If you use tobacco products, talk with your doctor about quitting.

Aim for a healthy weight

Too much body fat can increase your breast cancer risk, especially after menopause.

Talk to your health care provider

about safe ways to reach the healthiest weight for you.

Limit alcohol

Even small amounts of alcohol can increase your breast cancer risk. Many providers recommend not drinking alcohol at all. But if you do have an occasional drink, have no more than one a day. One drink is 12 ounces of beer, 5 ounces of wine or 1.5 ounces of hard liquor.

Eat a healthy diet

Swap processed foods, red meat and sugary drinks with foods that can help lower the risk of breast cancer. For instance:

- Whole grains like brown rice and oatmeal
- High-fiber foods like beans and berries
- Healthy fats like avocados, tuna or nuts

It's time for Medicaid renewals

Renewing your Medicaid will help ensure you stay enrolled in your Aetna® D-SNP. To get messages about the renewal period, contact your state Medicaid agency. This will help to make sure your address, phone number and email address are 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. Take action as soon as possible. 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.

²American Cancer Society. American Heart Association Recommendations for Physical Activity in Adults and Kids. Last reviewed April 18, 2018. Available at <https://www.heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults> Accessed June 1, 2023.

Ready to book your mammogram? Your care team can help you schedule this covered screening. Call them at **1-866-409-1221 (TTY: 711)** from 8:30 AM to 5:00 PM, local time, Monday through Friday.

BENEFIT SPOTLIGHT

Prep for cold and flu season

Cooler temperatures mark the start of cold and flu season. Grab health and wellness items now so you can take care of yourself later. Aetna® Dual Eligible Special Needs Plan (D-SNP) members have a quarterly over-the-counter (OTC) benefit amount. It can help you get what you need to be ready. Here are a few key products to have on hand.

✔ Acetaminophen or ibuprofen

Both OTC medications can help lower fevers and ease headaches and body aches from a cold or virus.

✔ Decongestants

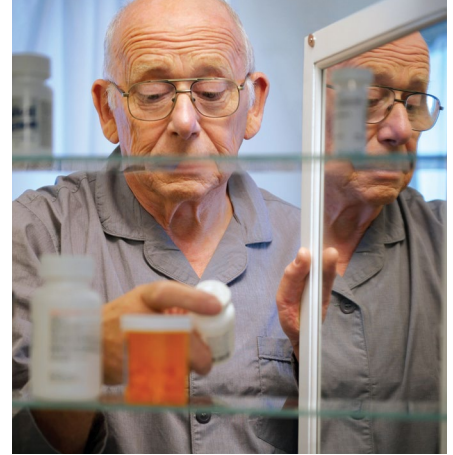
This medicine shrinks blood vessels in your nose, which can relieve stuffy noses and congestion. If you have high blood pressure or a heart condition, talk to your doctor before taking a decongestant.

✔ Cough medicine

Choose a cough medicine labeled “expectorant.” This will help loosen up mucus in your chest. If you have a cough that’s keeping you up at night, choose one labeled “suppressant.”

✔ Thermometer

Thermometers are the best way to know if you have a fever. Call your doctor if you have a temperature of 103° F or higher. Call **911** if your fever comes with other symptoms like confusion.



QUESTION of the MONTH

Q “Where is the approved list of OTC products I can buy with my benefit amount?”

A Check your OTC product catalog that came in your D-SNP welcome kit. It has a list of items covered. It also has FAQs and directions to help you order online, by phone or at a retail store. Visit aetna.com/4-oct23 to view the OTC product catalog online. Or scan this QR code with your smartphone.



Better health starts with a simple survey

Remember to take your annual health survey — it helps your care management team understand your health, medical and social needs. Your care team will design a personal care plan just for you. They can also

help you understand your plan benefits and get other services you might need, such as:

- Making doctor and other health care appointments
- Setting up transportation to and from appointments

Your privacy matters. Anything you tell your care team is private. It won’t affect what’s covered under your medical plan.



Taking the survey is easy

Call your Aetna care team and complete the survey by phone:

Call **1-866-409-1221** (TTY: 711) from 8:30 AM to 5:00 PM, local time, Monday through Friday.

Don’t forget: You’re eligible for a Healthy Home Visit (HHV). A health professional will visit your home to do a checkup and share your results with your primary care provider. Call your care team to schedule your HHV today.

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](https://www.aetna.com/MyDSNP)** to learn more.

Did you know?



You have a quarterly benefit amount you can use to buy approved brain-boosting foods.



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



You can get care from the comfort of home by using your covered Healthy Home Visit.



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 provider may change at any time. You will receive notice when necessary. If your plan's Extra Benefits Card includes roll-over, any unused amount will rollover into the next quarter. The quarterly amount can be rolled over through the end of the plan year but will not carry over into the next plan year. Eligibility for the Model Benefit or Reward and Incentive (RI) Programs under the Value-Based Insurance Design (VBID) Model is not assured and will be determined by Aetna after enrollment, based on relevant criteria (e.g., clinical diagnoses, eligibility criteria, participation in a disease state management program).

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.

- Electronically: Send an email to 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 1-866-409-1221

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.