

wellness & you

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

HEALTHY ALL YEAR

Walk your way to wellness

Walking can help you prevent or manage chronic conditions, build strength and stamina and improve balance. Use these tips to take your walking to the next level — no matter your current fitness skills.

1 Choose the right shoes

Walking shoes, running shoes or trainers are all great options. Are you walking on uneven ground, such as a trail in the woods? Choose hiking boots. They can help support your ankles. Whatever shoes you choose, make sure they check these boxes:

- Comfortable
- Well-fit
- Good grip in the sole

- Plenty of cushioning to support your joints

2 Dress comfortably

Wear breathable, comfortable clothes when you go for a walk. They will help remove heat from your body.

3 Pick a good pace

Start at a pace that feels comfortable. And walk faster over time.



You might walk 20 minutes at a time the first week and 22 minutes the next week.

4 Avoid falls

Always keep your eyes on the ground ahead of you. Watch out for cracks in the pavement, rocks and sticks or slippery moisture. Walk on sidewalks and marked trails whenever possible.

5 Stay hydrated

Drink plenty of water before and after a walk. If it's hot outside or you're walking for a long time, bring water to sip as you go.

6 Be aware of side effects

Some prescriptions can cause side effects when you're exercising. Talk to your primary care provider before trying a new workout.

It's time for Medicaid renewals!

To learn about the Medicaid renewal period, contact your State Medicaid agency. Make sure your contact information is up to date to get messages.

Look for a notice from your Medicaid agency with instructions on how to submit your renewal and the due date. Watch for letters from your Medicaid agency and Aetna letting you know about your eligibility, coverage and next steps. If you're automatically renewed, you'll get a letter telling you your coverage continues. 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.

5 blood pressure boosters

Have a headache? Stuffy nose? Heartburn? You may want to reach for an over-the-counter (OTC) medicine. But if you have high blood pressure (BP), these remedies can make it even higher. Certain lifestyle factors can raise your BP, too. Here are a few boosters to look out for and alternatives to try.

Non-steroidal anti-inflammatories (NSAIDs)

NSAIDs such as ibuprofen and naproxen may cause your body to hold onto water. This means your heart must work harder. The drugs can also stop your vessels from working properly. Both issues can raise your BP.

Alternative: The next time you have a headache or muscle soreness, try acetaminophen instead.

Cold and flu medicine

Some cold and flu medicines contain NSAIDs to ease aches and pains. They may also have ingredients that squeeze blood vessels.

Alternative: For cold and flu symptoms, use a saline nasal spray to loosen mucus and soothe stuffiness. Hot tea and warm showers can also give you relief.

Antacids

Antacids help ease heartburn and indigestion. But they tend to be high in sodium, which causes you to hold onto water. This leads to extra fluid that can push BP up.

Alternative: Changing your diet may help



ease symptoms. Fried foods and fatty meats can all lead to acid reflux. Better options are water-rich produce like cucumbers and watermelon. These can help reduce stomach acid and heartburn.

Certain supplements

Some herbal and weight loss supplements have ingredients that can raise BP to dangerous levels.

Alternative: If you have high BP, talk to your

care team for a plan to ease symptoms you use supplements for.

Some lifestyle factors

Alcohol and caffeine can raise BP. So can poor sleeping habits.

Alternative: Choose healthy behaviors that help control BP.

Drink decaffeinated tea or coffee. Eat low-sodium foods like leafy greens. And get regular exercise and at least seven hours of sleep.



Use your Extra Benefits Card to get the foods you need to support your heart health. Remember, benefit amounts are available on the first day of each quarter: January 1, April 1, July 1 and October 1. Be sure to use your benefit amount by the end of each quarter. The unused amount won't carry over to the next quarter. To learn more, head to aet.na/sept23dsn to watch our short video. Or scan this QR code with your smartphone.



Learn more about your medications from your care team.

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

BENEFIT SPOTLIGHT

Your annual enrollment guide

The Annual Enrollment Period (AEP) is a specific time of year when you can enroll in or change your medical insurance plan. Aetna® Dual Eligible Special Needs Plan members can use this guide to prep for a successful AEP.

✔ Use this handy checklist

More plan details become available during AEP. It starts October 15 and ends on December 7. You can use this annual care checklist found at aetna.com/sept23dsnp1. It can help track the services and prescriptions you need covered.

Or scan this QR code with your smartphone.



✔ Sign up

Head to AetnaMedicare.com/Login to sign up. If you're happy with your plan, you don't need to do anything. It will automatically renew starting January 1.

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✔ Read your Annual Notice of Change (ANOC)

Be on the lookout for your ANOC. It will arrive in the mail. If you don't receive it, call Member Services. This important document will tell you about any benefit changes in 2024. Read it carefully.

✔ Check for coverage

Check that your primary care physician (PCP) is still in network. And make sure your prescriptions are still covered. Visit AetnaMedicare.com/Formulary to search your formulary (the list of covered medications).



QUESTION of the MONTH

Q “How do I create an online member account?”

A Follow these four easy steps:

1. Go to AetnaMedicare.com/Login and select the “Register” button.
2. Enter your Aetna member ID number. You can find it on your Aetna ID card. Then answer a few questions about yourself.
3. Create a username and password. Remember to store them somewhere safe.
4. Log in to see your personalized home page.

Did you know you can also log in to your member account on the Aetna Health™ smartphone app? It's available for free on the App Store® and Google Play™ store.*

Have questions about AEP or your Aetna D-SNP? Contact your Member Services team — they're here to help! Call **1-866-409-1221 (TTY: 711)** from 8 AM–8 PM, local time, seven days a week.

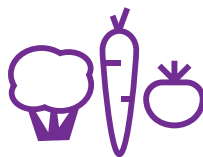
Health and wellness or prevention information

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–5:00 PM, local time, Monday through Friday. Visit **AetnaMedicare.com/MyDSNP** for more information.

Did you know?



You have access to online and in-person fitness classes that fit your needs.



You have a quarterly benefit amount you can use to buy approved heart-healthy foods.



We have the ultimate checklist for your annual enrollment period.



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. The formulary 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. 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.

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-

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.