

Aetna

Medicare Advantage

July 2022 Benefits in Action Member Newsletter



Direct Mail

8 page foldout



5 surprising reasons to get
your hearing checked

Health care that travels
with you

JULY 2022 MEMBER NEWSLETTER

Benefits in Action

Navigating your
Aetna[®] secure
member website



If there's one Aetna Medicare Advantage resource you should know about and use, it's your secure member website. When you connect to your member website on [AetnaMedicare.com](https://www.aetnamedicare.com), there are several features available to you.

Keep reading for steps, tips
and shortcuts for navigating
your plan online →

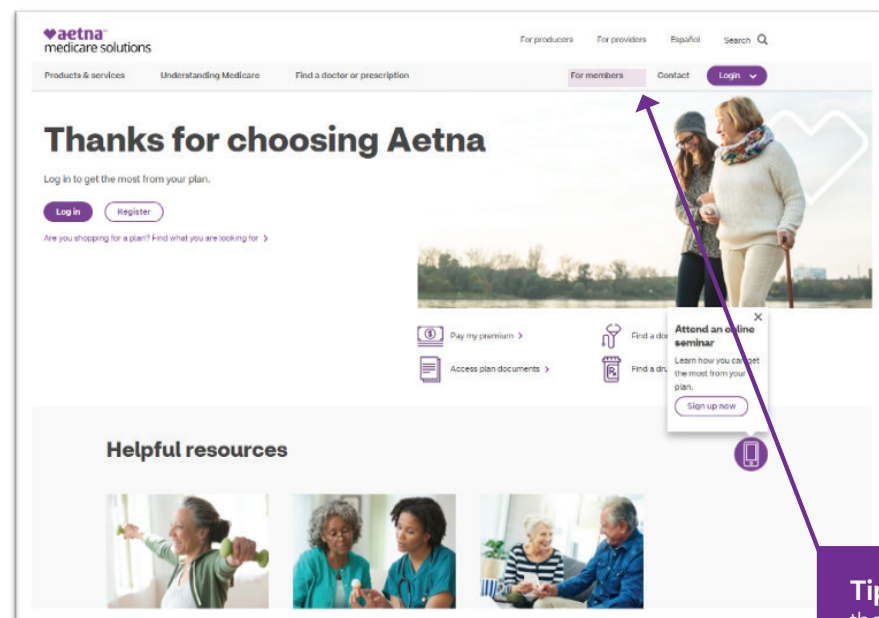
Navigating your Aetna® member website

Register or log in to explore your member website at AetnaMedicare.com/Login.

How to register as a new user

If you're new to the website, you have the option to create an account that is secure and keeps your information confidential.

You'll need your Aetna member ID number (located on your member ID card) to register and create a new account.



Tip: When you click on the words "For members" on the right side of your screen,* a list of member resources will open. It includes ways to connect with Member Services.

*Screenshot above is for illustrative purposes and may be subject to change.

Have questions or need help with your Aetna Medicare Advantage plan? Visit us at AetnaMedicare.com or call **1-833-570-6670 (TTY: 711)**, 8 AM–8 PM, 7 days a week.

More about your user account

This is your one-stop location to find details about your Aetna Medicare Advantage plan. You can look at your plan overview, or simply learn more about what your plan has to offer. For example, if you want to change your current doctor, you can search for providers in your network. You can also view health assessments, health records and personalized wellness programs.

Getting started on your path to better health

After you've registered and logged in, what's next? The first thing you'll see is your personalized home page with links to:

- ♥ Find care
- ♥ Manage claims
- ♥ Coverage & costs
- ♥ Stay healthy

There's even more for you to discover. With just a few clicks you can:

- ♥ Watch your personalized Medicare video to learn more about your plan
- ♥ Search for walk-in clinics, urgent care centers or emergency rooms near you
- ♥ Review your claims or find a reimbursement form if needed
- ♥ View important plan documents like your Summary of Benefits or Evidence of Coverage
- ♥ Find discounts on health and wellness products and services



Find support

We're here to help. To reach Member Services, please call **1-833-570-6670 (TTY: 711)** for questions.

Read the full story online



Scan the QR code or visit us at AetnaMedicare.com/Jul22-1



Open your phone's camera. Focus on the QR code. Tap the banner that appears.

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5 surprising reasons to get your hearing checked

Ignoring hearing loss can harm your physical and mental health. Here are the top reasons to have regular hearing exams.

While it may sound strange, the effects of hearing loss reach well beyond your ears. In fact, it can affect you from head to toe. Hearing problems play a role in brain health and mood. You can also get hurt by not hearing warning sounds, like sirens or horns.

If you're due — or overdue — for your hearing exam, here are five reasons to schedule one today.*

1. Strong hearing helps you stay mentally sharp

There's a connection between hearing loss and mental decline. Research has found that the worse your hearing loss is, the greater your risk of developing dementia as you get older.¹ Hearing loss can also make it harder to communicate, leading some people to avoid being social. That can take away things that keep the brain active and engaged, such as talking with others, trying new things and being active.¹

2. Strong hearing helps keep you upbeat

Hearing loss is linked to feelings of depression, anxiety and frustration in adults.² Older adults with hearing problems have been found to have a nearly 50 percent higher rate of depression, compared to those with healthy hearing.³ "Patients with hearing loss get frustrated with their inability to communicate easily. And as they withdraw from social interactions, they become increasingly at risk for depression," notes Kenny F. Lin, M.D.,

an otolaryngologist (ear, nose and throat doctor) at Houston Methodist Hospital. "It can feel very powerless."

3. Strong hearing is tied to your heart health

Studies show that heart disease has been linked to hearing loss. Experts aren't sure which one comes first or if one causes the other. It may be that they share some of the same risk factors.⁴ So if your ear doctor finds that you have hearing loss, it could be a sign that you're at risk for heart disease, and you should follow up with your primary care physician.⁵

Tip: Most of our plans include coverage for hearing exams and hearing aids through a network provider. Hearing benefits generally include one annual routine hearing exam and hearing aid fitting covered at 100 percent. Check your Evidence of Coverage (EOC) to learn more about hearing coverage and benefits.

4. Strong hearing helps keep relationships strong

Hearing loss has been found to go together with social isolation and loneliness.⁶ It makes sense. When partners, family members, friends and coworkers feel like you're not listening or



communicating well with them, they may feel frustrated or hurt. For people who struggle to hear, conversations become less enjoyable. And their self-confidence in social settings can drop.

5. Strong hearing can lower your chance of trips and falls

Older adults with hearing loss have a much higher chance of falling, research has found.⁷ It may be because they're losing postural control. That's the ability to stay in control and balanced during movement.⁸ That makes sense, because the inner ear plays a role in balance, says

Elliott D. Kozin, M.D., a physician at Mass Eye and Ear in Boston. Plus, if your hearing is weak and you're out in public, you may be less likely to hear cars, cyclists or other pedestrians. That can set you up for collisions or other accidents.

The take-home message

If you suspect your hearing isn't as strong as it used to be, don't wait to get your hearing checked, advises Dr. Kozin. The same goes if the people in your life have suggested that you've missed or misunderstood parts of conversations. It's not just your hearing that's at stake — your physical, mental and emotional health are too.

Sources:

- ¹ Lin FR, Metter EJ, O'Brien RJ, et al. Hearing Loss and Incident Dementia. Archives of Neurology. February 2011; 68 (2): 214-220. Accessed April 20, 2022.
- ² Hearing Loss Association of America. Hearing Loss Facts and Statistics. May 2018. Accessed July 14, 2021.
- ³ Lawrence BJ, Jayakody DMP, Bennett RJ, et al. Hearing loss and depression in older adults: a systematic review and meta-analysis. Gerontologist. April 2, 2020; 60 (3): e137-e154. Accessed April 20, 2022.
- ⁴ Tan HE, Lan NSR, Knuiman MW, et al. Associations between cardiovascular disease and its risk factors with hearing loss — a cross-sectional analysis. Clinical Otolaryngology. February 2018; 43 (1): 172-181. Accessed April 20, 2022.
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- ⁶ Maharani A, Pendleton N, and Leroi I. Hearing impairment, loneliness, social isolation, and cognitive function: longitudinal analysis using English longitudinal study on ageing. American Journal of Geriatric Psychiatry. December 2019; 27 (12): 1348-1356. Accessed April 20, 2022.
- ⁷ Jiam NT-L, Li C, Agrawal Y. Hearing loss and falls: A systematic review and meta-analysis. Laryngoscope. November 2016; 126 (11): 2587-2596. Accessed April 20, 2022.
- ⁸ Agmon M, Lavie L., Doumas M. The association between hearing loss, postural control, and mobility in older adults: a systematic review. Journal of the American Academy of Audiology. June 2017; 28 (6): 575-588. Accessed April 20, 2022.

* Some plans don't offer a hearing benefit. Check your Evidence of Coverage (EOC) for details.

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Health care that travels with you

Is travel an essential part of your life? If so, we're excited to share how you can use your Aetna Medicare Advantage plan along the way. With Aetna®, you have access to the provider care, prescriptions and support you need wherever your adventures take you.*

The graphic to the right summarizes how some Aetna plans protect you when you're away from home.





To be certain of the coverage you have while on the road, be sure to check your Aetna plan documents or call us before traveling. You can potentially avoid unnecessary costs by knowing your benefits and available services while on your trip.

Tip: Share your travel itinerary and plan coverage information with a trusted family member or friend, in case you need them to contact us for you while you're away from home.




Here's an example of how your Aetna plan can travel with you.

Monique** has an Aetna Medicare Advantage plan that includes the Travel Advantage feature. Travel Advantage allows Monique to remain in her plan for an extra six months when out of her plan's service area. It also offers a multistate provider network. She is planning to spend three months out of state to visit her grandchildren. Here are some steps she should take to enjoy her coverage away from home.

Before Monique leaves her home, she should:

-  Confirm there is a primary care physician (PCP) at her destination who is in her plan's network and is taking new patients.
-  Locate a network pharmacy near where she will be staying.
-  Find a hospital near where she will be staying that is in her plan's network.
-  Pack a digital or paper copy of important medical records.

When Monique arrives at her destination, she should:

-  Temporarily change her PCP to a network doctor near her destination. (She should switch back to her original PCP when she returns home.)
-  Take her medical records with her when she sees her local PCP.
-  Confirm with Aetna Member Services that specialist providers are in her plan's network.

* Some plans don't offer a travel benefit. Check your Evidence of Coverage (EOC) for details.
 ** Monique is not an actual member. This is for illustrative purposes only.

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Question of the month

Can I access my secure member website from my smartphone?

Yes! By downloading the Aetna HealthSM app, you can manage your health and benefits from anywhere. The Aetna Health app makes it easier to manage your benefits on the go.

Prefer not to use an app? You can always access your member website through [AetnaMedicare.com](https://www.aetna.com) on your web browser as well.

Connect to care right from your phone. Download the Aetna Health app today. 

The app can be found on Google Play for Android, or on the App Store[®] for iPhone[®].



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, provider and/or pharmacy network may change at any time. You will receive notice when necessary. Participating physicians, hospitals and other 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. Google Play and the Google Play logo are trademarks of Google LLC. Apple, the Apple logo, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc.
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Benefits in Action

5 surprising
reasons to get your
hearing checked



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Client Name Today at 10:09 AM

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Reply To: client@company.com CN

Subject Line: Benefits in Action from Aetna Medicare Advantage – July edition
Preview Text: Your monthly member tips are here.

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We'll help you understand your coverage.
Health and wellness or prevention information



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Using your Aetna® secure member website

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GET IT ON



Available on the



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Mobile Email

Client Name Today at 10:09 AM

To: Robert Zimmerman
Reply To: client@company.com CN

Subject Line: Benefits in Action from Aetna Medicare Advantage – July edition
Preview Text: Your monthly member tips are here.


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[Learn more](#)

 Or call us at **1-833-570-6670** (TTY: 711) 8 AM to 8 PM, 7 days a week and we'll be happy to assist you.

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Landing Pages




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Using your Aetna® secure member website

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What is your Aetna member website?

Think of your secure member website like your own pantry, with information about your Aetna plan available at your fingertips. And when you're on the website, you have online access to tools and resources to help you manage your plan. This gives you flexibility to access the information you want, when you want to read, view or download it, day or night.



To learn more:

Log in to your secure member website to learn more about your coverage and benefits.

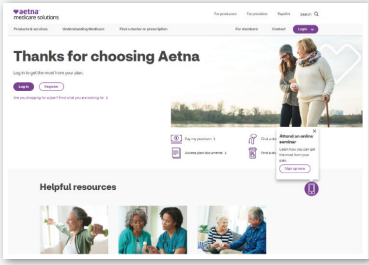
Log in

When you connect to your member website on AetnaMedicare.com, there are several features available to you. For example, you have the option to register (if you haven't already) or log in to your secure user account. You'll find features like helpful learning resources and plan coverage information here.

More about your user account

This is your one-stop location to get details about your Aetna Medicare Advantage plan. You can look at your plan overview, or simply learn more about what your plan has to offer. For example, if you want to change your current doctor, you can search for providers in your network. You can also view health assessments, health records and personalized wellness programs.

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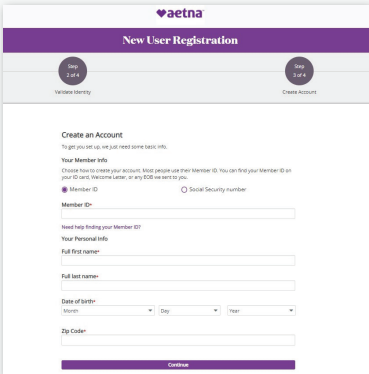
Tip: When you click on the words "For members" on the right side of your screen,* a list of member resources will open. This includes ways to connect with Member Services.

How to register as a new user

If you're new to the website, you have the option to create an account that is secure and keeps your information private. To create a new user registration you will need to provide some basic information (your name, location and your Aetna member ID number located on your member ID card).

When creating a username and password, keep these guidelines in mind:


- Usernames need to be between 5 and 64 characters
- Your username stays the same, even if you change the type of plan you have with us
- Your password needs to be between 6 and 20 characters
- Your password must include at least 1 number and 1 letter
- Your password cannot repeat a character more than twice in a row



Getting started on your path to better health


After you've registered and logged in, what's next? The first thing you'll see is your personalized home page with links to:

- Find care
- Manage claims
- Coverage & costs
- Stay healthy



Home
Claims & Spending
Benefits
Find Care & Pricing
Pharmacy
Support

Welcome,



Personalized Plan Video

We created a video just for you that makes it easy to understand your health plan.

Watch the Video →

There's even more for you to discover

With just a few clicks you can:


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- Search for walk-in clinics, urgent care centers or emergency rooms near you
- Review your claims or find a reimbursement form if needed
- View important plan documents like your Summary of Benefits or Evidence of Coverage
- Find discounts on health and wellness products and services

To get an overview of the information available on your member website, find the "Get Started" button. This section will walk you through your plan, so you can connect with programs and resources that support your health.

Get to know your plan

Benefits are hard to understand for a lot of us. We'll walk you through your plan, so you can connect with programs and resources that support all aspects of your life.

Get Started



Tip: When you click on the down arrow by your name in the top right corner, there are shortcuts to ID cards, forms, your user profile and preferences to customize your experience.


Find support

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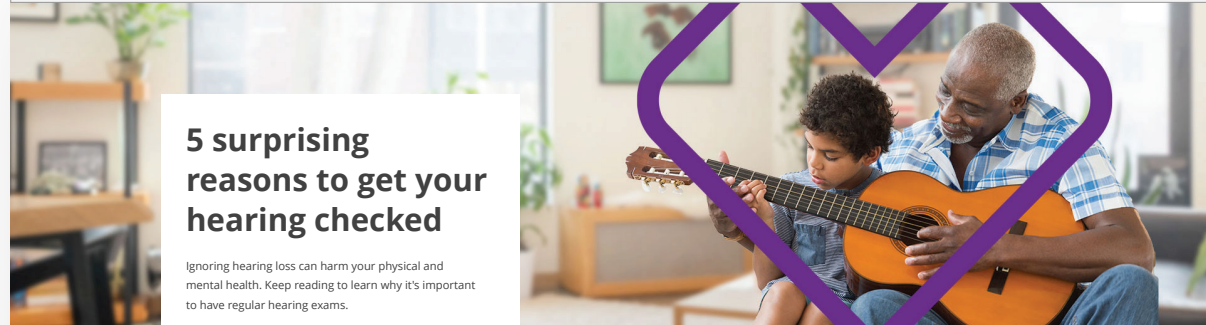
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5 surprising reasons to get your hearing checked

Ignoring hearing loss can harm your physical and mental health. Keep reading to learn why it's important to have regular hearing exams.

While it may sound strange, the effects of hearing loss reach well beyond your ears. In fact, it can affect you from head to toe. Hearing problems play a role in brain health and mood. You can also get hurt by not hearing warning sounds, like sirens or horns. What's worse is that people with hearing loss wait an average of seven years before seeking help.¹ And, as more time passes, the chances of hearing loss-related health issues go up.

It shouldn't be that way. You can catch hearing loss early by staying on top of your annual hearing exams. And there are many ways your doctor can help preserve and improve your hearing. They can remove wax blockages, for instance, or recommend hearing aids and other devices that can strengthen sound.

If you're due — or overdue — for your hearing exam, here are five reasons to schedule one today.*

1. Strong hearing helps you stay mentally sharp

There's a connection between hearing loss and mental decline. Research has found that the worse your hearing loss is, the greater your risk of developing dementia as you get older.² This may be partly because hearing loss can exhaust your mental reserve — that's your brain's ability to adapt and find different ways of completing a task.

Hearing loss can also make it harder to communicate, leading some people to avoid being social. That can take away things that keep the brain active and engaged, such as talking with others, trying new things and being active.³ "Over time, the less we stimulate the brain and engage our surroundings, the quicker our mental acuity is thought to decline," says Kenny F. Lin, M.D. He's an otolaryngologist (ear, nose and throat doctor) at Houston Methodist Hospital.



Tip: Most of our plans include coverage for hearing exams and hearing aids through a network provider. Hearing benefits generally include one annual routine hearing exam and hearing aid fitting covered at 100 percent. Check your Evidence of Coverage (EOC) to learn more about hearing coverage and benefits.

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Hearing loss is linked to feelings of depression, anxiety and frustration in adults.⁴ Older adults with hearing problems have been found to have a nearly 50 percent higher rate of depression, compared to those with healthy hearing.⁵ "Patients with hearing loss get frustrated with their inability to communicate easily. And as they withdraw from social interactions, they become increasingly at risk for depression," Dr. Lin notes. "It can feel very powerless."

3. Strong hearing is tied to your heart health

Studies show that heart disease has been linked to hearing loss. Experts aren't sure which one comes first or if one causes the other. It may be that they share some of the same risk factors.⁶ For example, researchers know that diabetes, high blood pressure and smoking cause blood vessel damage that can lead to heart disease, explains Elliott D. Kozin, M.D., a physician at Mass Eye and Ear in Boston. They believe those same factors hurt the vessels that carry blood to the ears too. And that could lead to hearing loss. So if your ear doctor finds that you have hearing loss, it could be a sign that you're at risk for heart disease. You should follow up with your primary care physician.⁷



Tip: If you're experiencing hearing loss, ask your physician for a recommendation to a hearing doctor.

4. Strong hearing helps keep relationships strong

Hearing loss has been found to go together with social isolation and loneliness.⁸ It makes sense. When partners, family members, friends and co-workers feel like you're not listening or communicating well with them, they may feel frustrated or hurt. For people who struggle to hear, conversations become less enjoyable. And their self-confidence in social settings can drop. "Over time, this frustration and difficulty communicating can strain personal relationships," Dr. Lin says.



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The take-home message:

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