



## YOUR PATH TO BETTER HEALTH

The new year is a great time to chart your course to better health. Start using your MHBP benefits to get important screenings done, learn about your personal risk factors for disease and earn wellness rewards.

### It's time to focus on you

There is no out-of-pocket cost for preventive care, such as annual mammograms or colon cancer screening, from in-network providers. Screenings can help you find health problems early, when they are most treatable. Talk to your provider about the best screening options for you.

Some important prevention care options include:

- A mammogram once every year
- A Pap and/or HPV test every 3 – 5 years
- Colon cancer screening every year, or every 10 years, depending on the type of screening

For a full list of covered preventive services for adults and children, check Section 5(a) of the MHBP Plan brochure for Standard Option and Value Plan information or Section 5 of the Consumer Option brochure.

References: U.S. Preventive Services Taskforce <https://uspreventiveservicestaskforce.org/uspstf/>

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## WELCOME, NEW MHBP MEMBERS

This is your MHBP Planner Newsletter, loaded with informational topics to help you stay on your wellness path and maximize your benefits. Maximize your benefits by registering for your Aetna member website, so you can access online tools available 24/7. Visit **MHBP.com** for information and a link to register for your Aetna member website. We look forward to serving you and your family for many years to come.



# KICK START 2021 EARNING WELLNESS REWARDS

Did you know you can earn Wellness rewards every calendar year? Begin your 2021 wellness trek by taking your Health Risk Assessment (HRA) and completing a Biometric screening by the end of spring.

To complete your HRA online, visit **MHBP.com** and click on Your Aetna Member Website. Once logged in, click on Health and Wellness. From the landing page, click on Explore Resources under Discover A Healthier You. You will be directed to the Member Engagement Portal. The process is simple. It only takes about 15 minutes – or less – to earn your reward.

If you prefer, you can complete your HRA by phone.

Call us at **866-533-1410** to schedule an appointment with a health coach. You'll get your results by mail and can join health coaching programs by phone.

Once complete, you'll get a personalized summary with suggestions and programs to help you improve your health by reducing health risks.

Complete your Biometric Screening one of three ways:

- Through a Quest Patient Service Center
- Through your physician
- Or through a home collections material kit.

To register for your screening, call **855.6.BE.WELL** (855-623-9355) or visit **My.QuestforHealth.com** and enter the registration key: **MHBP**.

If you prefer, you can have your physician perform the biometric screening as part of your annual check-up, then record the results on the Biometric Screening Physician Results form. Then fax the form to Quest Diagnostics no later than November 30, 2021.

The Biometric Screening Physician Results form is available at **My.QuestforHealth.com**. Once your biometric screening is complete, your results will be available online at **My.QuestforHealth.com**.

You can earn up to two \$100 credits (Standard Option) or \$75 credits (Value Plan) – one for taking the Health Reimbursement Arrangement (HRA) and one for completing your biometric screening. The money is deposited into your Wellness Incentive Fund account and may be used to help pay for qualified medical expenses – such as your cost-sharing amounts (copayments, coinsurance and deductibles) for future services – for any covered family members.

Note: Consumer Option members are not eligible to earn wellness incentives for completing their HRA or biometric screening.

If you have any questions or would like more information about the program, please call us at **800-410-7778**.



## PETS ARE GOOD FOR YOUR HEALTH

Pets are known to be a human's best friend. But did you know that owning one can help improve your overall health and well-being? The companionship of a dog, cat, or even a pet like a rabbit, turtle, or snake can positively affect both children and adults. Here's how:

Caring for a pet can help with depression, anxiety, and loneliness. The unconditional love and emotional support a pet provides can boost your mood and help you relax.

Studies show that owning a pet can lower heart rate, decrease blood pressure and help keep you in shape. Pets like dogs require play time and attention, encouraging their owners to take walks and stay active. Plus, the love and acceptance we feel coming home to a pet is often unmatched.

Petting an animal can even improve motor skills and decrease feelings of isolation. The outcomes are so positive that

therapy pets are usually allowed at hospice centers, hospitals, retirement homes and schools to help people cope with their health.

"...owning a pet can lower heart rate, decrease blood pressure and help keep you in shape."

The emotional, mental and physical benefits of a pet are all reasons to add a furry or feathered friend to your life. Plus, they're just so darn cute. Visit your local animal shelter or go to **AdoptAPet.com** to view animals in need of shelter in your area.

## YOUR TELADOC® ACCOUNT



Set up your account today so it will be ready when you need it. By downloading the Teladoc app, you can talk to a doctor anytime, anywhere, by phone or video, at no cost.

For the Consumer Option, this benefit is 100% covered once you meet your deductible.

Visit **Teladoc.com/Aetna** or call **855-TELADOC** (835-2362) or contact us at **800-410-7778** for more information.





## GETTING TO KNOW WHO IS BEHIND YOUR PLAN

MHBP, formerly known as Mail Handlers Benefit Plan, has been around since 1963. As a federal employee or retiree, you may have worked in various supporting positions. And like you, MHBP is supported by an array of experienced teams. Throughout 2021, we will introduce you to the many teams with diverse individuals that help you and your family keep on your healthy path to wellness.



### Your Dedicated Customer Service Team

Up first, get to know your Customer Service team, made up of over 300 highly qualified customer service and claim representatives. MHBP's fully committed operations team based primarily in Scottsdale, Arizona and San Antonio, Texas provide 24/7 service for both you, our members and your treating providers. The team offers support through a variety of ways including questions about your benefits, existing products or programs, your claims or

Explanation of Benefits (EOB), or helping you promptly find the right provider to fit your needs.

Rest assured you are always in good hands, as the customer service representatives have an average tenure of over 10 years' experience (and many have been with the plan for over 20 years) in providing you, our valued members and your loved ones, with details specific to your specific MHBP coverage.

Benefit information, provider directory and a wide variety of resources are accessible on **MHBP.com**, BUT when you have a question, or unable to locate a resource please know that customer service is always here to help!

You can reach MHBP Customer Service by calling **800-410-7778** or, if you prefer, you can chat live with a MHBP representative on **MHBP.com**. Remember, we are your customer service team and always happy to assist our members!



## GET YOUR BENEFIT INFORMATION ONLINE

As a MHBP member, you can register for the Aetna secure member website and manage your health care on your schedule. Why not register now, while it's on your mind? It only takes about 3 minutes.

Registering will allow you to:

- View, download or print your claims and Explanation of Benefits (EOB)
- View your plan coverage

- Print ID cards at anytime
- Find medical professionals easily using the plan's provider search
- Easily review any deductibles, coinsurances, or plan limits that apply to your plan

Don't wait – get the most out of your health care benefits with your secure online resource.

**Need help registering or logging in? Call 800-410-7778.**

## AS A MHBP MEMBER, YOU HAVE ACCESS TO OUR TRANSFORM CARE PROGRAMS

### Next Generation Transform Diabetes Care

This program offers personalized guidance and resources to empower our diabetic members in their condition management and help them stay on track with their prescribed treatment plan. The program will help improve diabetic members' health, decrease associated health care costs and provide a connected glucometer and test strips to eligible members.

Have any questions? Just call **855-808-0837** during open hours: 8am–8pm M–F Eastern time.

### Hello Heart Hypertension Program

This program helps improve member's health and decrease associated health care costs. We do this by providing eligible members with a free blood pressure monitor that connects to an app on their smartphone. Participants are targeted based on their medication history and blood pressure readings.

For any questions about the Hello Heart Hypertension Program, call **833-330-0977** during open hours: 8am–4pm M–F Pacific time.





# ANTIBIOTICS AND ACUTE BRONCHITIS: MYTHS AND FACTS

With cold and flu season coupled with COVID-19, understanding respiratory conditions and their treatments is more important than ever. One common condition, acute bronchitis, is caused mainly by a virus that inflames the airways, making it difficult to breathe. But not all cases are viral – some are bacterial or fungal. To best treat acute bronchitis, it is important to know its cause. Most cases are treated with antibiotics – but antibiotics treat only bacterial infections.

Here are a few myths about treating acute bronchitis with antibiotics:

**Myth 1: Bronchitis is an indication for antibiotics.**

Fact: 90% of acute bronchitis cases are caused by a virus – the same one that causes the flu. Antibiotics only treat bacteria, not viruses. Although acute bronchitis can be caused by bacteria or fungus, it's not common.

**Myth 2: Discolored (yellow or green) phlegm indicates presence of a bacterial infection.**

Fact: Not all yellow or green mucus means infection and not all infections are bacterial. Our immune system's white blood cells attack all foreign matter, like dirt, dust and pollutants, and release protein that gives our mucus the yellow or green

color. Your doctor can determine the cause of your symptoms through examination or lab work to find the best treatment and reduce the overuse of antibiotics. Using antibiotics too often, or inappropriately, can cause antibiotic resistance. This means they no longer work when you truly need them to.

**Myth 3: My cough won't last as long if I take antibiotics.**

Fact: Acute bronchitis is mainly caused by a virus, so antibiotics will not treat it. Other medications, like over-the-counter cough medicines and pain relievers, may treat the symptoms. Coughs take time to go away and should reduce as the airways heal.

**Myth 4: Smokers with acute bronchitis need antibiotics more than non-smokers.**

Fact: Research has shown that smokers are 20% more likely to be prescribed antibiotics. Antibiotics will have the same effect on smokers as non-smokers, which has no effect in treating acute bronchitis.

Don't default to antibiotics. Work with your provider to find the cause of your acute bronchitis and prescribe the best treatment to prevent antibiotic resistance and overuse.

References:

What is acute bronchitis? 2019 Jan. 11. FamilyDoctor.org. <https://familydoctor.org/condition/acute-bronchitis/#:~:text=Acute%20bronchitis%20is%20a%20contagious,harder%20for%20you%20to%20breathe>  
Clinical Connection: Common Misconceptions about Antibiotics and Bronchitis. 2021. Accountable Health Partners. <https://ahpnetwork.com/bronchitis/>  
Green phlegm and snot 'not always a sign of an infection needing antibiotics'. 2021. Sunderland LPC. <https://psnc.org.uk/sunderland-lpc/green-phlegm-and-snot-not-always-a-sign-of-an-infection-needing-antibiotics/>  
Kinkade, S. & Long, N.A. 2016 Oct 1. Acute Bronchitis. American Family Physician. 94(7):560-565. <https://www.aafp.org/afp/2016/1001/p560.html>

Aetna complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age or disability.

Aetna provides free aid/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call 1-800-410-7778.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator  
P.O. Box 14462, Lexington, KY 40512  
1-800-648-7817, TTY: 711  
Fax: 859-425-3379  
[CRCordinator@aetna.com](mailto:CRCordinator@aetna.com)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

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, Coventry Health Care plans and their affiliates (Aetna). TTY: 711.

**To access language services at no cost to you, call 1-800-410-7778.**

Para obtener asistencia lingüística en español, llame sin cargo al 1-800-410-7778. (Spanish)

欲取得繁體中文語言協助，請撥打1-800-410-7778，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le 1-800-410-7778 sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang 1-800-410-7778 nang walang bayad. (Tagalog)

Benötigen Sie Hilfe oder Informationen in deutscher Sprache? Rufen Sie uns kostenlos unter der Nummer 1-800-410-7778 an. (German)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني 1-800-410-7778 (Arabic)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo 1-800-410-7778 gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente 1-800-410-7778. (Italian)

日本語で援助をご希望の方は、1-800-410-7778 まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 1-800-410-7778 번으로 전화해 주십시오. (Korean)

بدون هیچ هزینه ای تماس بگیرید. انگلیسی 1-800-410-7778 برای راهنمایی به زبان فارسی با شماره (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer 1-800-410-7778. (Polish)

Para obter assistência linguística em português ligue para o 1-800-410-7778 gratuitamente. (Portuguese)

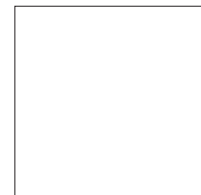
Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-800-410-7778. (Russian)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số 1-800-410-7778. (Vietnamese)

T'áá shí shizaad k'ehji bee shíká a'doowoł nínízingo Diné k'ehji koji' t'áá jíík'e hólne' 1-800-410-7778 (Navajo)



P.O. Box 981106 • El Paso, TX 79998-1106



## CONTACT US

### MHBP MEMBER SERVICES

Standard Option and Value Plan

800-410-7778

Consumer Option

800-694-9901

**24/7 except major holidays**

### OVERSEAS ENROLLEES

480-445-5106

(toll-free numbers at MHBP.com)

### AETNA SECURE MEMBER WEBSITE SUPPORT

800-225-3375

### CVS CAREMARK® CUSTOMER CARE

866-623-1441

(pharmacy benefit manager)

### EYEMED VISION CARE

866-559-5252

### HEARING SERVICES

– Hearing Care Solutions

866-344-7756

– Amplifon

888-901-0129

### LIFESTATION MEDICAL ALERT

855-322-5011

### LAB SAVINGS PROGRAM

– LabCorp

888-522-2677

– Quest Diagnostics

800-377-7220

### MHBP DENTAL & VISION PLANS

800-254-0227

### TELADOC

855-TELADOC (855-835-2362)

### U.S. LASER VISION NETWORK

800-422-6600

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For more information about your plan, refer to **MHBP.com**.

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This is a brief description of the features of this Aetna health benefits plan. Before making a decision, please read the plan's applicable federal brochures (RI 71-007 and RI 71-018). All benefits are subject to the definitions, limitations and exclusions set forth in the federal brochure.