



THE CIRCLE OF CARE: CARING FOR YOURSELF AND YOUR KIDS

The best care starts with yourself. It is important to get routine health screenings (such as breast, colon, cervical, prostate and skin screenings). Screenings are an essential part of your preventive care regimen.

Your screening can be scheduled to coincide with your annual routine physical exam. After you've taken care of yourself, then you can focus on ensuring your loved ones are also on their healthy-living path.

If you are looking to expand your family, you will want to consider prenatal visits. Early and regular prenatal care is more likely to result in healthy babies and moms. For more information on your MHBP Maternity Program, contact **855-282-6344** to sign up. The program provides support during a member's pregnancy and after the baby's arrival. This program provides nurse support and educational materials for healthy and high-risk pregnancies.

Soon after your baby arrives, you and your provider will want to set up a well-child care schedule. One way to keep your kids healthy is to make sure they have regular checkups and vaccines. The American Academy of Pediatrics recommends children have a well-child visit on the following schedule:

Newborn, 2–5 days	6 months	18 months
1 month	9 months	24 months
2 months	12 months	30 months
4 months	15 months	Annually until age 18 years

For you empty nesters, you may experience the occasional age-related pains and ailments. It's always a good time to get with your provider to discuss what types of medical and emotional support is available. Your MHBP benefits cover an array of supplemental and well-being programs, located on **MHBP.com**.

Ref: U.S. Preventive Services Task Force, <https://www.uspreventiveservicestaskforce.org/>
Benefits statement (no OOP w/PPO provider, applies to deductible?)
Ref: American College of Obstetricians and Gynecologists, <https://www.acog.org/>
Ref: American Academy of Pediatrics/Bright Futures, <https://brightfutures.aap.org/>

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QUALITY FOCUS: GETTING TO KNOW YOUR MHBP QUALITY MANAGEMENT TEAM

It is important to MHBP that you experience quality health care and customer service during your participation with us. The Quality Management (QM) team works to ensure that our services meet high standards of quality and safety.

The team conducts a wide variety of activities that promote continuous quality improvement. If you experience a potential quality-of-care issue, a nurse will investigate the case. If you potentially missed an essential cancer screening according to generally accepted standards of care, you may receive a postcard, flyer or phone call gently reminding you to see your doctor. If you receive a satisfaction survey, your responses are analyzed and presented to various quality committees.

Our team works together with other business units enhancing our commitment to be OPM accreditation compliant. MHBP holds health plan accreditation with the Accreditation Association for Ambulatory Health Care (AAAHC), an independent, not-for-profit organization. Achieving accreditation demonstrates that MHBP has met nationally recognized standards for the provision of quality health care.

Your satisfaction matters to us. It is the pleasure of the QM team to listen to the voice of the customer, recognize opportunities for improvement and then take action to implement progressive solutions. To learn more about the QM program, you can visit our Quality Focus page. Quality Focus page under Member Resources on MHBP.com.



TREATING AN INJURY WITH R.I.C.E. AND M.E.A.T.

An injury can happen anytime, anywhere. So, whether you get knocked down on the field or take a spill at home, it helps to know what method is best for immediate, at-home treatment. Fortunately, you have options.

R.I.C.E. is nice

For decades, the common practice for treating an injury has been the R.I.C.E. protocol – *rest, ice, compression and elevation*. This method was designed to help reduce the inflammation and swelling that occurs after an acute soft-tissue injury, such as sprains, strains and bruises. Here are its benefits:

- Rest:** Avoiding use of the injured area can prevent further injury and give your body time to recover.
- Ice:** Applying ice to the injured area can help reduce pain and slow blood flow to reduce swelling.
- Compression:** Wrapping the injured area can provide support, reduce blood flow and limit swelling.
- Elevation:** Keeping the injured area raised above the level of the heart can reduce swelling, as well as pain and discomfort.

M.E.A.T. is neat

More recently, many medical experts have begun practicing the M.E.A.T. protocol for treating acute injuries – *movement, exercise, analgesics and treatment*. This practice is centered around the idea of incorporating active care and movement as soon as

possible. Doing so increases blood flow to enhance the healing process and reduce recovery time. Here's why this works:

- Movement:** Putting a gradual amount of load and movement on the affected area can help new tissue grow appropriately. It also helps flush lymph and blood to remove debris and circulate new nutrient-rich blood.
- Exercise:** Depending on the extent of the injury and pain level, exercise can be implemented to focus on soft-tissue redevelopment and strengthening. This will also increase circulation, providing fresh blood to the damaged area.
- Analgesic:** Taking medications or herbal/natural remedies can offer pain relief, as well as aid in recovery. Be sure to seek professional medical advice and recommendations.
- Treatment:** Incorporating early therapy (depending on the injury) can help proper mobility, healing and recovery. This can include joint mobilization, soft-tissue release, ice/heat, acupuncture, TENS, etc.

"...it helps to know what method is best for immediate, at-home treatment."

For life-threatening injuries, call 911 and seek immediate medical attention.



RETAIL THERAPY: THE MOOD BOOSTER

Let's be clear. No one is suggesting you go out and blow your life savings in an afternoon of retail shopping. However, purchases made (in moderation) during a retail therapy session can have unexpected health benefits – especially when it comes to busting stress and boosting mood. Here's how.

It can improve self-confidence

Perhaps nothing has a bigger impact on our overall well-being than a healthy dose of self-confidence. Retail therapy supplies just that by reestablishing some control over life through our decision-making abilities, such as where to shop, what to buy and so on. Additionally, when you find that item or outfit that boosts your self-esteem, it's hard to not have it positively affect your mood.

It can ease transitions

Life is full of transitions, and sometimes those transitions are met with a little reluctance or uncertainty. Surprisingly, shopping can be the remedy needed, providing an unlikely source of mental preparation. Oftentimes, when shopping, we visualize a better or desired future and, accordingly, purchase products that will help

fulfill that future – thereby diverting our attention from current concerns and focusing on the next phase of life.

It provides a dose of dopamine

For many, going out for a little shopping is something to get excited about. And when we get excited and delighted, our brains get flooded with dopamine, also known as the “feel good” hormone. But dopamine does more than simply make us feel good. It also positively affects many of our bodily functions, including blood flow, digestion, memory and focus, motor control, stress response, sleep and more.

It improves social development

We may sometimes look at a busy store or shopping center as a traffic-congested nightmare, but the reality is, shopping has a way of requiring social interactivity with different types of people. And continued social development at every stage of life is vital to every aspect of health. Plus, we all know what it feels like to be cooped up and isolated in our homes.

Know where to go

Save time. Save money.



If you ever experience an emergency, dial 911 immediately. But if you need medical care and it's not life-threatening, it pays to know your options. **Choosing the right care setting can save you time and money!**

	Know where to go:	Standard Option: You pay*	Value Plan: You pay*	Consumer Option: You pay*	If you are experiencing:
	Telehealth Through Teladoc® Visit Teladoc.com /Aetna or call 855-Teladoc (855-835-2362)	Nothing	Nothing	Nothing**	Minor illnesses, such as colds, flu, sinus problems, fevers, rashes, allergies and migraines
	24/7 Nurse Line Call 800-556-1555	Nothing	Nothing	Nothing	A health concern, or need advice on what to do and where to go
	MinuteClinic®	Nothing	Nothing	Nothing**	Minor illnesses and injuries, such as ear infections, congestion, minor cuts, urinary tract infections, allergies and bronchitis
	Walk-In Clinics	\$5 copayment	\$15 copayment (\$5 copay for dependents through age 21)	\$5 copayment**	Minor illnesses and injuries, such as ear infections, congestion, minor cuts, urinary tract infections, allergies and bronchitis
	Primary Care Provider Office (includes telephonic and video visits)	\$20 copayment (\$10 copayment for dependents through age 21)	\$30 copayment (\$10 copayment for dependents through age 21)	\$15 copayment**	Ongoing medical issues and chronic conditions
	Urgent Care Center	\$50 copay	20% of plan allowance**	\$50 copayment**	Minor illnesses and injuries, such as congestion, minor cuts, urinary tract infections, bronchitis, migraines, sprains and cuts that may require stitches
	Emergency Room ***	\$200 copayment** (No deductible for accidental injury. Copayment waived if admitted to hospital)	20% of plan allowance**	\$50 copayment**	Severe chest pain, deep wounds, broken bones, head or eye injuries

*Represents in-network benefits. For out-of-network benefits, see Official Plan Brochure located on **MHBP.com**.

**Services subject to calendar year deductible.

***In an emergency, call 911 or go to the nearest emergency room.

While these are only a small selection of examples and not an all-inclusive list, we encourage you to contact our dedicated MHBP customer service team if you have questions.

Standard Option and Value Plan: **800-410-7778** 24/7 (except major holidays)

Consumer Option: **800-694-9901** 24/7 (except major holidays)

MHBP.com



GET THE HELP YOU NEED EASILY

MHBP makes it easy to connect with a dedicated MHBP representative to answer your questions.

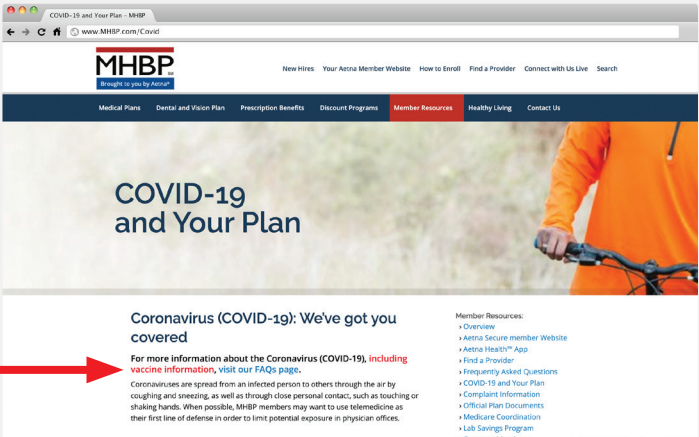
Just visit **MHBP.com/live** to:

- Start an online chat
- Set up a one-on-one phone consultation and an MHBP representative will call you at your scheduled time

Or you can call **800-410-7778** 24/7 (except major holidays).

CORONAVIRUS (COVID-19): WE'VE GOT YOU COVERED

For more information about the coronavirus (COVID-19), including vaccine information and scheduling, visit **MHBP.com/Covid** and click on the FAQs link at the top of the page.



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
CRCoordinator@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)

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 شما (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)

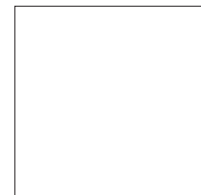
Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-800-410-7778. (Russian)

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'ehjí bee shiká a'doowól ninizingo Diné k'ehjí koji' t'áá jíik'e hólné' 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.