

Aetna Better Health® Kids

Member Newsletter

WINTER 2019



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Decisions About Health Care

When Aetna Better Health Kids makes decisions about what health care option may be right for your child, we consider many factors.

We make decisions:

- Based on your current coverage
- How right the care and services are for your child
- Without rewarding practitioners or other staff for denying care requested
- Without giving financial incentives to our employees or providers to reduce which services your child gets

You can get information on physician incentive plans anytime. You just need to call Member Services at 1-800-822-2447 (PA Relay: 711).



Aetna Better Health® Kids Formulary Drug List

Prescription drugs are often an important part of your child's health care. As an Aetna Better Health Kids member, your child has certain prescription drug benefits. Aetna Better Health Kids covers prescription drugs and certain over-the-counter drugs with a prescription.

Check out our formulary to find out if a drug your child takes is covered. A formulary is a list of drugs that Aetna Better Health Kids covers. The formulary can change. You can see the formulary and a list of added or removed drugs at aetnabetterhealth.com/pa/members/pharmacy.

If you have any questions about a drug that is not listed, call Member Services at 1-800-822-2447 (PA Relay: 711).



Case Management Services

Some members have special health care needs and medical conditions. Aetna Better Health Kids has Case Management services for you. This includes nurses and social workers who work with many health care providers, agencies and organizations. They help get you the services and the care that you need.

Our Case Management team can help you learn more about your health condition. They can help you and your provider make a care plan that is right for you. They can also connect you to support services for tobacco cessation and weight management issues related to obesity.

We want to help!

Just call Member Services and ask to speak to someone on our Case Management team. Your membership in the Case Management program is voluntary. You can opt in or opt out at any time. Just call us at 1-800-822-2447 (PA Relay: 711).



Three Reasons to Make Time for a Well-Child Visit

If your child is healthy and well, you want to keep them that way. Regular checkups—called well-child visits—can help you do that.

These visits take place when your child is healthy, not sick. That lets your doctor get to know you and your child—and focus on steps that can keep them safe.

Well-child visits also give you the chance to:

- 1. See if their growth is on track.** At each visit, your doctor will check your child's height and weight. You'll also talk about whether your child is learning and moving as they should. If not, finding out early can help make sure your child gets the help they need.
- 2. Keep current on shots.** Vaccines help prevent serious illnesses. Staying up-to-date is the best way to protect your child.
- 3. Talk about parenting concerns.** If you have questions about nutrition, sleep or behavior problems, this is a great time to ask.

Well-child visits start when your child is only a few days old. At first, your doctor will want to see your child every month, then every few months. Later, the checkups become a yearly visit.

If you haven't kept up, it's not too late to start. Make the call today.

Source: American Academy of Pediatrics



Mental Illness and Abuse

When someone is being abused, they can feel helpless, nervous, or very sad. Even after the abuse stops it can take a long time to feel better. Memories of being abused can make it hard to feel good again. Sometimes, being abused can cause a mental illness. A mental illness is a disorder that affects mood, thinking, and behavior.

Some examples are:

- Depression
- Anxiety
- Post-Traumatic Stress Disorder (PTSD)
- Eating disorders

Abuse can also make a mental illness worse. People who are abusive can do things that make it hard to manage a mental illness.

Things like:

- Hiding or stealing medication
- Cancelling doctor appointments
- Denying the mental illness exists
- Blaming abuse on the mental illness

If you have a mental illness and someone does these things it is not okay. No one should make you feel bad about your mental illness or keep you from getting help. Mental illness is a common issue for many people. Most forms of mental illness are able to be treated.

A doctor can help find medication that will help. It can also help to talk to a counselor who understands abuse and mental illness. Talking about the feelings and memories about abuse can make it easier to manage a mental illness.

Resources:

The National Alliance on Mental Illness
<https://www.nami.org>

The Pennsylvania Department of Human Services (mental health services): <http://www.dhs.pa.gov/citizens/mentalhealthservices/>

The National Domestic Violence Hotline:
800 799 7233

The Pennsylvania Coalition Against Domestic Violence: <http://www.pcadv.org>





Why Kids Need a Flu Vaccine

If you're wondering if your child really needs a flu shot, consider these facts:

The flu is **MORE DANGEROUS** to kids than the common cold.

Every year millions of kids get sick with the flu, **THOUSANDS ARE HOSPITALIZED** from it and some even die from the flu.

Children younger than 5 years old and those with long-term health problems like asthma and diabetes are at **HIGH RISK OF FLU-RELATED COMPLICATIONS**. Those include pneumonia, bronchitis, and sinus and ear infections.

When and how to vaccinate

- Getting vaccinated against the flu is the best way to prevent it.
- Everyone 6 months and older needs a flu vaccine every year.
- Flu shots and nasal spray flu vaccines are both options for vaccination.
- A yearly flu shot is a covered benefit you can get at no cost!

Source: Centers for Disease Control and Prevention



Member Rights and Responsibilities

Aetna Better Health Kids members have certain rights and responsibilities. To learn more about your rights and responsibilities you can:

- Look in your Member Handbook
- View them on our website at aetnabetterhealth.com/pa/members/chip/rights-and-responsibilities
- Call Member Services at 1-800-822-2447 (PA Relay: 711)



Wash Up, Please

One of the best ways to protect yourself from germs that could make you sick is also one of the easiest things to do: wash your hands often.

But make no mistake—washing your hands means more than quickly waiving under a faucet. Follow these steps for washing your hands well.

1. **Wet your hands** with clean, running water. Apply soap.
2. **Work up a lather** by rubbing your hands together with the soap. Be sure to clean the backs of your hands, between your fingers and under your nails.
3. **Scrub your hands** for at least 20 seconds. You can time yourself by humming the song "Happy Birthday" twice.
4. **Rinse your hands** well under clean, running water.
5. **Dry your hands** with a clean towel. Or air dry them.

Source: Centers for Disease Control and Prevention



A Winning Smile: 5 Tips for Healthy Teeth

Good oral health is about more than just avoiding cavities—caring for your teeth can prevent dental disease and protect your overall health. Follow these five simple steps and you'll keep your teeth and gums happy and healthy.

1. Find a dentist you like and trust. Having consistent dental care is important. Take your time choosing a dentist who is a good fit for you. You will, after all, be seeing this important health care provider on a regular basis.

2. Visit your dentist at least once a year. Regular dental appointments allow your dentist to monitor and treat common problems, such as cavities and plaque. And he or she will also help maintain your oral hygiene, which can prevent more serious conditions like gum disease.

3. Speak up if you're nervous about dental visits. Tell your hygienist or dentist if you are scared or nervous during dental treatments. This way, they will be better prepared to guide you through each visit. Try to relax during your appointment—listen to music, use a stress toy to relieve tension or try deep, meditative breathing.

4. Brush twice a day. Two minutes of brushing twice daily helps prevent tooth decay and disease. Brush the inner and outer surfaces of your teeth, as well as the chewing surfaces, and hold your toothbrush at a 45-degree angle to your gums. Brushes should be replaced three or four times a year, and you should use toothpaste that contains fluoride.

5. Clean between your teeth every day too. Bacteria that cause tooth decay and gum disease can stick around, even after brushing. To get rid of plaque and food material that gets stuck between your teeth, use dental floss or another approved interdental cleaner once per day.

*Sources: Academy of General Dentistry;
American Dental Association*





Why Kids Need the Measles Vaccine

As a parent, you've no doubt heard about this year's measles outbreak. It's the highest number of measles cases the U.S. has seen since 1994. And most of those measles cases have occurred among unvaccinated people.

Some parents choose not to get their kids vaccinated because they're concerned about the vaccine's safety. But research shows that the measles vaccine is safe and does not cause autism or other diseases.

In contrast, measles itself can sometimes be severe in young children. It can lead to complications like pneumonia and brain swelling. In rare cases, children even die from measles.

What's more, measles is highly contagious. You can get it just from being in a room within a couple of hours after a person with measles has been in it. And measles is more likely to spread through communities where people aren't vaccinated. This is a big risk for people who can't be vaccinated against measles, such as babies less than a year old.

Measles was virtually eradicated in the U.S., thanks to vaccinations. But outbreaks, like the one this year, still occur when unvaccinated travelers from the U.S. get the disease overseas and then bring it back here.

The measles-mumps-rubella (MMR) vaccine protects children from measles. Two doses are needed—the first one at 12 to 15 months old and the second at 4 to 6 years old.

If you have questions about measles vaccines for your child, ask your health care provider.

Sources: American Academy of Family Physicians; American Academy of Pediatrics; Centers for Disease Control and Prevention



New Technology for Medical Procedures

We're always looking at new medical procedures and methods to make sure our members get safe and high-quality medical care. A team of doctors review new health care technologies. They decide if these should become covered services. Investigational technologies, methods and treatments that are being researched are not covered services.

To decide if new technology will become a covered service, we will:

- Study the purpose of each technology
- Review medical literature
- Determine the potential impact and benefits of a new technology
- Develop guidelines on how and when to use the technology

Nondiscrimination Notice

Aetna Better Health Kids complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna Better Health Kids does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health Kids provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats).

Aetna Better Health Kids provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact Aetna Better Health Kids at 1-800-822-2447.

If you believe that Aetna Better Health Kids has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone with the U.S. Department of Health and Human Services, Office for Civil Rights at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 1-800-628-3323).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 1-800-628-3323).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-822-2447 (телетайп: 1-800-628-3323).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-822-2447 (TTY: 1-800-628-3323)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-822-2447 (TTY: 1-800-628-3323).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-822-2447 (رقم هاتف الصم والبكم: 1-800-628-3323).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरु निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-822-2447 (टिटिवाइ: 1-800-628-3323) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-822-2447 (TTY: 1-800-628-3323) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-822-2447 (TTY: 1-800-628-3323)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-800-822-2447 (ATS : 1-800-628-3323).

သတိပို့ရန် - အကယုၣ် သဠည ဝုမန္တစကား ကို ဝေပုဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆွဲကြိုပေးပါမည်။ ဖုန်းနံပါတ် 1-800-822-2447 (TTY: 1-800-628-3323) သို့ ဝေခင့်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-822-2447 (TTY: 1-800-628-3323).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-822-2447 (TTY: 1-800-628-3323).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-822-2447 (TTY: 1-800-628-3323).

