



2023 Volume 2

A Member Newsletter for Parents and Kids



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



Aetna Better Health® Kids
A CHIP Health Plan

AetnaBetterHealth.com/pennsylvania/members/chip
A CHIP Health Plan



Summer of Smiles

Get a dental checkup and earn a gift card? That's right! If you get a dental checkup June 1 through August 31, you can get a gift card in the mail after your checkup. Here's how.

1. Schedule a dental check-up.

- A dental exam
- X-rays
- Sealants
- Cleaning
- Fluoride treatment

2. Complete your dental visit.

3. Get your reward. To learn more about receiving your gift card, keep reading for answers to common member questions.



How do I get my gift card?

Rewards are paid after we get a claim from your provider. Instructions on how to choose your gift card will be mailed to you in four to six weeks. Only members who have Aetna Better Health® Kids as their primary (main) insurance can get a gift card.

What types of gift cards will I be able to choose from?

Choose from Walmart, Target, Dollar General, Dollar Tree or Michael's.

How much is the gift card worth?

The gift card is \$25 for

ages 6 months to 12 years, and \$40 for ages 13 to 19.

Can I redeem my card for cash?

No. Your card can only be used to buy allowed products at a store.

What if I never received my card?

Please contact Customer Motivators at **1-888-689-3420**.

Ready to schedule your dental visit?

We can help you find a dentist. Call Aetna Better Health® Kids Member Services **1-800-822-2447** (TTY: 711).



Check Out Your Member Handbook!

Have you ever wanted to learn more about Aetna Better Health Kids, your benefits, and how your health plan works or what your rights are? Take a minute to look at your Member Handbook online. You can find your Member Handbook online with your computer or smart phone here:

[AetnaBetterHealth.com/Pennsylvania/members/chip/handbook](https://www.aetna.com/betterhealth/kids/pennsylvania/members/chip/handbook)



Help Is On the Line

If you or someone you know is thinking about suicide, there's now a simple way to get help: **Call, text or chat 988.**

Dialing **988** will reach the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) from anywhere in the U.S. The Lifeline connects people to trained counselors 24 hours a day, seven days a week. The service is free and confidential.

The Lifeline's previous number, **1-800-273-8255**, will continue to be available. And you can go to 988lifeline.org/chat to chat online.

Call for yourself — or a friend

Help lines connect you with a live, caring person. When you call, you'll talk to a trained crisis counselor near your area code. Counselors will listen and ask questions. They won't judge. Instead, they will offer advice

and ways to keep you safe. They can also help you get immediate assistance if needed.

The Lifeline is also for people who worry that a family member or friend is thinking about taking their own life. According to the National Institute of Mental Health, family and friends are often the first to notice the signs that someone is thinking about suicide.

Reach out

If you are feeling depressed or thinking about taking your life, remember that you are not alone — and help is available. The Lifeline is available 24/7 at **988**. You can also call **911** or visit a hospital emergency department.

Get Help

There are three ways to reach the **988 Suicide & Crisis Lifeline** (formerly known as the **National Suicide Prevention Lifeline**):



**Call or text:
988**



**Call:
1-800-273-8255**



**Chat online:
988lifeline.org/chat**



Quality Improvement at Aetna Better Health Kids

Our Quality Management Department wants to make sure you get good care and services. That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us.

Our quality improvement activities each year include:

- Contacting you to remind you to get care (like well-child checkups)
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information
- Ensuring your doctor has all the information needed to care for you or your child

We have many more quality programs. You can call Member Services at **1-800-822-2447 (TTY: 711)** to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing.



All children can be exposed to lead

Lead exposure is not limited to children who are from specific racial and ethnic minority groups, come from households with lower incomes, were born outside of the United States or live with an adult who works with lead. Parents and caregivers are encouraged to talk to their child's health care provider to learn more about lead exposure and about getting a blood lead test to know if their child has been exposed. Based on the child's blood lead level, they can be connected to recommended nutritional, educational and environmental services.

To learn some real-world examples of situations where children have been exposed to lead, go to [cdc.gov/nceh/lead](https://www.cdc.gov/nceh/lead) to read the Centers for Disease Control and Prevention guide.



Do You Know Children Who Don't Have Health Coverage?

If you have friends or family who don't have health care coverage for their children under age 19, let them know about the Children's Health Insurance Program (CHIP). Most any family can qualify for either no-cost or low-cost CHIP no matter what their income level is. They can learn more about if they qualify here dhs.pa.gov/CHIP/Eligibility-and-Benefits

There are several CHIP health plans options available including Aetna Better Health Kids. Be sure to compare premium levels when choosing a plan.



Behavioral health focus: ADHD

What is attention-deficit/hyperactivity disorder (ADHD)? Learn more about this condition, its symptoms and helpful treatments.

ADHD is a neurodevelopmental disorder. Symptoms usually start in childhood and can continue into adulthood. In fact, you can have ADHD at any age.

If you or your child have ADHD, you may have trouble paying attention or may be overly active. ADHD can affect your child's ability to perform in school or work or do their homework. It may impact their ability to follow the rules and make friends.

If your child has ADHD, they may have a hard time sitting

still. They may squirm, fidget or talk excessively. They may also have a habit of misplacing or forgetting things.

If you think your child may have symptoms of ADHD, it's important to get them evaluated by a doctor. Treating your child's ADHD can have many benefits:

- Your child does better in school
- Develops a healthy self-esteem
- Improves the ability to make friends

- Avoids dangerous behaviors later in life, such as substance use

How can you support your child's treatment of and recovery from ADHD?

- **Create structure.** Children with ADHD tend to do better in a structured environment.
- **Break tasks into manageable pieces.** This helps prevent your child from feeling overwhelmed.
- **Get organized.** Children with ADHD tend to struggle with organization. Help

support them by keeping them organized.

- **Limit distractions.** ADHD can make it hard for children to pay attention. Limit distractions so they can stay focused.
- **Encourage exercise.** Regular exercise can help clear your child's mind. It can help them think better.
- **Help your child get adequate sleep.** Getting enough sleep can sometimes ease the effects of ADHD.
- **Be positive.** Many children with ADHD thrive off of positive reinforcement. Reward positive behavior instead of focusing on negative behavior.
- **Find counseling.**
- **Attend medical appointments regularly.**
- **Stick to medication regimens.**

ADHD can be treated with counseling and self-help exercises. It can also be treated with medication. Talk with your child's doctor about your options. ADHD medication can include non-stimulant and stimulant medications.

Stimulant medications

Stimulants that treat ADHD come in two forms: immediate release and extended or sustained release.

Immediate release medications may need to be taken two or three times per day. Extended or sustained release medications can be taken once a day in the morning. These medications help improve focus, reduce hyperactivity and decrease impulsivity.

Stimulant medications include:

- Amphetamines (Adderall and Adderall XR)
- Methylphenidate (Ritalin and Concerta)
- Lisdexamfetamine (Vyvanse)

Non-stimulant medications

Stimulant medications help many people with ADHD. But they're not for everyone. Stimulant medications sometimes cause unwanted side effects, like trouble sleeping or a fast heartbeat. Luckily, there are non-stimulant medications that people with ADHD can take. These medications also help treat the symptoms of ADHD.

Non-stimulant medications include:

- Atomoxetine (Strattera)
- Guanfacine (Intuniv)
- Clonidine (Kapvay)

Call Member Services or your Primary Care Provider if you need help finding a counselor for your child.



Member Services Is Here for You!

Member Services is ready to help you with any questions about your child's coverage or the care your child receives. Your member ID card has the Member Services toll free number. You can reach Member Services by calling **1-800-822-2447 (TTY: 711)**.

For your convenience, Member Services is available 8 AM to 5 PM, Monday through Friday. You may also visit our website at [AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/betterhealth/kids/pennsylvania) for more information about your child's CHIP benefits.



You can also write us at:

Aetna Better Health Kids
1425 Union Meeting Road
Blue Bell, PA 19422

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://ocportal.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 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：如果您講中文，您可以免費獲得語言援助服務。請致電 1-800-822-2447（聽障及語障人士專線：1-800-628-3323）。

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

تنبيه: إذا كنت تتحدث لغة أخرى غير الإنجليزية، فإن خدمات المساعدة اللغوية متاحة بالمجان. اتصل بالرقم 1-800-822-2447 (الهاتف النصي: 1-800-628-3323)

ध्यान दिनुहोस्: तपाईं अंग्रेजी बाहेकका भाषा बोल्नुहुन्छ भने तपाईं निःशुल्क भाषिक सहायता प्राप्त गर्न सक्नुहुन्छ । यसका लागि 1-800-822-2447 (TTY: 1-800-628-3323) मा टेलिफोन गर्नुहोस् ।

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

កត់សំគាល់: ប្រសិនបើលោកអ្នកនិយាយ ភាសាខ្មែរ មិនប្រើភាសាអង់គ្លេស សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនដោយឥតគិតថ្លៃសម្រាប់លោកអ្នក។ សូមទូរស័ព្ទទៅលេខ 1-800-822-2447 (TTY: 1-800-628-3323) ។

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

သတိပြုရန်။ သင့်ည့် အင်္ဂလိပ်ဘာသာစကားမဟုတ်ဘဲ အခြားဘာသာစကား တစ်စုံတစ်ရာပါက ဘာသာစကား အထောက်အကူပြုပေးဆွေးနွေး အခမဲ့ရရှိနိုင်ပါသည်။ 1-800-822-2447 (TTY: 1-800-628-3323) သို့ ဖုန်းခေါ်ဆိုပါ။

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

দৃষ্টি আকর্ষণ: আপনি যদি ইংরেজী ছাড়া অন্য কোন ভাষায় কথা বলেন, তাহলে ল্যাংগুয়েজ এসিস্ট্যান্ট সার্ভিসের সহায়তা, আপনি বিনামূল্যে পাবেন। কল করুন: ১-৮০০-৮২২-২৪৪৭ (TTY: 1-800-628-3323).

KUJDES: Nëse flitni një gjuhë tjetër përveç anglishtes, shërbimet për përkthim, pa pagesë, janë në dispozicion për ju. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

ध्यान आपी: श्री तमे अंग्रेजि सिवाय अिजि भाषा अीवी छी, ती भाषा सहाय सेवाअी, तमारा माटे मफ्त उपलब्ध छे. १-८०० ८२२-२४ ४५ पर कोव करो (टीटीवाय: १-८००-६२ ८३३२३)