

FAMILY HEALTH



Your guide to well-child visits

Regular checkups help kids stay healthy. This guide explains when to schedule visits and what to expect.

Well-child visits are routine checkups for kids. They help your child grow and stay on track. They start when babies are a few days old. And they go on until your child turns 20.

At each visit, the provider checks your child from head to toe. They may also give vaccines (shots) and do physical and mental health screenings. You can ask questions at every visit. And you can share any changes in sleep, mood, eating or school.

Kids need more visits in the first three years. That's because babies and toddlers develop so quickly. After that, most kids go once a year.

Well-child visits continued on page 2

Your child's care is covered

Well-child visits are covered at no cost to you. It's all part of the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program. The building blocks of EPSDT are:

- **Early:** Finding health concerns that need care early
- **Periodic:** Getting regular health checks
- **Screening:** Checking your child's body, mind, teeth, vision and hearing
- **Diagnostic:** Further testing when problems or risks are found
- **Treatment:** Correcting or improving health problems

The EPSDT benefit covers all medically necessary and preventive care, at no cost, for members up to age 21. For more info, see your member handbook or call Member Services.

What to expect at a well-child visit

Babies

3 to 5 days, 1 month, 2 months, 4 months, 6 months, 9 months

The PCP will measure your baby's head and height at every visit. They'll ask about their feeding and sleeping schedule, too. They'll also answer questions you have.

Toddlers

12 months, 15 months, 18 months, 24 months

The PCP will ask how your child is eating, sleeping and playing. They'll check milestones. Is your child talking or walking? Do they like to explore?

Little kids

Once a year

Kids learn new skills fast. The PCP will want to know if your child can put on clothes by themselves, for example. They may talk about behavior, too, and can share tips for routines.

School-age kids

Once a year

The PCP may start checking your child's blood pressure at every visit. They'll want to talk to you and your child about school and friendships. They can also help you deal with screen time and other issues, like bullying.

Get more tips for healthy living

Our health and wellness library is packed with info to help you feel your best. Check it out at **[AetnaBetterHealth.com/education](https://www.aetna.com/betterhealth/education)**.

Teenagers

Once a year

At this age, the PCP may want to talk to your child without you for part of the visit. They may do a screening for depression. And you'll get a chance to talk to them about your concerns, like driving safety, smoking, safe sex and more.



Get rewards for checkups. Well-child visits are covered at no cost to you. Better yet, your child can earn gift cards for completing visits. Go to **[AetnaBetterHealth.com/westvirginia/rewards-program.html](https://www.aetna.com/betterhealth/westvirginia/rewards-program.html)** for more info.

Understanding diabetes

Diabetes is a chronic (life-long) illness that affects how your body uses food for energy. It's common — about one in eight Americans has the condition. And it can affect children and adults.

There is no cure for diabetes. But there are ways to manage it. With the right care, people of all ages can live healthy lives.

Know your risk

Anyone can get diabetes. But healthy habits — like eating healthy, staying active and keeping a healthy weight — can lower your risk.

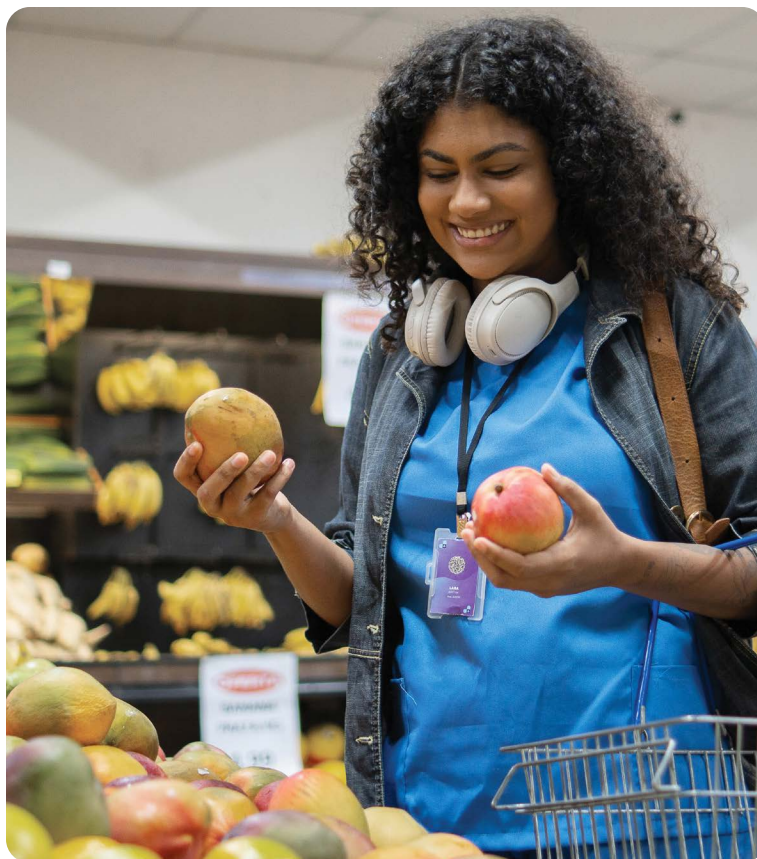
Signs of diabetes can be hard to spot. You may not notice any signs at all. Your provider can test you for diabetes. Talk to them about your risk level and if you should get tested.

How to manage diabetes

You and your doctor will work together to come up with a plan that works for you. They may prescribe medicine to help manage your blood sugar. Some people with diabetes take insulin. They may also prescribe a statin to lower your risk of heart disease.

You also play a big role in managing your diabetes every day. Your provider may refer you to a diabetes self-management education (DSME) program. You'll learn the skills you need to live well with diabetes.

Managing your blood sugar every day is key to staying healthy. Over time, high blood sugar can hurt your heart, eyes, kidneys, nerves and more. Regular screenings can help catch these problems early, when they are easier to treat.



Key diabetes checkups

If you have diabetes, talk to your provider about these tests and any others you may need:

- **A1C test:** Checks your average blood sugar over several months
- **Eye exam:** To check for damage to your retina
- **Kidney tests:** To make sure they are working like they should
- **Cholesterol test:** To check for heart disease risk
- **Foot check:** To check for nerve damage

You can earn rewards for getting some diabetes care. Call us at **1-888-348-2922 (TTY: 711)** for more info

Get help managing diabetes. Our care managers can help you manage diabetes or other chronic conditions. They can help coordinate your care, answer your questions and connect you to helpful resources. Call us to learn more.

Stop these common oral health problems

Taking care of your mouth is a key part of your overall health. Daily habits and regular dental visits can help prevent these common oral health problems.

Keep up with dental visits



Babies should see a dentist as soon as their first tooth appears, or by their first birthday.

Kids and adults should see their dentist every six months for routine cleaning and checkup. Some people may need to go more often based on their health.

Cavities

What is it	Who is at risk	How to prevent it
Cavities are holes in your teeth. They happen when sugar and germs damage the tooth. They are painful and can lead to infections.	Babies, young kids and teens tend to get more cavities. But adults can get them, too.	Floss and brush daily with fluoride toothpaste. Ask about dental sealants for kids. They can protect their new permanent teeth.

Gum disease

What is it	Who is at risk	How to prevent it
Gum disease is caused by plaque (a sticky film of germs) on teeth. It can harm the bones that support your teeth and even spread to other parts of your body.	Smokers, people with diabetes and people who don't brush or floss daily.	Brush and floss every day. Get regular cleanings at the dentist.

Tooth loss

What is it	Who is at risk	How to prevent it
Gum disease, cavities or accidents can cause adults to lose teeth. Losing a tooth can make it harder to eat and talk.	Older adults and people who don't get regular dental care.	Brush and floss every day. See a dentist for checkups and cleanings regularly.

Dry mouth

What is it	Who is at risk	How to prevent it
Saliva protects your teeth and mouth from harmful germs. Some medicines or health conditions can cause your mouth to make less saliva. Not drinking enough water can also cause dry mouth.	Older adults and adults who take certain medicines.	Sip water often. Try chewing sugar-free gum. Special mouth-wash could also help.



How to protect your child from lead at home

Lead is a metal that's found in some older houses, water pipes, soil and other everyday items.

Even small amounts can harm a child's brain, growth and learning. But these steps can help keep your kids safe.

Get your home tested. Was your home built before 1978? If so, it may contain lead-based paint. Contact your local health department about getting it tested for lead. Or, ask your landlord about lead.

Fix peeling or chipping paint. Hire a certified lead professional to repair paint safely. Cover peeling paint with duct tape or contact paper until repairs are complete.

Dust often. Lead can spread in dust. Clean your floors and windowsills often. Use a wet mop or rag to catch dust.

Watch for lead in water. Run tap water for a few minutes before using it. Use cold tap water for drinking, cooking and making baby formula.

Watch where your child plays. Soil near old homes may contain lead. Stop kids from playing in dirt and wash their hands often. Keep doormats outside your home. And take your shoes off at the door to avoid tracking dirt in the house.

Lead screening

You may not notice signs of lead poisoning right away. But a simple blood test can check your child's blood lead levels.

Children should be tested at 12 months and 24 months. Children ages 2 to 6 years old need testing if they never received one. Ask your child's doctor about lead testing or possible exposure.

Update your info. Keeping your details current helps us serve you better and make sure you get the care you need. It only takes a minute, and your information stays private. Update your information in the member portal: aet.na/42nR4un

How to tell if your child is being bullied

Bullying can happen to any child, at any age. Learn how to spot the warning signs — and how to support your child.



Bullying can take many forms. It can be physical, like hitting or pushing. Or it can be verbal or social. That can include teasing or leaving someone out. Bullying can also happen online — often out of sight from adults.

Kids don't always tell someone when bullying is happening. That's why knowing the warning signs can help you step in early.

Signs of bullying in young kids

- Unexplained bruises, cuts, or injuries
- “Lost” or damaged items
- Fear of going to school or riding the bus
- Frequent headaches or stomachaches
- Asking for help with things they used to do on their own

Signs of bullying in older kids

- Being more irritable or withdrawn at home
- Sudden change in friend groups or stopping contact with certain friends
- Quitting activities they used to enjoy
- Lower self-esteem
- Failing grades or more trouble at school
- Changes in eating habits, like skipping meals or overeating
- Spending much more or much less time on their phone or online

Keep in mind, your child might not show clear signs of being bullied. Check in with them often, even when things seem “fine.”

What to do if your child is being bullied

Start by listening. Let them know it's not their fault, and you're glad they told you. Feeling believed and supported can help your child open up.

Ask gentle questions. Avoid rushing to fix everything right away. Some kids want advice. Others just want to talk.

You can also take action. If bullying is happening at school, reach out to school staff. Ask what they will do next. Keeping notes about what's happening and when can be helpful.

Get help right away if your child ever talks about hurting themselves, feeling hopeless or wanting to disappear.

Contact a healthcare provider or school counselor. You can also call or text **988**, or chat at **chat.988lifeline.org** anytime.

Get help in a crisis. The 988 Suicide & Crisis Lifeline provides private, no-cost counseling and emotional support. Call or text **988** or chat at **988lifeline.org** for help. You can get help 24 hours a day, 7 days a week.

What to know about substance use disorder

Substance use disorder (SUD) is a medical condition. It's not a personal failure or lack of willpower.

SUD changes how the brain works. It makes it hard to control alcohol or drug use, even when it causes harm. With the right care and support, people can recover.

Learn the signs and treatment options. Then take the next step.

Signs of substance use disorder

Substance use can change how people think, feel and behave. Not everyone shows the same signs, but common ones include:

- Wanting to use alcohol or drugs every day or many times a day
- Needing more of the drug to feel the same effect
- Spending money you don't have on alcohol or drugs
- Doing risky things, such as driving while high or stealing
- Keeping using even when it causes problems with family, friends or coworkers
- Losing interest in activities you enjoyed
- Missing school or work, or having trouble at your job
- Changes in health, like low energy or weight changes

If you notice several of these signs, it may be time to talk with a health care provider.



Getting treatment

Substance use disorder is a disease. People usually cannot stop on their own without support. Treatments helps, especially when you start early.

Talk therapy: Counseling may take place one-on-one or in a group. A counselor can help you:

- Find triggers
- Understand your substance use
- Learn healthy ways to cope

Medications: Some medicines can lower cravings and ease withdrawal symptoms. That can help lower the chances of starting again.

Medication-Assisted Treatment (MAT): MAT combines medicine and counseling.

Your provider can help guide your care. If you ever end up in the ER for an overdose or mental health crisis, call your provider. It's best to see them within a week. That way, they can help plan the next steps and start your ongoing care.

Get help with substance use. Our Case Managers can help you with SUD and other behavioral health issues. They can help you find care, get support and stay on track. Go to [AetnaBetterHealth.com/westvirginia/care-management.html](https://www.aetna.com/betterhealth/westvirginia/care-management.html) for more info.



Aetna Better Health® of West Virginia

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 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, health status or need for health care services, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
PO Box 818001
Cleveland, OH 44181-8001
Telephone: **1-888-234-7358** (TTY **711**)
Email: **MedicaidCRCoordinator@aetna.com**

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

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

U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019**, **1-800-537-7697** (TDD). Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

This notice is available at the Aetna Better Health website: **[AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia)**.

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Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or 1-800-385-4104 (TTY: 711).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al 1-800-385-4104 (TTY: 711).

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 1-800-385-4104 (TTY: 711)。

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le 1-800-385-4104 (ATS : 711).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder 1-800-385-4104 (TTY: 711) an.

ARABIC: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجانًا. اتصل على الرقم الموجود خلف بطاقة هويتك أو على الرقم (1-800-385-4104 (TTY: 711).

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc 1-800-385-4104 (TTY: 711).

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 1-800-385-4104 (TTY: 711) 번으로 연락해 주십시오.

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または 1-800-385-4104 (TTY: 711) までご連絡ください。

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa 1-800-385-4104 (TTY: 711).

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THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข 1-800-385-4104 (TTY: 711).

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پیچھے موجود نمبر یا 1-800-385-4104 (TTY: 711) پر رابطہ کریں۔