



# Savor life



[AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia)

Aetna Better Health® of West Virginia

## Flu shot time!

The single best way to prevent seasonal flu is to get vaccinated each year, but good health habits like covering your cough and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. Antiviral drugs can also be used to treat and prevent the flu.

Practice these good health habits to help you stay healthy:

1. Avoid close contact with people who are sick.
2. Stay home when you are sick.

3. Cover your mouth and nose when you cough or sneeze.
4. Wash your hands often.
5. Avoid touching your eyes, nose or mouth.

Also make sure to get plenty of sleep, manage your stress, drink fluids and eat nutritious foods.

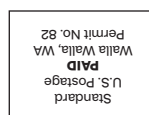


Visit our website at [AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia) for information on COVID-19.

F

**Mountain Health Promise  
Fall 2022**

86.22.339.0-FA B (9/22)



Aetna Better Health® of West Virginia  
500 Virginia St. East, Suite 400  
Charleston, WV 25301



## Need help? Go online

Turn to **AetnaBetterHealth.com/WestVirginia**.

Go to the “For Members” tab, then “Updates and Info” and then “News and Events.” Scroll down to “Member Notices” to learn about the following important information:

- How to reach us: by phone and after hours
- How to use language assistance and interpreter services
- Benefits and services covered in your plan
- Plan restrictions or exclusions from coverage
- Co-pays and/or other charges you may be responsible for
- Benefit restrictions for services obtained outside the network or service area
- Information on participating practitioners, including contact information, specialty, qualifications and educational background
- How to get primary care services, including points of access
- How to get specialty care, second opinions, behavioral health care and hospital services through either your primary care provider or self-referral

- Direct access to women’s preventive health care and family planning services
- How to get care after normal business hours
- How to get emergency care, including when to go to the emergency room or call **911** services
- How to get care and coverage outside the service area
- How to file a complaint by phone or in writing
- How to file an appeal
- How new technology is evaluated
- What utilization management (UM) is, how we make decisions, how to contact our UM department and our affirmative statement about incentives
- Our Quality Management program, including goals and outcomes
- Population Health and Care Management programs, including eligibility; the referral process for member, caregiver or doctor; and opting in or out of a program
- Member rights and responsibilities
- Our privacy practices, including collection, use and disclosure of written, oral and electronic protected health information
- Information on advance directives
- Information about pharmacy procedures

Want to know how well we are doing? Go to the “For Members” tab, then “Policies and Procedures” and then “Quality Improvement.” Scroll down to “See Our Results.”

This information can also be found in the **Member Handbook**. Your updated **Member Handbook** is on our website under the “For Members” tab.

For a printed copy of the Member Handbook, Provider Directory or anything on our website, call Member Services at **1-888-348-2922 (TTY: 711)**.

## If you get a bill or statement

You should not get a bill from or have to pay a network provider for covered benefits or preauthorized services. If you get a bill, you should call the health care provider listed on the bill and make sure they have all of your insurance information.

You may get a letter from us that says your child's service was denied for payment. This doesn't mean that you owe money. Most of the time, you will not owe anything.

If you have questions, call Member Services at **1-888-348-2922 (TTY: 711)**.

---

## Need help with transportation?

Go to **ABHWV.FindHelp.com** and click on TRANSIT to see transportation services in your area.

Members with Medicaid may be eligible for Non-Emergency Medical Transportation (NEMT) services to medical appointments. Call the Modivcare reservation line at **1-844-549-8353**. It is important to call five business days ahead of your appointment to schedule your ride.

Have your child's benefits ended but they still need continued treatment? Call **1-888-348-2922 (TTY: 711)** so we can help them get their needed care.



## HotShots: Get rewarded for getting your child's shots on time

The HotShots program is for members up to 2 years of age. It's simple. Make sure your child is up to date on all their shots starting at their 2-month checkup through their second birthday.


Go to our website: **AetnaBetterHealth.com/WestVirginia**. Click on "Health and Wellness" and then on "Rewards You Can Earn." Scroll down to HotShots and print your child's HotShots form.

- Take the HotShots form to each visit with your child's provider.
- Complete all shots on the form by your child's second birthday.
- Have your child's provider sign and date the form once all shots are complete. Then, mail the completed form to the address provided. Full instructions are on the form.

### Get rewarded

Once your child has completed their shots, they'll get a certificate and a special reward.

**Check out the same webpage to find many other ways to earn gift cards and other rewards while keeping you and your family healthy.**

 Older children need shots too! Your child needs certain shots before their 13th birthday. Teens and adults also need shots. Call the doctor to be sure everyone in your household is up to date on their shots.



## If you see something, say something

**Fraud** is a crime. It means getting money by tricking or fooling someone else. It is stealing.

**Waste** means not using something wisely. If two medications do the same thing, using the more expensive medicine would be waste.

**Abuse** means not using something properly. This could be ordering a test even though it is not needed.

West Virginia has a limited amount of money to spend on health care. When someone commits fraud, they are stealing. This means there is less money to treat other people in West Virginia. If you think something does not seem right, it is OK to report it.

**If you suspect fraud, waste or abuse by an Aetna Better Health member or provider, please report it.**

Aetna Better Health has devoted fraud, waste and abuse investigators. There are three ways to reach these investigators:

- 1. Member Services phone line:** The Member Services team is trained to address your concerns. Call **1-888-348-2922 (TTY: 711)**.
- 2. Aetna Better Health hotline:** Call **1-844-405-2016 (TTY: 711)**. This toll-free line instructs the caller to leave as much information as possible regarding the fraud, waste or abuse concern.
- 3. Aetna Better Health website:** Visit **AetnaBetterHealth.com/WestVirginia**, scroll down to the bottom and click on “Fraud, Waste and Abuse.”

**Don't let stigma get in your way!** Stigma about mental health leads to false beliefs. It stops people from getting the help they need. Mental health illnesses are like physical health illnesses. With treatment, people feel better and recover. For assistance, please contact the Care Management department at **1-888-348-2922 (TTY: 711)**.

## 24-hour Nurse Line

Do you have a medical question and don't know what to do? Call our 24-hour Nurse Line. Our nurses can help answer specific health questions. You can also get advice on what to do when you need health care. The toll-free number for the Nurse Line is **1-855-200-5975 (TTY: 711)**. You can also find the Nurse Line number on the back of your child's Aetna Better Health ID card.

## Fostering resilience and healing in our children

As a caregiver, the role you play in helping your child feel safe and able to heal from previous trauma is very important. Understanding a highly emotional child can be exhausting, but you can do it. Children who have experienced trauma may struggle with regulating their emotions and react behaviorally. The result you may experience is the meltdown! Here are some tips to help you defuse the situation.

1. Remember, it's not personal. The anger may appear directed at you, but it's not about you. Stay calm.
2. You may want to yell — don't. Remember the behavior you're seeing is a reaction to a complex experience and the child doesn't have a better way to communicate their feelings.
3. What you may see is screaming, hitting, throwing, crying, aggressive behavior, fighting, etc., but what it means is:
  - "I'm tired."
  - "I'm overwhelmed."
  - "I need a break."
  - "I'm frightened."
  - "I'm sad."
  - "I have no control."
  - "I don't know how to cope."
4. Don't use physical punishment — ever.
5. Take a deep breath. Hurtful things may be said to you. Children who have experienced trauma sometimes will test you regarding your unconditional love and care.
6. Be sure the child knows you are listening. Focus completely on the true message being spoken (reflective listening).
7. Decrease all other activity; ask other children to leave the room; and turn off the TV, music or video games. Be present with your child.
8. You can't rationalize with a child that has a hard time managing their emotions (dysregulation). Help them to regulate first; there will be time to reason later.
9. Watch your body language. Uncross your arms, relax your stance, make eye contact if you can and get on their level.
10. Validate their feelings, not their actions.

When all is calm and the opportunity is right, explore with your child what was going on. With an older child, they may tell you; with a younger child, they may express themselves in their play. Remember: art, dance, music and any fun physical activity are great ways to help a child calm down. Play is good for children!

**Don't forget:** When little people are overwhelmed by big emotions, it's our job to keep calm.



## Nondiscrimination Notice

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

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - 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 or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator  
4500 East Cotton Center Boulevard  
Phoenix, AZ 85040  
Telephone: **1-888-234-7358 (TTY 711)**  
Email: [MedicaidCRCoordinator@aetna.com](mailto: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>.

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, and its affiliates.

## Help in your language

**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 باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104 (للصم والبكم: 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)**.

**ITALIAN: ATTENZIONE:** Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104 (utenti TTY: 711)**.

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

**NEPALI:** ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आईडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104 (TTY: 711)** मा फोन गर्नुहोस्।

**PERSIAN:** اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره **1-800-385-4104 (TTY: 711)** تماس بگیرید.

**RUSSIAN: ВНИМАНИЕ:** если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104 (TTY: 711)**.

**URDU:** توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں - اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104 (TTY: 711)** پر رابطہ کریں۔

## Join the Cub Club

Make staying healthy fun for your child. Sign up for Ted E. Bear, M.D.'s Cub Club! Children under 13 can join the club and earn prizes by doing healthy activities. Healthy activities include getting a dental checkup, well-child visits and getting shots.

Cub Club members will get information about staying healthy and new activities to earn prizes. Be sure to look for updates on our website. To sign up and learn more about the Cub Club, call Member Services at **1-888-348-2922 (TTY: 711)**.




## Need care after hours?

You can call your child's PCP's office 24 hours a day, 7 days a week for instructions on how to get the care they need. If your child has an emergency, call **911** or go to the nearest hospital.

 Share your ideas and improve your plan. Join our Member Advisory Committee (MAC). For more information, call **1-888-348-2922 (TTY: 711)**.

If your child sees a behavioral health doctor or any other specialist, be sure to tell their primary care provider (PCP). The PCP can help support your child's care.

**Contact us**  Aetna Better Health of West Virginia  
500 Virginia St. East, Suite 400  
Charleston, WV 25301

Member Services:  
**1-888-348-2922 (TTY: 711)**  
**AetnaBetterHealth.com/WestVirginia**

This newsletter is published as a community service for the friends and members of Aetna Better Health of West Virginia. This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Are you having problems reading or understanding this or any other information? The information in this notice is available in other languages and formats by calling **1-888-348-2922**. If you are hearing or speech impaired, call **TTY: 711**. Models may be used in photos and illustrations.

2022 © Coffey Communications, Inc. All rights reserved.