



Member Newsletter

Summer 2020



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



AetnaBetterHealth.com/Pennsylvania

Aetna Better Health® Kids

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Making Sure You Get The Right Care

We know that you want to feel sure you are getting the right care and services in the right place and at the right time. This is called utilization management (UM).

Our UM Program and staff can help you and your doctors make decisions about your health care.

But we also look at ways to make the most out of your health outcomes and manage costs.

If you ever need to contact someone on our UM staff, don't forget that they:

- Are available at least eight hours a day during normal business hours for inbound collect or toll-free calls about UM issues
- Can receive inbound communication about UM issues after normal business hours
- Identify themselves by name, title and organization name when initiating or returning calls about UM issues

Remember, you can also access TDD/TTY services or language assistance to discuss UM issues. Just call us at 1-800-822-2447 (TTY: 711).

Case Management Services

Some enrollees have special health care needs and medical conditions. Aetna Better Health Kids Case Management includes nurses and social workers who work with many health care providers, agencies and organizations to get the services and the care that you need. Our Case Management team can help you learn more about your 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! 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 (TTY: 711).



Important Information for Enrollees, Parents and Guardians

The information in your member handbook helps you be an active and informed enrollee. It can help when making your or your child's health care choices. The latest member handbook is on our website, aetnabetterhealth.com/pennsylvania. You can also call Member Services if you need a member handbook. Just call 1-800-822-2447 (TTY: 711). You can also call us to request the member handbook in another language or format. It's available at no cost to you.

The member handbook includes:

- Your rights and responsibilities
- Information about our quality and case management programs
- Privacy information
- Our key utilization management process
- How to access care and services
- Pharmacy Benefits, formulary and medication prior authorization process
- Co-payments and charges responsible by members
- Process to use a non-participating provider, including restrictions
- How to obtain language services
- How to submit a claim
- How to access information on practitioners
- How to choose a PCP and specialist
- Care after normal hours
- ER care, 911 services
- Care when out of service area
- How to file a complaint or grievance
- How we evaluate new technology
- How to report fraud and abuse, and more



Questions about your benefits? Here's How To Reach Us:

- **By phone:** Member Services is available 8 a.m. to 5 p.m., Monday through Friday at 1-800-822-2447 (TTY: 711).
- **Website:** aetnabetterhealth.com/pa
Click on "Contact us."
- **Nurse Line:** You have access to a nurse 24 hours a day, 7 days a week to answer your physical health care questions. If you can't reach your PCP, the nurses can give you helpful advice on how to help your child feel better and stay healthy. Call 1-800-822-2447 (TTY: 711) and follow the prompts.
- **If you have a hard time seeing, hearing, reading or speaking English** – we have services available to help you communicate with us. You can call TTY 7-1-1 toll-free. If you need a translator, call us. We'll connect you with a service that can translate any language. This service is available at no cost to you.

We also have a secure portal to help you use your benefits and services. You can set up your own account and log in any time. Visit aetnabetterhealth.com/pa.

Our friendly, knowledgeable staff can answer any of your questions about the health plan, benefits and services, locations of doctors, facilities, pharmacies, and more.



Do's and don'ts

of the coronavirus disease (COVID-19)



Do:



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.



Don't:



Touch your eyes, nose and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention



Domestic Violence During Pregnancy

For many people, pregnancy is an exciting time. In a healthy relationship, partners make choices about starting a family together. For people with unhealthy or abusive partners, pregnancy can be very stressful. In some cases, an abusive partner may have forced the pregnancy to happen. Some examples of this include:

- Messing with birth control
- Pressuring a partner to get pregnant
- Controlling choices about pregnancy
- Lying about condom/birth control use

When relationships are unhealthy or abusive, those relationships could get worse during pregnancy. An abusive partner may feel like they are not in control during pregnancy. They may use threats or even violence to feel like they are in charge. Abuse during pregnancy makes things more stressful. This can cause serious health problems such as:

- High blood pressure
- Early delivery of baby
- Low birth weight
- Increased risk of infection during pregnancy
- Challenges after baby is born (depression, low energy, trouble staying focused, etc.)

Physical abuse during pregnancy can hurt both the mother and baby. Sometimes it can cause health issues that are fatal. Pregnancy should be a time of excitement and healthy activities, not stress and abuse. Abuse in a relationship is never okay.

If you are being abused your local domestic violence program can help. They can offer support, resources, and even a safe place to stay for you and your baby. If you want to learn more you can use the resources below for help:

Pennsylvania Coalition Against Domestic Violence: (717) 545 6400 (8:30am-4:30pm)
<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>

National Domestic Violence Hotline:
1-800-799-SAFE or 1-800-787-3224 (TTY)
24/7 chat: <https://www.thehotline.org/>


Pennsylvania Coalition Against Rape:
1-888-772-7227
<https://pcar.org/help-pa/find-services>

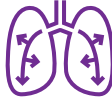
March of Dimes: Abuse During Pregnancy
<https://www.marchofdimes.org/pregnancy/abuse-during-pregnancy.aspx>

BENEFITS of QUITTING


WHEN YOU GIVE UP SMOKING,
THE PERKS ADD UP OVER TIME


 **AFTER...
20 MINUTES**
Blood pressure and heart rate drop.

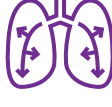
12 HOURS
Carbon monoxide level in the blood returns to normal. 


 **2 WEEKS TO
3 MONTHS**
Lungs are working better. The risk of heart attack decreases.

1 TO 9 MONTHS
Respiratory problems have started to decrease. 

 **1 YEAR**
Excess risk of heart disease decreases to half that of a current smoker.

2 TO 5 YEARS
Risk of stroke can fall to about the same level as a nonsmoker. 

 **10 YEARS**
The risk of dying from lung cancer declines to about 50% of that of a current smoker.

15 YEARS
The risk of heart disease is the same as that of a nonsmoker. 

Sources: American Cancer Society, American Heart Association, American Lung Association



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/pennsylvania/members/chip/rights-and-responsibilities
- Call Member Services at **1-800-822-2447 (TTY: 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/pennsylvania/members/pharmacy. If you have any questions about a drug that is not listed, call Member Services at **1-800-822-2447 (TTY 711)**.



Outreach Calls

From time to time, you may get texts or phone calls from member outreach specialists who represent Aetna Better Health. These calls or texts are made to help you schedule appointments for preventive care and gather information to better serve you. We'll help you set up your family's well visits, dental visits and other appointments. These visits can help you stay healthy. Your doctor will provide health tips and get to know you better.

If you don't want to be contacted in the future, you can let the representative know and you'll be removed from our contact list. If you'd like more information, just call Member Services at **1-800-822-2447 (TTY 711)**.



CHIP Bright Futures: Protect Your Child From Lead Poisoning

Lead poisoning can cause serious health problems, especially in young children. It can affect a child's body and their brains which can cause problems with:

- Learning
- Behavior
- Growth
- Hearing

Your child's doctor may give you with a lead screening survey. After completing this survey, a simple test is needed to measure the level of lead in your child's blood to see if your child has been exposed to lead. A small amount of blood is taken from your child's arm, finger or heel. Sometimes, blood is taken from an arm vein. A "finger-stick" test is used in children more often. These tests are approved by the Centers for Disease Control and Prevention (CDC) and are available to your child at NO cost to you.

Children should be tested for lead exposure at 12 months and 24 months of age. Most children have had some contact with lead in old paint, soil, plumbing or another source. Any blood level is not safe, and the source of lead should be removed. A lead blood test will detect levels that are too high which can be treated.

For children identified with a high blood lead level, your child's doctor may offer an Environmental Lead Investigation (ELI) at your home to find the sources of lead. An ELI will:

- Look at all painted surfaces
- Help identify the sources of lead
- Make recommendations to remove the sources of lead in the home

Ask your child's health care provider if you have any questions about lead poisoning or

your child's lead test results. If your child has not been tested for lead, call your child's health care provider to schedule an appointment. Also, even during this COVID-19 pandemic it is important to continue with your child's well visits to keep them on schedule for any vaccines that they may be due for.

If you do not have a primary care doctor for your child, or if you have any questions, you can call Member Services at **1-800-822-2447 (TTY: 711)**.

You can also visit the PA Department of Health website <http://www.health.pa.gov> or call the toll-free Lead information line (1-800-440-LEAD) for more information.





Tips For Baby Teeth

It is important to keep those smiles healthy from the start. See below for some helpful oral health tips:

- Good hygiene for your baby's teeth begins with you! Germs that can cause cavities can be passed from your mouth to your babies. Make sure you have regular dental checkups and practice good oral hygiene at home.
 - No teeth yet? Keep gums healthy by wiping them with a soft, clean cloth after every feeding.
 - When the big day comes and their teeth arrive, help keep them clean by brushing them twice a day with a soft toothbrush with a tiny smear of fluoride toothpaste.
 - When you brush your child's teeth at home, they are more likely to have a pleasant first dental visit
 - Don't forget to make a dental appointment after the first tooth comes in or by their 1st birthday so your child can have the best foot forward in having a lifelong healthy smile
 - Remember baby teeth ARE important, they:
 - Help your baby eat and grow
 - Help with speech
 - Keep space for adult teeth so they grow in straight
 - Build self-esteem with a healthy smile
- So help your child have a healthy smile today!

Haven't been to the dentist lately?

We are here to help. Contact Member Services at 1-800-822-2447 (TTY: 711) for help scheduling an appointment with a dental provider in your area. Your dentist can provide more oral health care tips and can answer questions you may have.

Be A Voice In Your Community

We want you to tell us how we're doing and where we can improve. Join our Health Education Member Advisory Committee (HEMAC). To join, just fill out the application on our website at aetnabetterhealth.com/pa. Click on For members. Then, fax the application to **215-282-3535**. Or, mail it to:

Aetna Better Health
Attn: Member Services
2000 Market Street, Suite 850
Philadelphia, PA 19103

To join you must be:

- At least 18 years of age
- An Aetna Better Health member for at least the last 90 days
- Willing to attend meetings in person or by phone 4-6 times a year*

By joining HEMAC, you can give feedback on member care and services. The HEMAC also makes recommendations on our educational materials, prevention and wellness programs, outreach efforts, website and more!

For more information about HEMAC, call us at **1-800-822-2447 (TTY: 711)**.

*If you attend the meetings in person, we'll reimburse you for your transportation.



Aetna Better Health Community Resource Tool

We want to help you be healthy and find the resources you need to stay healthy. We're excited to tell you about our new Aetna Better Health Community Resource Tool. Aetna Better Health Community Resource Tool is a free online search tool that makes it quick and easy to find and apply for social services!

Now it's easy to search for free or reduced cost services like housing, food, job training, and more. Just type in your zip code. In a couple of seconds, you can choose from state, county, and even programs that cover just your neighborhood.

Visit our new Aetna Better Health Community Resource Tool today on our home page under What's New at aetnabetterhealth.com/pa.



Keeping Children's Shots Up To Date

Over the past few months, many of us have not been able to visit the doctor for regular preventive care. Be sure to check with your child's doctor to find out if your child is behind on any vaccinations or shots.

Regular check ups keep children healthy. So, now is the time to call and make an appointment with your child's doctor!



After-school Strawberry Shake

Makes 3 servings.

Ingredients

- 1 pint strawberries, hulled
- 3 whole strawberries for garnish
- 2 medium bananas, peeled and cut into 1-inch chunks
- 1/2 cup fat-free strawberry or plain yogurt
- 4 ounces orange juice
- 1 teaspoon light honey
- 3 cups ice cubes

Directions

- In a blender, combine all the ingredients except 1 1/2 cups of the ice cubes, and puree until smooth.
 - Add the remaining ice; blend until smooth.
 - Pour into tall glasses, and garnish with whole strawberries.
- Each serving provides an excellent source of vitamin C.

Nutrition Information

Serving size: 1/3 of recipe. Amount per serving: 150 calories, 0.5g total fat (0g saturated fat), 0mg cholesterol, 35g carbohydrates, 4g protein, 4g dietary fiber, 40mg sodium.

Source: Produce for Better Health Foundation

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, សេវាជំនួយផ្នែកភាសា 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).

သတိပြုရန် - အကယုၣ် သဠည ဂျမ္ဗူစကား ကို ဝေပုဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆွဲကြံပေးပါမည်။ 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).