



Fall 2015

## Name change New name, same great care

We are pleased to announce that CoventryCares of Michigan: a product of Aetna Better Health is now Aetna Better Health of Michigan. The official change took place on October 1, 2015. We want to introduce you to the new name and let you know what to expect.

### What is not changing

- **You do not have to take any action.** The new name in no way will affect your care. Nothing about your services or benefits will change.
- **Same benefits:** You will have the same great health care coverage.
- **Same network:** You will be able to keep your same doctor.
- **Same service:** The same great staff will be here to support you.

### What is changing

- You will begin to see Aetna Better Health of Michigan information in

the mail. You should have received a new ID card that was mailed to you. If not, please call Member Services at **1-866-316-3784**. Until you get your new Aetna Better Health of Michigan ID card, please keep using your current one.

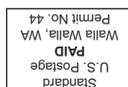
- We have a new website. It will have all the same great information as well as some exciting new features. To stay up-to-date on

this change, check out our website, [www.aetnabetterhealth.com/michigan](http://www.aetnabetterhealth.com/michigan).

If you have questions about this change, please call Member Services at **1-866-316-3784**, TTY **711**, Monday through Friday, 8 a.m. to 5 p.m. We look forward to serving you as Aetna Better Health of Michigan with the same benefits, same network and same great service.

We want to hear from you! To find out how to join our Member Advisory Committee, see page 4.

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## Rights and responsibilities

As a member or a parent/guardian of a member of Aetna Better Health of Michigan MI Child, you have the right to:

- Choose a primary care provider (PCP) as your personal medical provider
- Be treated with respect and dignity
- Be assured your personal information is kept private and confidential (see Notice of Privacy Practices)
- Seek advice and help
- Make recommendations about our members' rights and responsibilities policy
- Work with doctors in making decisions about your health and/or your child's health
- Get information about your health, PCP, our providers and Aetna Better Health services and members' rights and responsibilities
- Discuss all treatment options for you or your child's condition, regardless of cost or benefit coverage
- Receive information about your rights and responsibilities as an Aetna Better Health of Michigan Member
- Know about you or your child's diagnosis, treatment and prognosis
- Get prompt and proper treatment for physical and emotional problems
- Receive discharge planning
- Receive guidance and suggestions for more medical care if health care coverage is ended
- Access your medical records in accordance with state and federal law
- Voice grievances, complaints



- and appeals and offer suggestions about Aetna Better Health of Michigan and/or the services we provide
- Get information about how your PCP is paid; if you need more information, call Member Services at **1-866-316-3784**
- Request an emergency PCP transfer if your or your child's health or safety is threatened
- Request information on how Aetna Better Health operates and its structure

Aetna Better Health's staff and participating providers will comply with all requirements concerning enrollee rights.

As a member of Aetna Better Health, you also have responsibilities. These

responsibilities include:

- Treating Aetna Better Health's staff and doctors with respect and dignity
- Keeping all appointments and calling to cancel them when you cannot make them
- Giving us information needed for our staff to take care of you and your child
- Understanding what medicine to take
- Following the instructions given to you by your doctors
- Understanding your health condition and sharing in the decisions for your health care
- Giving us feedback about your health rights and responsibilities
- Letting us know of any changes in your name, address or telephone number

## School bullying

Growing up is tough. Having to face a bully every day makes it even harder. Parents can help their children deal with bullying.

First, let your child know he or she can talk to you. Many kids feel they have nobody to turn to. Just having someone to talk to can help. Kids sometimes think bullying is their fault. You can let them know it is not.

Next, work with your child on ways to cope. Practice responses with your child to help him or her gain confidence. If the bullying continues, contact your child's school. Be polite but persistent about the problem. Don't expect a solution right away, but make sure your child is protected.





## Children's Special Health Care Services (CSHCS) Program

For our CSHCS members, below are some additional benefits you may be eligible for:

1. Help from your local health department with:

- Accessing community resources such as schools, mental health, financial support and childcare
- Transitioning to adulthood
- Dentistry (for specific diagnoses, such as cleft palate/cleft lip)

2. Help from the Family Center for Children and Youth With Special Health Care Needs, which provides:

- A family phone line at **1-800-359-3722**. Call Monday through Friday from 8 a.m. to 5 p.m.
- A parent-to-parent support network
- Training programs
- Financial help to go to conferences about CSHCS medical conditions and conferences for the brother(s) or sister(s) of children with special needs

3. Help from the Children's Special Needs (CSN) Fund

- The CSN Fund helps CSHCS families get items not covered by Medicaid or CSHCS. To see if you qualify, call **517-241-7420**.

### To access services

- Make an appointment with your child's doctor.
- Arrive on time. If you cannot keep the appointment, call the doctor's office at least 24 hours before the appointment.
- Your child's doctor will take care of all routine medical problems.
- If your child needs to see a specialist, their regular doctor will help you get these services.
- We will not pay for routine services that we or your child's doctor did not approve or arrange. (Check your child's member handbook for exceptions.)

If you have questions about getting services for your child, you can:

- Read the back of your child's Aetna Better Health of Michigan ID card.
- Look in your child's member handbook. Call Member Services if your child needs one.
- Call Member Services at **1-866-316-3784**.
- Go to our website at **[www.aetnabetterhealth.com/michigan](http://www.aetnabetterhealth.com/michigan)** and click the "For Members" tab.

## PHI use and disclosure

Did you know that your health plan has protected health data about you? Information about you and your health is known as protected health information (PHI).

PHI includes your name, address, phone number, Social Security number, date of birth and marital status. It also includes your health and medical data. It can include medical records and findings, treatment profiles, and payment status reports.

PHI may come from you, your provider, the plan or our partners. We know that this data about you is private. We protect your health information with specific procedures, such as:

- **Administrative.** We have rules that tell us how to use your health information no matter what form it is in—written, oral, or electronic.
- **Physical.** Your health information is locked up and is kept in safe areas. We protect entry to our computers and buildings. This helps us to block unauthorized entry.
- **Technical.** Access to your health information is "role-based." This allows only those who need to do their job and give care to you to have access.

We may use and share your data for treatment, payment or for other health care reasons. These uses are covered under state and federal laws. At other times, we may need to get your OK to use or share your health data. If you have questions or concerns about the use or safety of your health data, call Member Services at **1-866-316-3784**.





## Checkups for baby and Mom

You've got a healthy baby boy or girl. Congratulations! Your little one keeps you busy. But don't forget to see the doctor.

Four to six weeks after birth, it is time for a checkup. The visit helps you and your baby. Your baby will be measured and weighed. His or her reflexes will be tested. Your baby may also need shots.

These checkups are good for moms, too. Your doctor will see how you're healing. Some women can have health issues after giving birth. You might also discuss nutrition and a weight-loss plan with your doctor. If you're feeling sad after giving birth, it is important to tell your doctor. Up to 30 percent of women feel postpartum depression. It is common and treatable. Your doctor can help so you do not feel overwhelmed.

## Help for Children Special Health Care Services (CSHCS) members

We are here to help you in any way we can. As a member of Aetna Better Health of Michigan, CSHCS, you get these key benefits:

- Free transportation to your doctor and medical appointments if needed
- Help with getting medical equipment and supplies
- Care management services (someone to work with you and your doctor to improve your care plan and help you be as healthy as possible)
- Access to the plan's social worker for help with social needs

To learn more about these benefits, visit our website at: [aetnabetterhealth.com/michigan](http://aetnabetterhealth.com/michigan), or call Member Services at: **1-866-316-3784**.

## Member Advisory Committee (MAC)

Join our Member Advisory Committee (MAC)! MAC is a committee that allows us to hear from members about how we can better serve you. For more information on joining, call Member Services at **1-866-316-3784** or go to our website at [www.aetnabetterhealth.com/michigan](http://www.aetnabetterhealth.com/michigan).

## Screen kids for lead

Your children are at risk for lead poisoning if they live in an older home. Lead in the paint and dust can harm your children. They can also get lead poisoning from soil, unglazed dishes and imported items.

Based on the Medicaid program screening needs, all children in the Medicaid program must be tested for lead poisoning at ages 1 and 2. Those who are "high risk" may need to be checked more often. Children older than age 3 who have not been tested before should be tested for lead poisoning at least once between 3 and 6 years of age.

Take your children to the doctor and have them tested.

The MI Child member newsletter is published as a community service for the friends and members of Aetna Better Health of Michigan, 1333 Gratiot Ave., Suite 400, Detroit, MI 48207.

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.

Models may be used in photos and illustrations.

### Contact us

1-866-316-3784  
TTY 711  
[www.aetnabetterhealth.com/michigan](http://www.aetnabetterhealth.com/michigan)

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