

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 19.

At each visit, the provider checks your child from head to toe. They may also give vaccines (shots) and do 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 Bright Futures program. The building blocks of Bright Futures 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 Bright Futures benefit covers all medically necessary and preventive care, at no cost, for members up to age 19. 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.

Keep your child covered

If your child has low-cost or full-cost CHIP coverage, you'll receive a monthly bill. Paying on time helps avoid gaps in coverage. There are four easy ways to pay:

- **In person** at local retail stores like CVS, Walgreens or Dollar tree.
- **Online** through the **ABH Kids payment center**
- **By phone** at **1-877-222-2004**
- **By mail.** Send your payment to:
Aetna Better Health Kids
PO Box 785656
Philadelphia, PA 19178

Go to

AetnaBetterHealth.com/pennsylvania/chip-costs.html for more info.

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.

Use your \$25 monthly benefit. We work with CVS Health® to give you \$25 of over-the-counter (OTC) health supplies every month. You can spend it in person, online or by phone. Go to **AetnaBetterHealth.com/pennsylvania/otc-benefit.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 your child for diabetes. Talk to them about your child's risk level and if they should get tested.

How to manage diabetes

Your doctor will work with you to come up with a plan that works for your child.

They may prescribe medicine to help manage your blood sugar. People with type 1 diabetes usually take insulin.

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

Managing your child's 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

High blood sugar can lead to damage to your eyes, kidney, heart and nerves over time. If your child has diabetes, talk to your provider about these tests and any others they may need:

- **A1C test:** Checks average blood sugar over several months
- **Eye exam:** Checks for diabetes related changes to your retina
- **Kidney tests:** Checks for early signs of kidney damage
- **Cholesterol test:** To assess future heart disease risk
- **Foot check:** Checks for nerve damage, circulation problems, and foot health (important for older children who have had diabetes longer)

Need a ride? We work with Modivcare to offer rides for nonemergency medical needs. You or your child can get a ride to well-child visits, dental exams and other covered medical visits. Go to [AetnaBetterHealth.com/pennsylvania/transportation-services.html](https://www.aetna.com/betterhealth/pennsylvania/transportation-services.html) for more info.

Stop these common oral health problems

Teach your child that taking care of their mouth is a key part of their 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.	Floss and brush daily with fluoride toothpaste. As early as age 6, ask about dental sealants. They can protect their new permanent teeth.

Gum disease

What is it	Who is at risk	How to prevent it
Early signs of gum disease are caused by plaque (a sticky film of germs) on teeth. This can look like red, swollen and bleeding gums.	Children of any age can be at risk.	Brush and floss every day. Gum disease can be reversed with good oral hygiene and professional dental cleanings.

Tooth loss

What is it	Who is at risk	How to prevent it
It's normal for kids to lose their baby teeth. But cavities or accidents cause loss of permanent teeth.	Children of any age can be at risk.	Good oral hygiene. If your child plays sports, ask your dentist about sports guards.

Oral habits

What is it	Who is at risk	How to prevent it
Oral habits are things your child does often with their mouth, teeth, or jaw. Habits like thumb-sucking, nail-biting, or using teeth to open things can cause problems in the long term.	Children of any age can be at risk.	Simple, positive steps to encourage change. In some cases, a pediatric dentist may recommend a special tool to 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 on CHIP must be tested at 12 months and 24 months. Ask your child's doctor about lead testing or possible exposure.

Go Get Active. You can get \$100 on a reloadable card to spend on healthy kids' programs. Use it to pay for activities like after school or sports, gyms, parks, museums and more. Call us at **1-800-822-2447 (TTY: 711)** to get started

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.

For parents, this can be scary. The good news is that early support can make a big difference. With the right care and support, anyone can recover.

Learn what to look for in kids and teens and how to take the next step.

Signs of substance use

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

- Sudden mood changes, like anger, sadness or irritability.
- Pulling away from family or losing interest in friends and activities.
- Changes in school performance, like falling grades or skipping class.
- Lying or being secretive about where they are or who they are with.
- Changes in sleep or eating habits.
- Red or glassy eyes, frequent nosebleeds or smelling like alcohol or smoke.
- Risky behavior, like riding with someone who has been drinking.
- Asking for money often or missing money or items at home.

If you notice some of these signs, it may be time to check in with your child or talk with a health care provider.

How to talk to your child

Talking about drugs and alcohol can feel hard, but your voice matters.



Pick a calm time to talk, not in the middle of a conflict. Listen without interrupting or judging. Be honest about risks and what worries you. But stay calm and supportive.

Most importantly, focus on care and concern, not punishment. Show your child that they can come to you any time for help.

Getting treatment

SUD is a disease. Most people need support to stop. These treatment options can help:

Counseling: A therapist can help understand triggers and learn healthy ways to cope

Medications: Some medicines can help with cravings and withdrawal

Medication-assisted treatment (MAT): Combines medicine and counseling

For help with next steps and connection to care, call our Enhanced Member Services Unit at **1-855-346-9828 (TTY:711)** or your child's provider. Access your county's drug and alcohol office at **www.pa.gov/agencies/ddap/treatment-and-support/county-drug-and-alcohol-offices**.



After a mental health emergency: Why follow up care matters

Whether this happened to you or your child, you made it through the hardest part. Now let's talk about what comes next.

If your child was seen in the ER for a mental health concern, you are not alone. This is one of the hardest things a parent can go through. The good news is that what you do in the next few days can make a real difference.

The most important next step

Make a follow-up visit with your child's doctor within 7 days of going home. Even if your child seems okay, don't wait. Warning signs can come back quickly. Early care can stop another crisis before it starts.

How follow-up care helps

Seeing the doctor soon after an ER visit can help your child:

- Feel safer and more supported
- Manage big emotions or stress
- Lower the chance of going back to the ER
- Get back to daily life, like school and family time

What you can do right now

- Call your child's doctor today to set up a visit
- Watch for changes in mood, sleep, eating, or behavior
- Make sure your child takes any medicines the doctor ordered
- Write down questions before the visit so you're ready

Need help making an appointment?

Call the member services number on the back of your health plan card. A care manager can help you find a doctor and set up a visit fast.

If there is another emergency

If your child is in danger, call **911** or call or text **988**. It's free, private, and available 24/7.

You made it through a scary time. Help is still here, and healing is possible.

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-800-385-4104** (TTY/PA RELAY: **711**) or speak to your provider.

ATENCIÓN: Si habla otro idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. También, están disponibles sin cargo ayudas y servicios auxiliares apropiados para brindarle información en formatos accesibles. Llame al **1-800-385-4104** (TTY/PA RELAY: **711**) o hable con su proveedor.

注意：如果您使用简体中文，您可以免费获得语言援助服务。您还可以免费获得以无障碍格式提供信息的适当辅助设备和服务。请致电 **1-800-385-4104** (TTY/PA RELAY: **711**) 或咨询您的医疗服务提供者。

ध्यान दिनुहोस् : यदि तपाईं अंग्रेजी बाहेक कुनै अन्य भाषा बोल्नु हुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन् । सुलभ ढाँचाहरूमा जानकारी प्रदान गर्नका निम्ति उपयुक्त अतिरिक्त सहायक र सेवाहरू पनि बिना-खर्च उपलब्ध छन् । **1-800-385-4104** (TTY/PA RELAY: **711**) मा कल गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस् ।

ВНИМАНИЕ: Если вы говорите на языке, отличном от английского, то вам доступны бесплатные услуги перевода. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также доступны для вас бесплатно. Звоните по номеру **1-800-385-4104** (TTY/PA RELAY: **711**) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة بالمجان. تتوفر أيضًا مساعدات وخدمات مساعدة مناسبة لتقديم المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل بالرقم **1-800-385-4104** (TTY/PA RELAY: **711**) أو تحدث إلى مقدم الخدمة الخاص بك.

ATANSYON: Si lang ou pale a se pa anglè li ye, gen sèvis èd pou lang ki disponib gratis pou ou. Èd ak sèvis konplemantè pou founi enfòmasyon nan yon fòm ki aksesib, disponib pou ou tou gratis. Rele **1-800-385-4104** (TTY/PA RELAY: **711**) oswa pale ansanm avèk founisè ou an.

CHÚ Ý: Nếu quý vị nói ngôn ngữ không phải tiếng Anh, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Các dịch vụ và hỗ trợ bổ sung thích hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Gọi số **1-800-385-4104** (TTY/PA RELAY: **711**) hoặc nói chuyện với nhà cung cấp của quý vị.

УВАГА: Якщо ви розмовляєте мовою, відмінною від англійської, то вам доступні безкоштовні послуги мовної допомоги. Відповідні допоміжні засоби та послуги з надання інформації в доступних форматах також доступні для вас безкоштовно. Телефонуйте за номером **1-800-385-4104** (TTY/PA RELAY: **711**) або зверніться до свого постачальника послуг.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。您還可以免費獲得以無障礙格式提供資訊的適當輔助設備和服務。請致電 **1-800-385-4104** (TTY/PA RELAY: **711**) 或諮詢您的醫療服務提供者。

ATENÇÃO: se você fala um idioma diferente do inglês, encontram-se disponíveis serviços linguísticos gratuitos. Auxílios e serviços auxiliares para fornecer informações em formatos acessíveis estão disponíveis gratuitamente. Ligue para **1-800-385-4104** (TTY/PA RELAY: **711**) ou fale com seu provedor.

লক্ষ্য করুন: যদি আপনি ইংরেজি ছাড়া অন্য কোনো ভাষায় কথা বলেন, তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ রয়েছে। সহজে ব্যবহারযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক উপকরণ ও পরিষেবাও বিনামূল্যে পাওয়া যায়। অনুগ্রহ করে **1-800-385-4104** (TTY/PA RELAY: **711**) নম্বরে ফোন করুন অথবা আপনার সেবা প্রদানকারীর সঙ্গে যোগাযোগ করুন।

ATTENTION : Si vous parlez une langue autre que l'anglais, des services d'aide linguistique vous sont proposés gratuitement. Des aides et services complémentaires appropriés visant à fournir des informations dans des formats accessibles vous sont également proposés gratuitement. Appelez le **1-800-385-4104** (TTY/PA RELAY: **711**) ou adressez-vous à votre prestataire.

សូមចំណាំ៖ ប្រសិនបើអ្នកនិយាយភាសាផ្សេងក្រៅពីភាសាអង់គ្លេស
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(TTY/PA RELAY: **711**) ឬពិគ្រោះជាមួយអ្នកផ្តល់សេវារបស់អ្នក។

주의: 영어가 아닌 다른 언어 사용자인 경우 무료 언어 지원 서비스를 사용할 수 있습니다.
접근 가능한 형식으로 정보를 제공하는 적절한 보조 도구 및 서비스도 무료로 제공됩니다.
1-800-385-4104 (TTY/PA RELAY: **711**) 번으로 전화하거나 제공자에게 문의하십시오.

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ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે
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(TTY/PA RELAY: **711**) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.