



# Discover



[AetnaBetterHealth.com/Florida](http://AetnaBetterHealth.com/Florida)

Aetna Better Health® of Florida

## Care Management

Let us help you get the care you need!

We have an Integrated Care Management program that supports people with special health care needs. This includes:

- Needs when your child is pregnant
- Behavioral health needs, such as depression or anxiety
- Long-term illness, such as diabetes
- Other health care needs

We are here to help as much or as little as you would like.

If your child is enrolled in the program, your child's team may include the following people:

- A care manager
- A Care Management associate

Your child's team members are here to help you. They will work with your child and your child's providers. They will help your child meet important health goals. They will provide information about the program that includes:

- How to use the services
- How to be eligible to participate
- How to opt in or opt out

They will also:

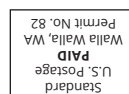
- Provide resources
- Provide educational handouts
- Help with access to other services

If your child is our member and would like to participate in this program, then your child can. Providers, family members or caregivers can also refer a member for Care Management. Call Member Services at **1-844-528-5815 (TTY: 711)** and ask for Care Management.

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Aetna Better Health® of Florida  
9675 NW 117th Ave., Suite 202  
Miami, FL 33178


## A portal to a world of information

Aetna Better Health of Florida members are able to use a secure online web portal to access health management tools, submit questions and obtain information about benefits. The web portal can be accessed on our website. It requires you to register and create a log-in.

Some of the services offered on the portal are:

- **Access to educational resources and programs.** Self-help tools for topics like breaking the smoking habit and weight management.
- **View the status of claims.** View your child's claims from start to finish.
- **Access to pharmacy benefit services.** View information on costs for drugs. Request an exception for a drug not covered by your child's

- plan. Locate a pharmacy. Obtain information on medications from a pharmacist.
- **Access to personalized information on health plan services.** Request an ID card and change your child's PCP. Get information on referrals and authorizations.
- **Access to innovative services.** Complete an online personal health record and complete a screening to see if your child is eligible for disease management or wellness programs.
- **Access to a health information line.** Ability to send a question to a nurse about a health issue — receive a response within 24 hours.

 For information, visit our website at [AetnaBetterHealth.com/Florida](https://www.AetnaBetterHealth.com/Florida) via computer or your mobile smartphone. You can also contact Member Services at **1-844-528-5815 (TTY: 711)** and we will be happy to assist you.

Our kiddos

## It's our job to protect them

**Between birth and age 18, kids should receive a variety of vaccines, including those for:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Chickenpox</li><li>• COVID-19</li><li>• Diphtheria</li><li>• Hepatitis A and B</li><li>• Hib<br/>(<i>Haemophilus influenzae</i> type b)</li><li>• HPV<br/>(human papillomavirus)</li><li>• Influenza<br/>(yearly flu shots)</li></ul> | <ul style="list-style-type: none"><li>• Measles</li><li>• Meningococcal disease</li><li>• Mumps</li><li>• Pneumococcal disease</li><li>• Polio</li><li>• Rotavirus</li><li>• Rubella</li><li>• Tetanus</li><li>• Whooping cough</li></ul> |
|---|---|

**Is your child up-to-date?** Check in with your child's doctor. Need a family doctor or pediatrician? We can help. Call Member Services at **1-844-528-5815 (TTY: 711)**.

*Source: Centers for Disease Control and Prevention*





## Do I need a referral (authorization)?

Sometimes, your child may need to see a provider other than their PCP for medical problems like special conditions, injuries or illnesses. Talk to your child's PCP first. Your child's PCP will refer you to a specialist. A specialist is a provider who works in one health care area.

### **Prior authorization: Some health care services need to be approved**

Aetna Better Health must preapprove some services before your child can get them. We call this prior authorization. This means that your child's providers must get approval from us to provide certain services. Your provider knows how to do this. We'll work together to make sure the service is what your child needs.

Except for family planning and emergency care, all out-of-network services require preapproval. You may have to pay for your child's services if you don't get preapproval for services that:

- Are given by an out-of-network provider
- Require preapproval
- Are not covered by Aetna Better Health of Florida

All services by providers that are not in our network need preapproval.

### **The following are the steps for preapproval:**

1. Your child's provider gives Aetna Better Health of Florida information about the services he or she thinks your child needs.
2. Aetna Better Health of Florida reviews the information.
3. Your child's provider will get a written notification once we have approved or denied a service.
4. If we deny your request, we will explain our reasons in a letter that is sent to you and your child's provider.
5. If we deny a service, you — or your child's provider with your written permission — can file an appeal.

## Making sure your child gets the right care

Our utilization management (UM) program ensures your child gets the right care when they need it. UM staff can help you and your child's doctors make decisions about your child's health care.

Our UM program helps make sure your child get the right services at the right place. When we make decisions, it's important for you to remember the following:

- We make UM decisions by looking at your child's benefits and choosing the most appropriate care and service.
- We don't reward doctors or other people for denying coverage or care.
- Our employees do not get any incentives to reduce the services your child gets.

You can speak to a person to ask questions about UM by calling Member Services at **1-844-528-5815 (TTY: 711)**.



## Handle holiday stress the healthy way

It's that time of year again: The holidays are fast approaching! For many of us, that means a lot of joy — and sometimes a lot of stress.

The holidays can be particularly stressful. Our to-do list tends to grow longer, and emotions, both good and bad, can run high. And while some stress is OK, too much can be hard on our health. It can raise our blood pressure and our risk for a heart attack or stroke.

### Get stress under control

If you feel your stress level starting to skyrocket during the holidays, try these stress-busters for a healthier and merrier season.

**Practice self-care.** Carve out a few minutes every day to leave the hustle and bustle of the holidays behind. Read. Listen to music (it doesn't

have to be holiday tunes). Take a relaxing bath. Enjoy a feel-good holiday movie.

**Don't abandon healthy habits.** It's fine to indulge in a few holiday treats, but stick to mainly eating healthier foods. Drink plenty of water to stay hydrated. Work in a workout — exercise can help ease stress. And be sure to get enough sleep.

**Budget your spending.** Plan ahead based on what you can afford for gifts. It really is the thought that counts.

**Manage your expectations.** Holiday traditions evolve over time. Keep the ones you love, and ditch the ones that are no longer needed.

**De-clutter your calendar.** Give yourself and your family the gift of time to recover from a busy holiday schedule.

**Seek help if you need it.** Talking to a professional counselor can help you get a grip on your stresses. They can help find solutions that work for you. They can also help you cope if you are grieving. And they can help you deal with difficult situations or people during the holidays. Your child can see a counselor in person or online.

*Sources: American Heart Association; American Psychological Association; National Alliance on Mental Illness*

## A health risk assessment for your child

Every new Aetna Better Health member will get a health survey call from Aetna Better Health. The name on your caller ID may show as "Aetna Medicaid."

During this call, you will be asked health questions. These questions will help us

better serve your child. Your answers are private. Our nurses use this information to provide your child with health-related education.

This educational material may be mailed to you about a specific condition your child has. You may also get

a call from an Aetna Better Health nurse.

The goal of these materials and calls is to help your child stay healthy. If you do not want a telephone health survey, call Member Services at **1-844-528-5815 (TTY: 711)**.

## How to use telehealth/telemedicine

To help make health care as accessible as possible, we offer a telemedicine benefit provided through MDLIVE. When you can't reach your child's primary care physician, MDLIVE can put you in touch by phone video chat with a U.S. board-certified doctor to discuss a variety of common, non-urgent medical issues, such as:

- Cold and flu symptoms
- Bronchitis
- Allergies
- Sinus problems
- Pink eye
- Poison ivy
- Urinary tract infection
- Respiratory infection
- Dermatological (skin) conditions
- Mental health and substance abuse services

**Doctors are available for video chat 7 AM to 9 PM ET or by availability 7 days a week, 365 days a year anywhere — at home or on the road. And MDLIVE is available to our members at no cost.**

### How it works:

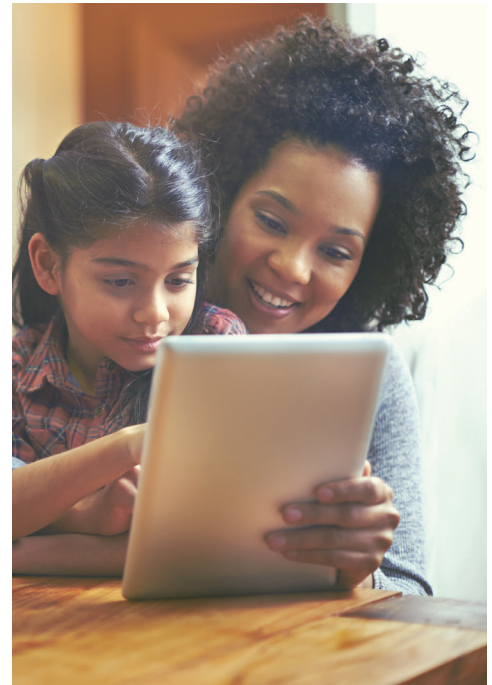
1. Sign up online:
  - Visit **MDLIVE.com/AetnaMedicaidFL**.
  - Download the MDLIVE mobile app from Google Play Store or Apple iTunes Store.
  - Call MDLIVE at **1-866-276-9381**.


2. Complete your child's profile and medical history.
3. Ask for a consultation. Consultations by online video are available from 7 AM to 9 PM ET, 7 days a week.
4. The doctor will call you back in minutes for a video chat. You can use your computer or tablet webcam via the internet or video chat using your smartphone.

Your child's consultations are secure, private and confidential.

MDLIVE connects you and your eligible family member to a national network of board-certified doctors who average 15 years' experience. The doctor will review your child's medical profile before contacting you to discuss their health concerns.

Our telemedicine benefit is not intended to replace your child's relationship with their primary care doctor. Instead, it offers



 You can call MDLIVE 24/7 at **1-866-276-9381** if you have questions.

you and your family members an alternative to seeking care from an urgent care facility or emergency room, or when it is difficult to obtain services from your child's primary care physician.

## Interpreter services

If you need an interpreter, please call Member Services toll-free at **1-844-528-5815**.

This service is free of charge for all languages. You can call Member Services from 7:30 AM to 7:30 PM ET, Monday through Friday.

If you have trouble hearing or speaking, use your TTY or dial **711** on your phone. You will be transferred to a service operator.

## Get answers with the Nurse Helpline

It's best to work with your child's primary care physician for your child's health care needs. But if you have a medical question and don't know what to do, call our 24-hour Nurse Helpline.

The Nurse Helpline can answer your health questions. They can help you decide what to do when your child needs health care. They can tell you if you should call your child's primary care physician, make an appointment or go immediately to the emergency room. The toll-free number for the Nurse Helpline is **1-844-528-5815 (TTY: 711)**. This number is on the back of your child's ID card.



## Pharmacy

Find important prescription drug information on our website

You can go to our website at **AetnaBetterHealth.com/Florida** to find the formulary. Select "For Members." Choose "Pharmacy Benefits." Click "Formulary Drug List," then "Formulary Search Tool" under the heading for Florida Healthy Kids Members.

Updates are made regularly to the preferred drug list. You can find these changes on our website at **AetnaBetterHealth.com/Florida** under "For Providers." Choose "Pharmacy" from the menu on the left, then click "Preferred Drug List & Formulary Updates." Select "Healthy Kids Formulary Updates."

Aetna Better Health of Florida also covers drugs and products that are not on the preferred drug list.

## You can get a second opinion

Aetna Better Health of Florida provides for a second opinion from an in-network provider or arranges for the member to obtain a second opinion outside the network.

### Your child's right to a second opinion

As a member of Aetna Better Health, you have the right to get a second opinion from a qualified health care professional. This is at no cost to you.

You may want to confirm your child is getting the right treatment for an illness. Or you may want to ask about surgery your child's provider says your child needs. To ask about getting a second opinion, just call Member Services at **1-844-528-5815 (TTY: 711)**.

There's no extra cost to you for a second opinion from a provider in our network. For a second opinion from an out-of-network provider, you'll need approval from us. If there isn't a network provider available, we'll help your child get a second opinion from an out-of-network provider. This is still at no cost to you.

## Member rights and responsibilities

We have adopted the Florida Member's Bill of Rights and Responsibilities. You can request a copy of it from your doctor or from Member Services.

### Member rights

- You have the right to be treated with courtesy and respect.
- You have the right to have your privacy protected.
- You have the right to a response to questions and requests.
- You have the right to know who is providing services to you.
- You have the right to know the services that are available, including an interpreter if you don't speak English.
- You have the right to know the rules and regulations about your conduct.
- You have the right to be given information about your health.
- You have the right to refuse any treatment, except as otherwise provided by law.
- You have the right to get service from out-of-network providers.
- You have the right to get family planning services without prior authorization.
- You have the right to be given information and counseling on the financial resources for your care.
- You have the right to know if the provider or facility accepts the assignment rate.

- You have the right to receive an estimate of charges for your care.
- You have the right to receive a bill and to have the charges explained.
- You have the right to be treated regardless of race, national origin, religion, handicap or source of payment.
- You have the right to be treated in an emergency.
- You have the right to participate in experimental research.
- You have the right to file a grievance if you think your rights have been violated.
- You have the right to information about our doctors.
- You have the right to be treated with respect and with due consideration for your dignity and privacy.
- You have the right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- You have the right to participate in decisions regarding your health care, including the right to refuse treatment.
- You have the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- You have the right to request and receive a copy of your



- medical records and request that they be amended or corrected.
- You have the right to be furnished health care services in accordance with federal and state regulations.
- You are free to exercise your rights, and the exercise of those rights does not adversely affect the way the health plan and its providers or the state agency treats you.

### Member responsibilities

- You should provide accurate and complete information about your health.
- You should report unexpected changes in your condition.
- You should report that you understand your care and what is expected of you.
- You should follow the treatment plan recommended.
- You should keep appointments.
- You should follow your doctor's instructions.
- You should make sure your health care bills are paid.
- You should follow health care facility rules and regulations.

## Information about incentives

We want you to feel sure that your child is getting the health care and services your child needs. To that end, we have policies our providers must follow to ensure that your child gets the right health care.

Our policy is to not reward providers or others to deny or give less medically necessary care to a member of our plan. This is called an “affirmative statement.”

We do not reward or pay extra money to health care providers, staff or other people to:

- Deny your child care
- Give your child less care
- Deny tests or treatments that are medically necessary

All our members should receive the right health care. If you want more information on this, call us at **1-844-528-5815 (TTY: 711)**.

## Your privacy matters

Aetna Better Health of Florida works hard to keep members’ personal and health information secure and private. We need information about your child to help your child receive benefits. We collect your child’s information from many places.

Keeping your child’s information safe is one of our most important jobs. We make sure that only people who need to use your child’s information

have access to it. We may use and share your child’s information for:

- Treatment
- Payment
- Health care operations

These uses are covered under state and federal laws. Our policies will follow these laws to protect your child’s information.

If you would like to receive a detailed copy of our privacy practices, please call Member Services at **1-844-528-5815 (TTY: 711)**.



## Out-of-network services

If your child needs care from a doctor that is not in our network, it must first be approved by us. We may cover services provided by a doctor outside of our network at no cost to you:

- If no doctor is available in-network
- In order to make sure that your child’s care is not interrupted (for example, new members who are pregnant at the time of enrollment)

Services received outside the network must be approved by the plan.





## Need help? Turn to our website

You can go to the member home page of our plan website, **AetnaBetterHealth.com/Florida**, to learn more about the following topics. You'll find information on:

- Submitting a claim form for covered services
- Finding a network health care professional and information about that person
- Benefit restrictions and getting care when you're outside the system or service area
- Obtaining care after normal office hours or emergency care
- Receiving primary care, including points of access and pharmacy procedures
- Reviewing the prescription drug formulary
- Filing a complaint or appeal, including your right to an independent review of an appeal
- Our case management and disease management programs
- Member rights and responsibilities
- Notices of privacy practices
- What utilization management is and how decisions are made, including financial compensation policy
- Standards our network providers must meet
- Our quality improvement program, including goals and outcomes
- Evaluation of our new medical technology
- Obtaining specialty, behavioral health or hospital care
- Benefits and services included in and excluded from coverage
- Copayments and other charges for which members are responsible
- Preventive care guidelines, health appraisals and self-management tools

## Understanding benefit coverage

### Benefit and copayment questions

You can find a list of covered and noncovered benefits and services in your child's Member Handbook and on our website. Your child's Member Handbook also discusses some costs that may be your responsibility.

### Costs you may need to pay

As an Aetna Better Health of Florida member, you are generally not responsible for paying for covered health care services. There are some exceptions though. For example, if your child receives a service and your child's provider tells you beforehand that it's not a covered benefit, you may be responsible for paying for it. If you get a bill from your child's doctor for a covered health care service, call us.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. This is general health and wellness or prevention information that 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. Aetna Better Health of Florida is a Florida Healthy Kids plan.

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## **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:
  - Qualified sign language interpreters
  - 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:
  - Qualified interpreters
  - 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.

## 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**).

**FRENCH CREOLE: ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **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**).

**PORTUGUESE: ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**).

**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**).

**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**).

**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**).

**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**).

**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.

**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.

**POLISH: UWAGA:** Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

**GUJARATI: ધ્યાન આપો:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડના પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

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