



Aetna Better Health® of Maryland



# Healthy kids

Spring 2020

## Three reasons to make time for a well-child visit

If your child is healthy and well, you want to keep them that way. Regular checkups — called well-child visits — can help you do that.

These visits take place when your child is healthy, not sick. That lets your doctor get to know you and your child — and focus on steps that can keep them safe.

Well-child visits also give you the chance to:

- 1. See if their growth is on track.** At each visit, your doctor will check your child's height and weight. You'll also talk about whether your child is learning and moving as they should. If not, finding out early can help make sure your child gets the help they need.
- 2. Keep current on shots.** Vaccines help prevent serious illnesses. Staying up-to-date

is the best way to protect your child.

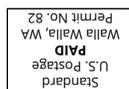
- 3. Talk about parenting concerns.** If you have questions about nutrition, sleep or behavior problems, this is a great time to ask.

Well-child visits start when your child is only a few days old. At first, your doctor will want to see your child every month, then every few months. Later, the checkups become a yearly visit.

If you haven't kept up, it's not too late to start. Make the call today.

*Source: American Academy of Pediatrics*

 **For more information on health education materials,** please call **1-866-827-2710** and ask for the Prevention and Wellness Coordinator.



Aetna Better Health® of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090-2256

## Population Health Management Program

We know that health is more than just the great clinical care you receive. Knowing that, we offer different services to help our members. These services can help members to better manage their health and live healthier lives. Best of all, these resources are free!

### Care management

Our care management nurses can help you:

- Get the services and care that you need
- Learn more about your condition
- Make a care plan that is right for you
- Get services after normal business hours for crisis situations
- Get care for children with special health care needs

Other programs include:

- Educational mailers
- Care and Member Transitions
- Chronic Disease Management
- Care Coordination
- Behavioral Health

### Referral Process

If you have questions or if you would like to participate in any of the programs, please give us a call at **1-866-827-2710**. You can also email us at **aetnabetterhealthMDCM@aetna.com**. Members may disenroll at any time from programs. More information can also be found on our website: **AetnaBetterHealth.com/Maryland**.

## Seeing a specialist

Most of the medical care we receive, we get through our primary care physician (PCP), or our main doctor that we see. This is the name that is listed on your member card. This doctor can help you with general areas of care.

When the need is more specific, an expert (specialist) in care might be needed. A common self-referral is to an orthopedic doctor (one who works with our bones and movement). If you have an injury, you will want to see an expert. The member directory will direct you to a doctor that Aetna Better Health has screened for meeting quality factors that get you the best doctor. You may use the paper directory. This is updated monthly, but you may not have the most recent copy. To get access to the copy, updated daily, go online. Either look through your computer or one that can be publicly accessed, like at the library.

**AetnaBetterHealth.com/Maryland/Find-Provider** will take you directly to the provider search location. You will need to enter



two pieces of information. Enter your ZIP code to find the doctor closest to where you live. The second piece of information is the type of expert you need to see. With those two pieces of information, the computer will search and match you with a doctor perfect for your condition and near your location.

If you're in your doctor's office and they want to refer you to a specialist, let them know how to find an in-network doctor. This is one specifically selected for you as an expert. Your PCP can help you determine which expert is needed for your injury or illness. You can help the doctor find someone in your health plan.

## Check out our website

[AetnaBetterHealth.com/Maryland](https://www.aetnabetterhealth.com/Maryland)

What you can find:

- Information about your rights and responsibilities
- Member Handbook
- Provider directory
- Pharmacy/prescription and other health benefit information
- Information about our Case Management Program, Utilization Management Program and our Quality Improvement Program
- Clinical Practice Guidelines

 **If you do not have internet access,** give us a call at **1-866-827-2710** and we can send you the written information needed.

## How to file a complaint, grievance or appeal

If you disagree with a provider or Aetna Better Health of Maryland about an adverse benefit determination, this is called a complaint. If your complaint is about a service you or your provider feels you need but we will not cover, you can ask us to review your request again. This is called an appeal. You must file an appeal within 60 days from the date that you receive the letter saying we will not cover the service you wanted. Your doctor can also file an appeal for you if you sign a form giving him/her permission.

A complaint about something not related to a service is called a grievance. Examples of grievances include quality of care

issues, not being treated fairly by someone who works here or at your doctor's office, or trouble getting an appointment. A grievance can be filed at any time.

To file a grievance or appeal, you can call us at **1-866-827-2710**. Our customer service representatives will assist you with filing a complaint, grievance, or appeal. You will need to confirm the appeal request in writing, unless it is an expedited request. We will send you a simple form that you can sign and mail back. We will assist you in completing the form as needed. For more information about appeals and grievances, see pages 42–45 of your Member Handbook.



## Aetna Better Health of Maryland cares about you

Keeping you and your family healthy is important to Aetna Better Health of Maryland. Our Quality Improvement Program tracks the quality of care our members receive. This helps us improve members' health. We also look for areas that need improvement. Visit our website at **AetnaBetterHealth.com/Maryland/Members** for more information about our quality program goals and progress. If you do not have internet access, call **1-866-827-2710** and a copy of the information can be sent to you.

## Medicaid member pharmacy information

You can gain access to the Aetna Better Health of Maryland Medicaid formulary on our website at **AetnaBetterHealth.com/Maryland**. Click on the "For Members" tab, then on "Pharmacy" to find Pharmacy Benefits, and then on "Formulary drug list." This will lead you to the preferred drug list (PDL).

Please note that the formulary can change at any time. This is due to the ever-changing world of medicine. If you have questions, just call Member Services at **1-866-827-2710 (TTY: 711)**. Have a list of your prescriptions ready when you call. Ask us to look up your medicines to see if they're on the list.



## Reporting fraud, waste and abuse

Members and providers are required to report Medicaid fraud, waste and abuse.

- **Fraud:** when a person intentionally deceives the system to receive an unauthorized benefit
- **Waste:** overusing Medicaid resources
- **Abuse:** causing unnecessary cost to the Medicaid program

If you suspect or know that fraud, waste or abuse is occurring, report it immediately using one of the following options:

- Call Aetna Better Health Member Services: **1-855-877-9735**
- Notify the Maryland Department of Health, Office of the Inspector

General: **1-866-770-7175** or [http://DHMH.Maryland.gov/OIG/Pages/Report\\_Fraud.aspx](http://DHMH.Maryland.gov/OIG/Pages/Report_Fraud.aspx)

- Contact the U.S. Department of Health and Human Services, Office of the Inspector General: **1-800-447-8477** or <https://OIG.HHS.gov/Fraud/Report-Fraud/Index.asp>

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Maryland, and you have the choice to remain anonymous when you make the report. However, it is good to provide as much information as possible — this will assist those investigating the report.

## Combating fraud, waste and abuse is everyone's responsibility.

Failure to comply with these laws could result in civil and criminal penalties, including sanctions imposed by government entities and exclusion from future participation in Medicaid and any services provided by the state and federal government.

## Helpful information

### Member Services:

**1-866-827-2710** (toll-free) 24 hours a day, 7 days a week

### Services for Hearing and Speech-Impaired (TTY): Call 711

### 24-Hour Nurse Line:

**1-866-827-2710** (toll-free) 24 hours a day, 7 days a week

**Vision: 1-800-879-6901** (toll-free)

### Behavioral Health:

**1-800-888-1965** (toll-free)

**Dental: Avesis, 1-833-241-4249**

### Mailing address:

Aetna Better Health of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090

**Interpreter service:** You have the right for someone to help you with any communication issue you might have. There is no cost to you. Call **1-866-827-2710** (toll-free).

### Maryland Medicaid Enrollee Help Line: 1-800-284-4510

**Emergency (24 hours):** If you have a medical condition which could cause serious health problems or even death if not treated immediately, call **911**.

### Website:

**AetnaBetterHealth.com/Maryland**

Visit **AetnaBetterHealth.com/Maryland** for the updated pharmacy formulary and latest Member Handbook. For a printed copy of anything on our website, call Member Services at **1-866-827-2710 (TTY: 711)**.

## Nondiscrimination Statement

It is the policy of Aetna Better Health of Maryland not to discriminate on the basis of race, color, national origin, sex, age or disability. Aetna Better Health of Maryland has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator, 4500 East Cotton Center Boulevard, Phoenix, AZ 85040; Phone **1-888-234-7358 (TTY: 711)**; Email **MedicaidCRCoordinator@aetna.com**; who has been designated to coordinate the efforts of Aetna Better Health to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Aetna Better Health of Maryland to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Aetna Better Health of Maryland relating

to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. **1-800-368-1019, 1-800-537-7697 (TDD)**.

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

Aetna Better Health of Maryland will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Maryland. 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. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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



A full description of the Rights and Responsibilities can be found in the Member Handbook and on the Aetna Better Health website at [AetnaBetterHealth.com/Maryland](http://AetnaBetterHealth.com/Maryland).

# Language accessibility statement

*Interpreter services are available for free.*

## Español/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-385-4104** (TTY: **711**).

## አማርኛ/Amharic

ልብ ይበሉ: አማርኛ ቋንቋ የሚናገሩ ከሆነ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ **1-800-385-4104** (መስማት ለተሳናቸው: **711**).

## العربية/Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-385-4104** (رقم الهاتف النصي: **711**).

## Bàsòò Wùdù/Bassa

Dè de nià ke dyèdè gbo: ɔ jũ kè m̩ dyi Bàsòò-wùdù-po-nyò jũ ni, niì à wuɖu kà kò d̩ò po-poò b̩é m̩ gbo kpáa. Ðà **1-800-385-4104** (TTY: **711**).

## 中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 **1-800-385-4104** (TTY: **711**)。

## فارسی/Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات زبانی رایگان به شما ارائه می‌گردد، با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

## Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le **1-800-385-4104** (TTY: **711**).

## ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે.

ફોલ કરો **1-800-385-4104** (TTY: **711**).

## Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-385-4104** (TTY: **711**).

## Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n’efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: **711**).

## 한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **1-800-385-4104**(TTY: **711**)번으로 전화해 주십시오.

## Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número **1-800-385-4104** (TTY: **711**). Estes serviços são oferecidos gratuitamente.

## Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону **1-800-385-4104** (TTY: **711**).

## Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-385-4104** (TTY: **711**).

## اردو/Urdu

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت دستیاب ہیں۔ (TTY: **711**) پر کال کریں۔

## Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-385-4104** (TTY: **711**).

## Yorùbá/Yoruba

Àkíyèsí: Bí o bá nso èdè Yorùbá, ìrànlọwọ́ lórí èdè, lófèḗ, wà fún ọ. Pe **1-800-385-4104** (TTY: **711**).