

Aetna Better Health® Kids Member Newsletter

FALL 2018



Fall is the time
to get a flu shot

A yearly flu shot is a covered benefit for all Aetna Better Health® Kids members. Get yours today!

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New dental benefits company

Starting December 1, 2018, SKYGEN USA will handle your dental benefits. You will see their name in your member handbook and in our online dental provider search at aetnabetterhealth.com/pa/find-provider. You will also see their name in our member newsletter.

Be sure to schedule your 6 month dental checkup and cleaning with your dentist soon! Remember, there are no costs or copayments for covered dental services by a participating dentist.

If you have dental benefit questions, just give us a call at 1-800-822-2447, PA Relay 711. This number is on the back of your Aetna Better Health Kids Member ID card.

You will still have the same great covered benefits you have always had including:

- All preventive care
- Dental checkups every 6 months
- Cleanings every 6 months
- X-rays
- Fillings
- Much more.



The age 1 dental visit

Years ago, dentists recommended that parents bring their child to the dentist for an initial visit by age 3. That has changed. The American Academy of Pediatric Dentistry, American Dental Association and American Academy of Pediatrics now recommend a dental visit for children by age 1 or when the first tooth appears.

Dental disease knows no age limit and can begin attacking teeth as soon as they appear. More than one out of four children has had a cavity by the age of 4 and many get cavities before 2 years of age. Many dental problems can be prevented or more easily treated in the early stages.

The age 1 dental visit is also meant to educate parents and guardians about the importance of oral health, how to care for their toddler’s mouth and to stress the importance of preventive checkups. This early intervention also builds trust between dentists and the child’s parents or caregivers.

Need help finding a dentist who cares for very young children? Just call Member Services at 1-800-822-2247 (PA Relay: 711).



Why WIC works for you: Childhood obesity

Childhood obesity is a national problem. One out of six children between the ages of 2 and 19 years old are obese.¹ Obesity increases the risk of chronic health problems like asthma, bone and joint issues and type 2 diabetes. Children who are obese during their childhood are also more likely to be obese as adults and have higher risks for various cancers and heart diseases.²

WIC is able to help families protect children’s health. WIC can make a difference by supplying healthier foods such as fruits, vegetables and whole grains² to low income families. You can make a difference in your child’s life. Don’t wait—your family can benefit from the WIC Program today!

To see if you are eligible for the WIC Program or to make an appointment, visit www.pawic.com or call 1-800-WIC-WINS.

1. www.cdc.gov/obesity/childhood/
2. www.cdc.gov/obesity/childhood/causes.html

PA WIC is funded by the USDA. This institution is an equal opportunity provider.



5 facts to help combat childhood obesity

Obesity among kids is a serious problem. To help an overweight child become healthy, you need to know a few facts. Start with these five:

- 1. Neither parent nor child is to blame.** Children put on weight for many reasons. Focus on solutions—not guilt.
- 2. There is no quick fix.** Diets that promise fast results can be dangerous. A pediatrician can help you create a plan for safe and lasting weight loss.
- 3. Kids don’t just outgrow weight problems.** Growth spurts rarely take care of weight issues. Changes in eating and exercise habits are needed to slow weight gain.
- 4. The height and weight charts apply to all kids.** Any child outside the normal range for weight is considered overweight. Being “big-boned” doesn’t change this.
- 5. A heavy child does not need more food than the average kid.** Larger portions add to a child’s weight problem. Feed a child the amount of food he or she needs to stay at a healthy weight.

Talk with your pediatrician about proper portion sizes and any concerns you have about your child’s weight. You’ll find lots of help and resources.

Source: American Academy of Pediatrics



Help for male victims of partner abuse



Abuse can happen to anyone. People often do not think men can be victims of abuse. Some men are abused and may not seek medical care or other help for the abuse. This may be because they feel like it should not happen to them. They may feel shame or fear. They may not believe there is help for them. Victims may also have problems such as addiction, depression, physical or other health problems to cope with the abuse. There are doctors and domestic abuse programs that will help.

If you are a victim of abuse, it is not your fault. It is common for people who abuse to deny that they abuse. They may blame the victim for the abuse. If you need support find a domestic abuse program near you in the link below. They will help anyone who is a victim of abuse. This includes a man with a woman, man, trans or partner who identifies another way.

To find the domestic abuse program nearest you, visit <http://pcadv.org> and click on “Find Help” or use the “Find Help” map on the home page.

To reach the National Domestic Violence Hotline, call 1-800-799-SAFE (7233). For TTY 1-800-787-3224.

1. The National Domestic Violence Hotline. Men Can Be Victims of Abuse, Too. <http://www.thehotline.org/2014/07/22/men-can-be-victims-of-abuse-too/>

2. Mayo Foundation for Medical Education Research. Domestic violence against men: Know the signs. <https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/domestic-violence-against-men/art-20045149>

From a young age, men may be taught not to show or feel emotions. Some may not know they are being abused¹.

Types of abuse may be:

- Blamed for all problems
- Control of money, food or time
- Being called names
- Kept from family or friends
- Kept from work
- Being hit or choked
- Made to have unwanted or unsafe sex.

Men with same sex partners may be told:

- They are not really gay
- Men are naturally violent
- No one will help
- Family, friends and coworkers will be told².

HealthShare Exchange (HSX)



Your health care providers and Aetna Better Health can now easily share health information. Sharing information can improve health outcomes.

What is HSX?

It's a health information exchange. It helps your health care providers share information about your health, quicker, easier and securely.

Where is HSX available?

Across Greater Philadelphia, Delaware Valley, southeastern Pennsylvania and southern New Jersey.

Why do providers need to share my information?

Your providers need this information to suggest next tests you need. They can see your appointments,

medications, and procedures. This can also avoid repeating the same test. It can save you time.

How does HSX benefit my family and me?

For example, Aetna Better Health and your primary care provider get a prompt alert if you are hospitalized. They can receive a valuable summary document of the care you get too. This can help coordinate your care.

Is my information private?

Yes, all information shared is done securely and is private.

You don't need to do anything to get the benefits of health information exchange. It's already happening. You can learn more at www.healthshareexchange.org¹.

1. Includes information on opting out, if you don't want your information shared.



What is lead poisoning?

Lead exposure can cause a lot of health problems in kids. It may harm their bodies and their brains which can cause problems with:

- Learning
- Behavior
- Growth.

A simple blood test can measure the level of lead in your child's blood. This is the only way to know if your child has been exposed to lead.

How is the test done?

A small amount of blood is taken from your child's arm, finger or heel. Sometimes, blood is taken from an arm vein (called a venous blood test). However, a "finger-stick" test is used in children more often. It's approved by the Centers for Disease Control and Prevention (CDC). This test is available to your child at no cost to you.

What are the effects of lead poisoning?

Signs of lead poisoning are not always easy to see. Most children have had some contact with lead in old

paint, soil, plumbing or another source. Even very low levels of lead can affect a child's brain development, growth and hearing. A lead blood test will detect levels that are too high. High blood lead levels can be treated. There are resources and organizations near you that can help.

How to identify the source of lead in the home?

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

- Look at all painted surfaces
- Ask you questions about the child's habits
- Make recommendations to remove the sources of lead in the home.

Be sure to ask your child's health care provider if you have any questions about lead poisoning or your child's lead test results.

2018 CHIP HEDIS® results

HEDIS® stands for the Healthcare Effectiveness Data and Information Set. It's a set of performance measures developed by the National Committee for Quality Assurance that allows you to review our performance. We know that having good access to care and receiving timely care helps you to maintain the best health you can.

CAHPS stands for the Consumer Assessment of Health Plans Survey. Members are asked to annually rate services provided by the health plan. We use this information to assess if our processes result in providing services to you that meet your needs.

We're committed to improving care for and the satisfaction of our members. Please call Member Services at 1-866-638-1232 (PA Relay: 711) if you have questions or need help finding a PCP or specialist.

Listed below are some of the results for care received in 2017.

HEDIS Quality Measure	Description	Rate
Annual dental visits	Members 2 to 21 years who had at least one dental visit	57.88%
Adolescent well-care	Members 12 to 21 years who had at least one well visit	47.93%
Childhood immunizations	Members 2 years of age who had recommended immunizations	70.56%
Adolescent immunizations	Members 13 years of age who had recommended immunizations	30.17%
Diabetes: HbA1c>9	Members with diabetes whose HbA1c is >9 (less is best)	38.86%
Controlling high blood pressure (BP)	Members with high blood pressure whose BP is below 140/90	60.83%
Frequency of prenatal care	Members who are pregnant and had the recommended number of prenatal visits before delivery	64.96%
Prenatal care in the first trimester	Members who are pregnant who had a prenatal visit in their first trimester or within 42 days of enrollment	82.00%
Emergency room use	Members who use the emergency room for care that could have been provided by their primary care provider	66.33%
CAHPS: Member Satisfaction	Description	Rate
How would you rate your health plan?	CHIP members who were completely satisfied and very satisfied	80.35%
How would you rate your personal doctor?	CHIP members who were completely satisfied and very satisfied	87.82%
How would you rate your specialist?	CHIP members who were completely satisfied and very satisfied	86.67%



The anatomy of smoking

How tobacco affects your body

If you're a smoker, you probably know you should stop. That's a good start toward quitting, but you need a powerful motivator to follow through. Knowing the truth about how smoking harms your health may be what it takes.

An alarming fact is that smoking affects nearly every part of your body, including your:

- **Airways.** Delicate tissues in your lungs become inflamed because of smoking. This can lead to serious disorders, such as chronic obstructive pulmonary disease. Smoking can also cause cancer to develop in your lungs, throat and mouth.
- **Heart.** Smoking harms the cells lining the blood vessels and heart which can increase the risk of clots that cause heart attacks. Smoking can also contribute to an abdominal aortic aneurysm—the weakening of the major artery near the stomach.
- **Other blood vessels.** Damage to vessel linings can cause them to narrow, restricting blood flow to the kidneys, stomach, arms, legs and feet. This can lead to a range of problems, including pain and gangrene.
- **Brain.** Blood clots that form in damaged arteries can travel to your brain and cause potentially fatal strokes.
- **Bones and tendons.** Smoking increases the risk for osteoporosis—weak bones—and fractures in both men and women. Overuse injuries, such as tendinitis, and traumatic injuries, such as sprains, are also more likely among smokers, according to the American Academy of Orthopaedic Surgeons.
- **Immune system.** Smokers have smaller amounts than nonsmokers of some types of cells that destroy germs. That leaves you more vulnerable to infections.

In addition, smoking can cause cancer of the pancreas, kidneys, cervix and stomach. It also can cause leukemia, which is cancer of the blood. And smoking increases your risk for eye diseases and dental problems.

Women who smoke tend to have more complications with pregnancy, including premature births, low-birth-weight babies and stillbirths. And their babies are more likely to die of SIDS (sudden infant death syndrome) than babies whose mothers don't smoke.

Benefits of quitting

When you give up smoking



After 20 minutes

Blood pressure and heart rate drop.

After 12 hours

The balance of carbon monoxide & oxygen in the bloodstream returns to normal.



After 2 weeks-3 months

Risk of heart attack decreases & lungs work better.

After 1-9 months

Respiratory problems start to decrease.



After 1 year

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

After 2 years

Risk of stroke goes down.



After 5 years

Risk of stroke falls to about the same level as a nonsmoker.

After 10 years

Risk of dying from lung cancer declines to 50% of that of a current smoker.



After 15 years

Risk of heart disease is similar to that of a nonsmoker.

Turn around your risks

There's another list that's much more encouraging—the benefits of giving up smoking. Check it out, along with the American Cancer Society's guide to quitting smoking, at morehealth.org/quit4good.

By quitting, your health risks decrease immediately and continue to diminish over time, no matter how long you've smoked. A tobacco quit line can also help you quit for good. Call 1-800-QUIT-NOW (800-784-8669).

Quality improvement at Aetna Better Health® Kids

At Aetna Better Health Kids, our Quality Management (QM) program involves many departments.

The main goals of our QM program are to:

- Improve the health of our members
- Improve delivery of services to our members.

Some of the ways we do this are:

- Put into action a QM program that centers on and builds quality into our health plan's organization and processes
- Quickly find, study, act and follow up on chances to improve
- Continually watch and measure that the care and services our members receive:
 - Meets medical practice standards that are accepted and appropriate
 - Meets the needs of our members and providers
 - Supports patient safety
 - Meets local, state and federal laws and standards.



We collect data all through the year to see where we are doing well and where we need to do better.

We look at:

- The quality of services our members receive
- The right kind of care given to our members.

We share these results with you in our member newsletters and on the website throughout the year. You can call us at 1-800-822-2447, (PA Relay: 711) for more information about our QM goals and performance. Or visit us at aetnabetterhealth.com/pa.

Your new Member ID card

If you haven't received your new ID card, we'll be mailing you one soon. We've made it easier for you to contact us! Your Aetna Better Health Kids Member ID card will now have one number to call about any of your benefits. That number is 1-800-822-2447, PA Relay: 711.

This newsletter is published as a community service for the members and friends of Aetna Better Health Kids, 2000 Market St., Suite 850, Philadelphia, PA 19103.

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: 1-800-822-2447, option 1 or TTY PA Relay: 711
aetnabetterhealth.com/pa

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (PA Relay: **711**).

SPANISH: ATENCIÓN: Si usted habla español, los servicios de ayuda de idioma, sin ningún costo, están disponibles para usted. Llamar al **1-800-385-4104** (PA Relay: **711**).

RUSSIAN: ВНИМАНИЕ: Если Вы говорите на русском языке, Вам предлагаются бесплатные переводческие услуги. Позвоните по номеру **1-800-385-4104** (PA Relay: **711**).

CHINESE: 注意：如果您说普通话，您可以免费获得语言帮助。请致电**1-800-385-4104**（听障专线：**711**）。

VIETNAMESE: LƯU Ý: Nếu quý vị nói [Tiếng Việt], chúng tôi sẽ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số **1-800-385-4104** (PA Relay: **711**).

ARABIC: **1-800-385-4104** يرجى الانتباه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم **1-800-385-4104** (PA Relay على الرقم: **711**) إذا كنت تعاني من الصمم أو ضعف السمع فاتصل بخدمات الربط **711**

NEPALI: ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। **1-800-385-4104** मा फोन गर्नुहोस् (PA Relay: **711**)

KOREAN: 주의: 한국어를 사용하실 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104**(PA 중계 서비스: **711**)번으로 연락해 주십시오.

MON KHMER: ត្រូវចងចាំ៖ ប្រសិនបើលោកអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមហៅទូរស័ព្ទមកលេខ **1-800-385-4104** (PA Relay: **711**)។

FRENCH: ATTENTION: si vous parlez Français, vous pouvez bénéficier gratuitement des services d'assistance linguistique. Appelez le **1-800-385-4104** (PA Relay: **711**).

BURMESE: ဂရုပြုရန် - သင်သည် မြန်မာဘာသာစကားကိုပြောဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **1-800-385-4104** (PA ရိုလေး - **711**) ကို ခေါ်ဆိုပါ။

FRENCH CREOLE: ATANSYON: Si ou pale Kreyòl Ayisyen, wap jwenn sèvis asistans pou lang, gratis, ki disponib. Rele nan **1-800-385-4104** (Sèvis Relè PA: **711**).

PORTUGUESE: ATENÇÃO: se falar Português, os serviços gratuitos de assistência linguística estão disponíveis para você. Ligue para **1-800-385-4104** (PA Ramal: **711**).

BENGALI: মন দিয়ে দেখুন: আপনি যদি বাংলা বলেন, আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-385-4104** (পিএ রিলে: **711**)।

ALBANIAN: VINI RE: Nëse flisni shqip, shërbime të ndihmës gjuhësore janë në dispozicionin tuaj, pa ndonjë pagesë. Telefononi **1-800-385-4104** (Personat me problem në dëgjim, PA Relay: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કૉલ કરો **1-800-385-4104** (PA રિલે: **711**).

Nondiscrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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)

Aetna provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call Aetna at **1-800-385-4104** (PA Relay: **711**).

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, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Aetna Better Health
ATTN: Complaints and Grievances Department
2000 Market Street, Suite 850
Philadelphia, PA 19103
1-866-638-1232, PA Relay: 711

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, PA Relay: 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Aetna and the Bureau of Equal Opportunity are 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, DC 20201,
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.