

Member Newsletter

WINTER 2018



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Seeking medical care when it's not an emergency



Urgent Care Clinics are places you or your children can go to when your Primary Care Provider (PCP) office is closed. You may need immediate medical attention that is not life threatening.

When to visit an Urgent Care clinic: There are some conditions that need immediate medical care but are not an emergency. This is when you might visit an Urgent Care Clinic. Some of these conditions include:

- A fever that won't go away
- A rash that won't go away
- A pulled or strained muscle
- Vomiting or diarrhea that doesn't stop
- Urinary Tract Infection (bladder infection)
- Sprains
- Flu
- Colds
- Sore throat
- Upset stomach
- Earaches

Know ahead of time where your closest Urgent Care Clinic is located. You can search for Urgent Care Clinics on our website at aetnabetterhealth.com/pa or call Member Services at 1-800-822-2447 (PA Relay: 711).

When it's an emergency: In an emergency, call 911 or go to the nearest Emergency Department. Emergencies are conditions that include:

- Chest pain
- Stroke
- Difficulty breathing
- Heavy bleeding
- Bad burns
- Gunshot or stab wounds.



Try our secure member portal to help you manage your health

Our secure member web portal is your go-to resource for managing your health. It will help you use your Aetna Better Health of Pennsylvania benefits and services so you can get and stay healthy.

You can:

- Access health plan details
- Change your Primary Care Provider (PCP)
- Request a new ID card
- Get personalized health information
- Access wellness tools
 - Answer questions about your health
 - Get the tips and tools you'll need to meet your health goals like quitting smoking and weight management

- Get instant access to your claims details. See the status of your claim from start to finish.
- Find support. Get in touch with a nurse.
- Learn more about the disease management and wellness programs that will help you stay on track with goals.

Sign up today. It's easy.



To set up your account or to learn more about these tools, you can visit aetnabetterhealth.com/pa. For help getting started or to sign up over the phone, you can call Member Services at 1-800-822-2447, (PA Relay: 711) 8 a.m.– 5 p.m., Monday-Friday.



Your pharmacy benefits

We provide coverage for a broad range of prescription drugs. Our formulary explains which medications are covered. Typically, we won't pay for drugs not included in the formulary. Some important information to know about your pharmacy benefit includes:

- Some medications in the formulary may require prior authorization
- Some medications may only be covered if a member has met certain criteria. Examples include that the member has:
 - Certain medical conditions or diagnoses that indicate the medication is medically necessary
 - Drug allergies that limit the use of other medications
 - Had unsuccessful treatment of a condition or illness with a different medication.

All members must present their Aetna Better Health Kids ID card at the time of service in order to access their pharmacy benefits.



Want to learn more about your pharmacy benefits?

Visit our website at aetnabetterhealth.com/pa for more information on your pharmacy benefits or to find a pharmacy near you. You can also call Member Services at 1-800-822-2447 (PA Relay: 711) if you have questions about your pharmacy benefits or need help finding a participating pharmacy.



What you need to know about opioids

It's tough to live with chronic pain, but millions of Americans do. That's one reason why prescription opioids are so popular.

These powerful medications are good at relieving pain in the short term. They also help people with active cancer and people receiving hospice or palliative care cope with pain.

But opioids come with some serious risks, including the risk of addiction and unintentional overdose and death.

As many as 1 in 4 people who take opioids for a long time become addicted to the drugs (a condition known as opioid use disorder). And more than 165,000 people in the U.S. died from opioid overdose between 1999 and 2014.

Finding solutions

To help curb opioid addiction and overdose deaths, the Centers for Disease Control and Prevention has issued new guidelines for prescribing the drugs to treat chronic pain. The guidelines encourage doctors to start low and go slow when prescribing opioids in order to reduce the risks linked to long-term use. (The guidelines don't apply to cancer patients or those receiving hospice or palliative care.)

Today, the majority of opioid deaths are a result of illegal street opioids. Fighting opioid addiction requires the effort and desire to overcome addiction of the person abusing the drug.

If you're living with chronic pain, talk with your doctor about the risks and benefits of taking opioids. Be honest about any personal history of drug or alcohol addiction. Also discuss other ways to help manage your pain, such as physical therapy, exercise and nonopioid medications.



Names to know:

Well-known brand-name painkillers, like Vicodin and OxyContin, are opioids. So are generic drugs, such as:

- Buprenorphine
- Codeine
- Fentanyl
- Hydromorphone
- Methadone
- Morphine
- Oxycodone
- Hydrocodone
- Oxycodone

Then if your doctor does prescribe an opioid, be sure to:

- Never mix the drug with alcohol. And don't take it with other substances or medications without your doctor's OK.
- Never take more of the medication than prescribed.
- Never share the medication with friends or family. And keep it locked away and well out of reach of curious children and teens.

Alert your doctor if you experience side effects from an opioid—such as constipation, nausea, vomiting, dry mouth, sleepiness or confusion or decreased sex drive—or if you need to take more of the medication to get the same pain relief.

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Governor Wolf's disaster declaration for the heroin and opioid epidemic

Pennsylvania Governor Wolf is taking a substantial additional step to declare the heroin and opioid epidemic a statewide disaster emergency. This expands state government's response to the heroin and opioid epidemic.

What the disaster declaration does:

- Improves state and local response to the heroin and opioid crisis
- Provides improved tools for families, first responders and others, to save lives including increased access to Naloxone
- Speeds up and expands access to treatment in Pennsylvania including waiving the face to face physician visit for treatment admissions.

Substance abuse resources available for all Aetna Better Health members

There are helpful resources available for Aetna Better Health Kids members too. If an Aetna Better Health Kids member needs help with substance use disorder, heroin addiction or Opioid Use Disorder we are here to help. Here are some member benefits and resources available:

- Members can receive a face to face evaluation from their PCP, Nurse Practitioner, Physician Assistant or Behavioral Health provider at no cost.
- Members can contact our Special Needs Unit for help with a referral for treatment at 1-855-346-9828 (PA Relay: 711) 8 a.m. – 5 p.m., Monday – Friday.
- Members can contact a Case Manager for help with a referral for treatment. Call 1-800-822-2447 (PA Relay TTY: 711) 8 a.m. – 5 p.m., Monday – Friday.
- Members can have access to Naloxone through their pharmacy benefit at no cost.
- Members can get a prescription for Naloxone from their Primary Care Provider (PCP) or other provider; or the pharmacy can dispense the Naloxone to the member using the standing order for Naloxone issued for Pennsylvania residents by PA Physician General Dr. Rachael Levine.
- Members can fill an extra prescription for Naloxone to keep on hand at no cost.

For friends or family who are not Aetna Better Health Kids members there are resources available for them too.

- Call the 24/7 help line at 1-800-662-HELP (4357) to connect someone with substance use disorder to treatment.
- They can get a Naloxone prescription under a standing order issued by PA Physician General Dr. Rachael Levine at participating pharmacy partner treatment organizations.
- First responders are authorized to "leave behind" Naloxone.

You can find more resources for treating and preventing Opioid Use Disorder at www.pa.gov/guides/opioid-epidemic.

Growing up with abuse

Home should be a safe place for a child. When a parent abuses another parent it is not a safe place. When a child is abused it is not a safe place. A child who is abused or sees abuse suffers trauma. Every child reacts to abuse in a different way. Some may grow up to abuse others. Some may be angry, have trouble in school, wet the bed or have problems with attention¹.

A child who is abused or sees abuse may believe false things about themselves including that they:

- Are at fault
- Should have stopped the abuse
- Are not good or strong enough
- Cannot be loved or love another person
- May be violent by nature
- Are not meant to enjoy success in life¹.

Trauma can cause lifelong problems. It can result from something that happens one time or many times.

Trauma from abuse can cause or increase health problems that may include:

- Misuse of drugs or alcohol
- Problems thinking
- Anxiety or depression
- Smoking
- Eating disorders
- Asthma
- Mental health problems².

If you know a child who is abused or sees abuse there are people who can help. There are also things that can be done to help a child heal from abuse³. Make sure the child is always with people who will provide safety and support. Counseling can also help. Help the child have healthy relationships. Protect them from abuse and other things that cause trauma.



Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult: 1-866-331-9474 (TTY 1-866-331-8453).

Or visit the websites:
www.loveisrespect.org/
www.thatsnotcool.com/

To find the domestic abuse program nearest you, visit www.pcadv.org and click on Find Help or use the Find Help map on the home page.

1. Childhood Domestic Violence Association. What is the impact of CDV? <https://cdv.org/what-is-cdv/the-impact/>. Accessed 29 August 2017.
2. Centers for Disease Control and Prevention. Adverse Childhood Experiences. 1 April 2016. <https://www.cdc.gov/violenceprevention/acestudy/>. Accessed 29 August 2017.
3. Blue Knot Foundation. Resilience. www.blueknot.org.au/Resources/General-Information/Resilience. 2017. Accessed 29 August 2017.





Pet abuse is domestic abuse

People who abuse want power and control over others. They may want to retaliate or show another person they are next. To force a person to watch abuse is a form of abuse. Pet abuse is domestic abuse. It can cause health problems. Studies show that a person who abuses a pet may also abuse their partner.

Human and animal victims can both suffer these types of abuse and more:

- Neglect or being ignored
- Being ganged up on by more than one abuser
- Sexual or physical abuse
- Kept from access to medicine or health care
- Kept from access to food, water or safe shelter
- Being yelled at, insulted or scared on purpose.

Another abuse tactic is to remove a pet from the home and not tell where it is. There may be times when a victim is forced to abuse a pet to protect it from torture or death by an abuser. They may be

forced to abuse a pet to protect their child. One quarter of children whose mothers were abused saw their family pet threatened, abused or killed as a way to control the mother. Pets and children share a special bond and abuse using pets causes deep trauma.

Pet abuse trauma can cause health or social problems such as:

- Depression or anxiety
- Post-traumatic stress
- Aggression
- Lack of emotions or ability to pay attention.

To find the domestic abuse program nearest you, visit www.pcadv.org and click on Find Help or use the Find Help map on the home page.

i Merz-Perez, Linda & Heide, Kathleen. (2004). *Animal cruelty: Pathway to violence against people*. Lanham, MD: Altamira Press.

ii McKinnis, Susan. (2016). *Unlinking the chain: How animal abuse intersects with domestic violence*. Webinar. New Castle, PA: Crisis Center of Lawrence County.

iii Ibid.

iv Companion Animal Psychology. (2016). *Children's experiences of domestic violence and animal abuse*. Retrieved from www.companionanimalpsychology.com/2016/03/childrens-experiences-of-domestic.html

v Ibid.

vi McDonald, Shelby E. & Dmitrieva, Julia & Shin, Sunny & A. Hitti, Stephanie & Graham-Bermann, Sandra & R Ascione, Frank & Herbert Williams, James. (2017). *The role of callous/unemotional traits in mediating the association between animal abuse exposure and behavior problems among children exposed to intimate partner violence*. *Child Abuse & Neglect*. 72. 421-432. 10.1016/j.chiabu.2017.09.004.

vii Ibid.

Keep your identification card safe

Here's a question: Where's your child's member ID card?

You need it if you seek any type of health care for your child. It tells your provider the health plan your child has. It also helps make sure your child's claim is paid correctly. It's good to keep it with you.

And there's another reason to keep it in a safe place; you don't want anyone else to use it. Call Member Services right away at 1-800-822-2447 (PA Relay: 711) if you lose your child's ID card or it's stolen.

Be sure to show all of your child's ID cards to your doctors and pharmacy. It tells them that your child has benefits under the CHIP program.

Keep your child's information current so you stay covered

It's very important that Aetna Better Health Kids has your current address and phone number. We want to make sure your child gets all of your Aetna Better Health Kids mail. Your child may lose

coverage if you don't get important mail about eligibility.

To change your address or phone number, just call Member Services at 1-800-822-2447 (PA Relay: 711).



Aetna Better Health Kids formulary drug list

Prescription drugs are often an important part of your child's health care. As an Aetna Better Health Kids member, your child has certain prescription drug benefits. Aetna Better Health Kids covers prescription drugs and certain over-the-counter drugs with a prescription.

Check out our formulary to find out if a drug your child takes is covered. A formulary is a list of drugs

that Aetna Better Health Kids covers. The formulary can change. You can see the formulary and a list of added or removed drugs at aetnabetterhealth.com/pennsylvania/members/pharmacy.

If you have any questions about a drug that is not listed, call Member Services at 1-800-822-2447 (PA Relay: 711).

Your rights and responsibilities

Every year, we review and remind our members of their rights and responsibilities. You can get a complete copy of your rights and responsibilities at any time. Here's how:

- Go to aetnabetterhealth.com/pa
- Call Member Services
- Look in your member handbook.

For more information on rights and responsibilities, just call Member Services at 1-800-822-2447 (PA Relay 7-1-1). Aetna Better Health Kids does not take action against members who exercise their rights.



Protecting your eyesight — diabetic retinopathy

Diabetic retinopathy is a disease of the retina caused by diabetes. The retina is a thin layer of tissue that covers the inside of the back of your eye. It takes in the light that enters your eye and changes it into information that your brain can use to understand what you are seeing.

Diabetic retinopathy happens when high blood sugar damages the blood vessels of the retina. These blood vessels are important since they supply oxygen and other nutrients to keep the retina healthy. The vessels get weak because of high blood sugar levels and this can lead to blood and other liquid leaking into the retina which may cause blurry vision. Diabetic retinopathy can lead to poor vision and even blindness.

Between 40 to 45 percent of Americans diagnosed with diabetes have some stage of diabetic retinopathy.

If you have diabetic retinopathy, your doctor can recommend treatment to help prevent its progression.

Some symptoms of diabetic retinopathy include:

- Signs of vision changes
- Trouble reading
- Blurred vision
- Seeing rings around lights, dark spots, or flashing lights

You can do the following to help prevent or minimize diabetic retinopathy:

- Keep your blood pressure under control.
- Keep your blood sugar under control.
- Exercise routinely.
- Get a Special Dilated Eye Exam EVERY YEAR to prevent diabetic eye disease.

If you're unable to keep your diabetes in check, the high blood sugar levels can cause damage to the blood vessels in your eyes.

Diabetic eye disease may be developing even when your sight is good. Regular eye exams are important. They can help find problems early so they can be treated before you lose your vision. Be sure to tell your eye doctor about any eye problems you may have. Finding problems early can help reduce your vision loss!

Article Sources: www.webmd.com/diabetes/tc/diabetic-retinopathy-topic-overview <https://nei.nih.gov/health/diabetic/retinopathy>



Nurse Help Line

Aetna Better Health has a 24/7 Nurse Help Line just for members.

Our highly trained nurses can answer your medical questions. Call us any time at the number on the back of your member ID card or 1-800-822-2447 (PA Relay: 711).

This newsletter is published as a community service for the friends and members 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

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

Aetna
Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Phone: 1-888-234-7358, TTY/PA Relay 711
Email: MedicaidCRCoordinator@aetna.com

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-1127, TTY/PA Relay 711
Fax: (717) 772-4366
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>.

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