

wellness & you

Your Aetna Better Health® member newsletter

BENEFITS SPOTLIGHT

Welcome to your 2025 health plan



Your child's Aetna Better Health® Kids plan provides tools and support to help them get the care they need.

Be sure to take advantage of these resources.

1 Transportation

Need a ride to an appointment? We can help you get there. Your child is covered for rides to the doctor, pharmacy, dentist and other covered medical services.

To book a ride, call Modivcare at **1-866-822-1567 (TTY: 711)**. Be sure to book the ride at least two business days in advance. Go to [AetnaBetterHealth.com/pennsylvania/transportation-services.html](https://www.aetnabetterhealth.com/pennsylvania/transportation-services.html) for more info.

2 Language help

Do you speak a language other than English? Just call Member Services and ask for an interpreter. You can use

this service at no extra cost. We can provide info in other formats like sign language, braille, large print or audio.

3 24-hour nurse line

Not all medical problems happen during business hours. That's why we offer a 24/7 nurse line. You can call **1-800-822-2447 (TTY: 711)** anytime to talk with a nurse. They can help you decide where to go for care or how to treat your child's health problem at home.

4 Member portal

You can do so much more with your child's health plan in the member portal. Just log in to manage your child's plan benefits and health goals from anywhere. Or use the Aetna Better Health app. Go to [AetnaBetterHealth.com/pennsylvania/member-portal.html](https://www.aetnabetterhealth.com/pennsylvania/member-portal.html) to get started.

Have questions? Call us at **1-800-822-2447 (TTY: 711)**, Monday to Friday, 8 AM to 5 PM. Or go to [AetnaBetterHealth.com/pennsylvania](https://www.aetnabetterhealth.com/pennsylvania)

Health screenings made simple



Regular health screenings are essential for catching health problems early, before your child starts feeling sick. Take advantage of these covered screenings to keep your child healthy.

SCREENING	WHO NEEDS IT	WHEN TO GET IT
✓ Blood pressure	Ages 3 and up	Every year
✓ Cholesterol	Ages 9 to 11 and 17 and older	Every year
✓ Developmental screening	Ages 9 to 30 months	Recommended at 9 months, 18 months and 30 months old
✓ STI	Beginning at age 11, based on risk level	Ask your doctor
✓ HIV	Based on risk level for ages 11 to 14 All teens 15 and older	For kids under 14, ask your doctor Every year for kids 15 and older based on risk
✓ Depression and suicide risk screening	Ages 12 and older	Every year
✓ Well-child visits	All kids	3-5 days, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, 3 years, then once a year
✓ Lead screening	Under 2 years old	All children should be tested at 12 months and 24 months old
✓ Dental exam	Ages 6 months and older	Every 6 months
✓ Vision exam	Ages 3 and older	Recommended at ages 3, 4, 5, 6, 8, 10, 12 and 15 years old

Need a doctor? Go to [AetnaBetterHealth.com/pennsylvania/find-provider](https://www.aetna.com/better-health/pennsylvania/find-provider) to search our provider directory. Enter your ZIP code to find in-network providers and specialists near you. You can also call Member Services to have a directory mailed to you.



- Benefit restrictions outside of the Aetna service area
- How to get info about providers in the Aetna network
- How to get primary care
- How to get specialty care. This includes:
 - Behavioral health care
 - Hospital care
 - Care for specific conditions
 - How to get a referral
- How to get care after normal office hours. Plus, how and when to use emergency room care
- How to get care outside of your child's service area
- How to file a complaint or grievance
- How we make decisions about new technology we may include as a covered benefit
- How we make decisions about your care (called utilization management)
- Your child's member rights and responsibilities and a notice of privacy practices

The member handbook is updated every year. If there are major changes, we will send you a letter about them at least 30 days before the changes are effective.

Your go-to guide to using your health plan

Your child's Aetna Better Health® Kids member handbook includes everything you need to know about their health plan.

You can find info on:

- Benefits and services that are covered, and those that are not
- Copayments and other costs that may apply to you
- How to get language help

- How to get medicine and other rules about pharmacy benefits
- How to submit a claim

Scan the QR code or visit aet.na/sp25pa-2 to view the member handbook. Or call Member Services to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.



Know your rights

As the parent or guardian of a CHIP member, you have the right to:

- Get information about all the benefits, services and programs offered by your child's plan.
- Be treated with respect and consideration for your child's dignity and privacy
- Expect that your child's health information will not be shared without your permission
- Choose from Aetna Better Health Kids' network of providers and refuse care from specific doctors
- Get info about all treatment options and be a part of any decisions made about your child's health
- Give informed consent before the start of any procedure or treatment
- Refuse to have your child receive certain care. Be informed what may happen if you refuse that care.
- Question decisions made by Aetna Better Health Kids or its participating providers

As the parent or guardian of a CHIP member, you have a duty to:

- Understand how your child's plan works
- Be sure that your child's primary care provider has all of their medical records
- Contact your child's primary care provider first for care except in emergencies
- Treat your child's providers with dignity and respect
- Learn about your child's health problems
- Work with providers to create and follow a treatment plan
- Take responsibility for any outcome if you refuse treatment on your child's behalf.

Go to [AetnaBetterHealth.com/pennsylvania/medicaid-rights-responsibilities.html](https://www.aetna.com/betterhealth/pennsylvania/medicaid-rights-responsibilities.html) for a full list of rights and responsibilities.



How we make decisions about your child's care

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

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 clinical guidelines for the best care and service. We consider your needs, evidence-based practice and availability of care. You also must have active coverage.
- We don't reward doctors or other people for denying coverage or care.
- Our employees are not rewarded for reducing the services you receive.

If you have questions about UM, call Member Services. They can also help if you need language help.

Positive ways to talk about weight

Talking to your child about their weight can be tough. You want to help them be healthy, but you don't want to hurt their feelings. Here are some tips to encourage healthy habits without shame or guilt.

Focus on health, not weight

Health is more than just a number on the scale. Focusing too much on weight can lead to low self-esteem or an unhealthy relationship with food. Instead, encourage healthy habits like:

- Eating a balanced diet
- Moving their body in fun ways
- Getting enough sleep

Make changes as a family

When healthy choices are a part of everyday life, kids feel supported — not pressured. Make mealtimes fun by cooking together. Include your kids in meal planning and grocery shopping. Go for family walks or play outside together.

Watch your words

Avoid calling foods “good” or “bad.” And don't “ban” certain foods. Teach your child that there's room for all foods in a healthy diet. And focus on how different foods

support their wellness. (Yes, even a cupcake on their birthday supports wellness!)

Lead by example

Kids notice how we talk about our own bodies. Speak kindly about yourself and all the things your body does for you. Showing yourself some love will help your child feel confident and loved, just as they are.

And remember, kids' bodies change as they grow. If you're worried about your child's weight, talk to their doctor. They can check on their overall health — that's what's most important.

Go get active!

Your child can receive \$100 on a reloadable debit card to help pay for healthy activities.

You can use the card for things like:

- Admission for local zoos and state parks
- Program fees for sports and activities
- Gym memberships
- After-school activities and camps
- Activity clubs like Boy/Girl Scouts, 4-H Club, YMCA and more

Request your child's Go Get Active debit card today! Call Member Services or ask your Care Manager for more info.





Getting through allergy season with asthma

Allergy season can be tough for people with asthma. These tips can make it easier.

Know your triggers

Pay attention when your child's allergy symptoms flare up. What's around — trees, grass, flowers?

This helps you pinpoint exactly what your child is allergic to. Then, you can figure out ways to avoid those triggers. You can also ask your child's doctor about allergy testing.

Watch pollen counts

Check weather websites for local pollen counts and air quality. On days when allergens are high,

try to stay inside. And keep windows closed to prevent pollen from coming in.

Clear away triggers

Pollen can stick to clothes and hair. Change your child's clothes when they get home and take a shower to wash off any pollen. Washing sheets weekly helps keep your child's sleeping area allergen-free, too.

Use the right medicines

Always take asthma medicines as directed by your child's provider. If they use a rescue inhaler, keep it nearby in case of an asthma attack.

Adding over-the-counter allergy medicines can help prevent allergy symptoms. Ask your child's provider for their recommendations.

Always check with your child's doctor for more tips for managing symptoms safely. You can beat the pollen blues and enjoy the spring weather.



We're in your community!

Visit [AetnaBetterHealth.com/pennsylvania/news-events.html](https://www.aetna.com/better-health/pennsylvania/news-events.html) to see a schedule of our upcoming events across the Pennsylvania Commonwealth.

Don't miss a dose

Medicines work best when taken as directed by your child's provider. Sticking to the treatment plan can help them get and stay better. But sometimes, it can be hard to remember to take pills or get prescriptions refilled. Here are some common barriers, and ideas for getting around them.

✔ You worried about side effects

It's true, medicines can cause side effects. But not everyone experiences them. And many side effects are mild and easy to manage. Talk to your child's provider about what to expect and what to do if your child feels unwell. Sometimes, the fix may be as easy as prescribing a different medicine.

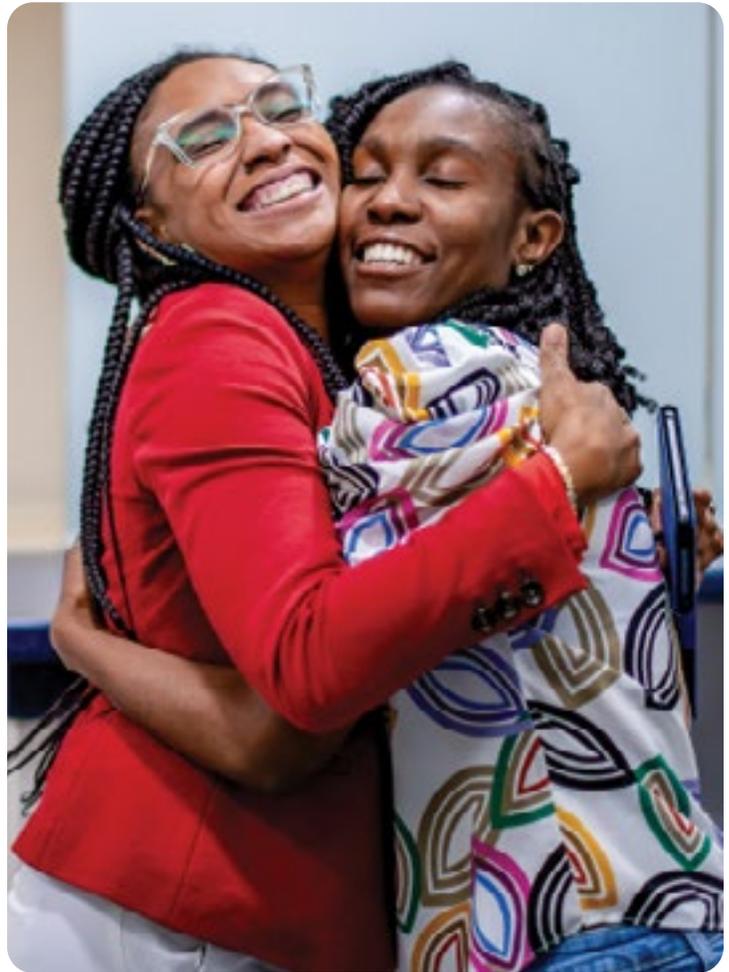
✔ You don't know why the medicine is needed

Knowledge is power! Ask your child's provider or pharmacist to explain how their medicine works and why it helps them. And remember: Even if they're not feeling sick, skipping medicines could cause problems. Think of it like brushing your teeth. You do it every day to stop cavities, even if your teeth don't hurt.

✔ You have too many medicines

Start by reviewing all of your child's medicines with their provider at least once a year. They may be able to cut down on the number of medicines they need.

Next, find a tool to help organize your child's medicines. Pill organizers are low cost and easy to use. For a more high-tech solution, look into phone apps. You can log all the medicines and set up alarms or other reminders when it's time for a dose.



Get extra support

You deserve care that focuses on your child's specific health needs. Our programs aim to do just that. They'll help you and your child manage conditions, prevent health problems and stay as healthy as you can.

Go to [AetnaBetterHealth.com/pennsylvania/population-health-programs](https://www.aetna.com/betterhealth/pennsylvania/population-health-programs) or call Member Services for more info.

You have the right to make decisions about your child's health care. If we contact you to join one of our programs, you may decline. If you are already in a program, you may choose to stop at any time by calling us at **1-800-822-2447 (TTY: 711)**.



Need to renew your child's coverage?

You must renew your child's plan coverage every year. Look for your renewal notice in the mail. Visit aetna.com/sp25pa-1 or scan the QR code to learn more.



Are your child's medicines covered?

Your child's pharmacy benefits include a wide range of prescription drugs to keep them healthy.

Learn more about these pharmacy benefits at [AetnaBetterHealth.com/pennsylvania/pharmacy-prescription-drug-benefits.html](https://www.aetna.com/betterhealth/pennsylvania/pharmacy-prescription-drug-benefits.html).

You can find info such as:

- Medicines that require prior authorization and applicable coverage criteria
- The drug formulary (list of covered drugs)
- Info on pharmaceutical management procedures
- A list and explanation of medicines that have limits or quotas
- Copayments and the medications or classes to which they apply
- Steps for getting prior authorization, generic substitution or preferred brand interchange
- Criteria used to add new medicines to the drug formulary
- Steps for requesting a medication coverage exception

Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered. Call Member Services at 1-800-822-2447 (TTY: 711) with questions about your benefits.

Aetna Better Health® Kids 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.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-822-2447 (TTY: 711).

[AetnaBetterHealthKidsPA.com](https://www.aetna.com/betterhealth/kids/pa)