

wellness & you

Your Aetna Better Health® Kids member newsletter

HEALTHY LIVING

Your Aetna Better Health Kids plan made easier

We're here to support you — whether you need a routine checkup, help managing a condition or answers about your benefits. Find out what's available to you so you know where to turn for care and support. View this info online at AetnaBetterHealth.com/education/pennsylvania-info

✔ Review your member handbook

It's your go-to source for plan information. It covers everything you need to know, including:

- What your plan covers
- How to get care
- How to file a complaint, grievance or appeal
- How we make decisions about your care
- Special programs and benefits to help you stay healthy

You can view your handbook online at AetnaBetterHealth.com/pennsylvania/member-materials-forms.html

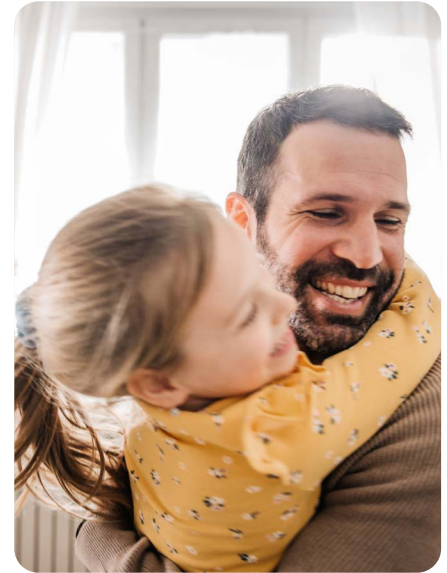
Prefer a hard copy?
Call Member Services at **1-800-822-2447 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.

✔ Know your rights

As an Aetna Better Health member, you have certain rights and responsibilities. Go to AetnaBetterHealth.com/pennsylvania/medicaid-rights-responsibilities.html for a complete list.

✔ Get language help

We offer language services at no cost to you. That includes interpreter services in any language (including sign language). You can also ask for written materials in any language. We also offer materials in other formats, such as large print, audio or accessible electronic formats. Go to AetnaBetterHealth.com/pennsylvania/notice-of-non-discrimination.html or call Member Services for help.



Learn about your benefits and care options

Whether you're managing a condition or just trying to stay healthy, we have programs and benefits that can help. Visit our website to learn more about:

- Your pharmacy benefits
- Our population health management programs
- How we make decisions about your care
- The guidelines our providers follow
- What we're doing to improve our services

Find the right primary care provider

A primary care provider (PCP) is your child's main doctor for checkups and care. Here's why having the right PCP matters — and how to choose one.



1 They are a trusted partner in health

You should feel comfortable asking your child's PCP anything. No worry is too small, and no question is silly. They know your child's health history and can help you get the care they need.

2 They help manage chronic conditions

If your child has a long-term condition like asthma or diabetes, their PCP can help. They'll work with your child's other providers to help create and follow their care plan.

3 They can help prevent health problems

Your child's PCP doesn't just treat them when they're sick — they help them stay healthy. Regular checkups and screenings can find problems early, before they feel sick.

4 They can help guide you through your child's health care

Health care can feel confusing. Your child's PCP helps make it easier to understand. They can help by:

- Referring you to other doctors when needed
- Helping you understand test results
- Making sure all parts of your child's care work together

5 They provide well-rounded care

Your child's PCP cares about all parts of their health. They can help with:

- Mental health
- Healthy food choices
- Exercise
- Wellness goals

They can even help you get support for things like housing, childcare, food access and more.

Get more from your checkups

These visits are a chance to talk openly with your child's provider, ask questions and stay on top of your child's health. Here are a few simple ways to get the most out of your appointment.

Write down your questions

It's easy to forget what you want to ask during the visit. Having your list of questions handy helps you cover everything on your mind.

Know your family medical history

Make note of any conditions your parents, grandparents or siblings have had. This will help your PCP decide which health screenings your child might need and when.

Be honest

Your PCP is there to help, not judge. Being honest and detailed will help them take better care of your child.

Record your conversation

That way you don't have to worry about taking notes while you talk. (Ask your PCP if it's OK first.) Or, you can bring someone with you to help take notes and ask questions.

Help calm kids' nerves

Explain why they're going to the doctor and what will happen at the visit. Get them involved by coming up with questions for the doctor together.



When should I get a checkup?

Kids need checkups, called well-child visits, more often based on age. Here's what experts recommend for little ones:

- **Babies under a year old** should see their PCP at 3-5 days, 1 month, 2 months, 4 months, 6 months and 9 months.
- **Children 1 to 3 years old** should see their doctor at 12 months (1 year), 15 months, 18 months, 24 months (2 years) and 30 months.
- **Kids 3 to 18 years old** should see their doctor once a year.

Smile brighter this summer

Regular dentist visits help keep your child healthy. Book a visit between June 1st and August 31st and your child can earn a gift card. Call Member Services to learn more.



Simple food swaps for a healthier heart

Your heart works hard for you. Show it care with these tips for building a heart-healthy plate.

Fill half your plate with produce

Leafy greens like spinach and fruits like berries help support heart health and fight inflammation.

Choose whole grains

Brown rice, oatmeal and whole-grain bread have more fiber. Fiber can help lower cholesterol.

Pick lean proteins

Fish like salmon have healthy fats that support your heart. Chicken and turkey are lower in saturated fat.

Go meatless

Eating more plant-based meals can help lower your risk of heart disease. Add one or more vegetarian meals to your weekly menu.

Opt for low-fat dairy

Choose fat-free or low-fat versions of milk, cheese and yogurt. They are lower in saturated fat, which can raise bad cholesterol.

Cook with heart-healthy oils

Use oils, like olive or canola oil, instead of butter or shortening. Oils have healthy fats that can help lower bad cholesterol.

Season wisely

Use herbs and spices instead of salt. Too much salt can raise your blood pressure.

Get healthy meals at home. Does your child have hypertension, obesity or another chronic condition? You can get nutrition support and medically-tailored meals delivered to your door through MANNA. Talk to your care manager for more info.

How to talk to your teen about safe sex

It's no secret that talking about sex with your teen can feel awkward. Still, these conversations play an important role in helping them stay healthy and safe. Here are some simple ways to begin.

1 Start early

Don't wait for one "big talk." Instead, have small talks over time. This helps your teen feel more comfortable asking questions.

2 Keep it simple

Use clear, easy words. Try to stay calm, even if you feel nervous. Your relaxed tone can help your teen feel safe.

3 Listen more than you talk

Ask what your teen already knows. Let them share their thoughts. This shows respect and builds trust.

4 Be honest about risks

Share that the only way to fully avoid pregnancy and sexually



transmitted infections (STIs) is to not have sex. Also explain that protection, like condoms, can lower risk when used the right way.

5 Talk about choices

Help your teen think about peer pressure. Let them know it is okay to wait. Practice ways they can say "no."

6 Cover more than just the basics.

Talk about respect, healthy

relationships and consent. Make sure your teen knows they deserve to feel safe and respected.

7 Let them know help is available.

Remind your teen they can talk to you, a provider, or another trusted adult. They are not alone.

Remember: These talks don't have to be perfect. What matters most is that you start — and keep the door open.

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.

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. (You can buy these meds with your free \$25 OTC Benefit!) 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.



Common asthma triggers

Every kid is different, but these are some of the most common triggers that can lead to a flare up.

- Viruses (like the common cold)
- Tobacco smoke and other pollutants
- Indoor allergens (like dust mites and dander)
- Outdoor allergens (like pollen and molds)
- Furry animals (like dogs, cats, hamsters and rabbits)
- Cold, dry air or changes in weather
- Exercise
- Stinging insects (like bees, wasps and fire ants)
- Stress

Need extra support? You got it.

Your child's plan comes with extra benefits that go beyond the basics.

Check them out at [AetnaBetterHealth.com/pennsylvania/whats-covered.html](https://www.aetna.com/betterhealth/pennsylvania/whats-covered.html).



Go Get Active

Staying active helps kids grow strong and healthy. With Go Get Active, your child can get \$100 on a reloadable card to help pay for sports, dance, swim lessons and other activities.



Over-the-Counter (OTC) benefit

You should have everything you need to help you feel your best. That's why we're working with CVS Health® to give you \$25 of OTC health supplies and products. And we'll send it to you every month at no extra cost.



Pregnancy support

Pregnant or a new mom? Maven offers 24/7 virtual support for pregnancy and postpartum care. Connect with doctors, get answers to your questions and find trusted resources for mental health, recovery after birth and your baby's milestones.



Medically-tailored meals

MANNA offers medically tailored meals to children who have chronic conditions, like diabetes, hypertension and obesity. This benefit includes support and guidance from a dietitian and meal delivery to wherever you live.



Pyx Health

If you're feeling lonely, anxious or depressed, you can turn to Pyx Health for help. This app will connect you to trained staff who can offer you resources and judgement-free support. You can download the Pyx Health app for iPhone® or Android™.

Keep your child covered

If your child has low-cost or full-cost CHIP coverage, you'll receive a monthly bill. Paying on time helps avoid gaps in coverage. There are four easy ways to pay:

- **In person** at local retail stores like CVS, Walgreens or Dollar tree.
- **Online** through the [ABH Kids payment center](#)

- **By phone** at **1-877-222-2004**

- **By mail.** Send your payment to:
Aetna Better Health® Kids
PO Box 785656
Philadelphia, PA 19178-5656

Go to [AetnaBetterHealth.com/pennsylvania/chip-costs.html](https://www.aetna.com/betterhealth/pennsylvania/chip-costs.html) for more info.



Nondiscrimination Notice

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 or 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, sex gender, gender identity or expression or sexual orientation, health status or need for health care services.

Aetna Better Health Kids:

- 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](tel:1-800-385-4104).

If you believe that Aetna Better Health Kids has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex gender, gender identity or expression, or sexual orientation, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator The Bureau of Equal Opportunity, Room 223
PO Box 818001 Health and Welfare Building
Cleveland, OH 44181-8001 PO Box 2675
Telephone: [1-888-234-7358](tel:1-888-234-7358) (TTY [711](tel:711)) Harrisburg, PA 17105-2675
Email: MedicaidCRCoordinator@aetna.com Phone: [717-787-1127](tel:717-787-1127) (TTY/PA Relay: [711](tel:711))
Fax: 717-772-4366
Email: RA-PWBEOAO@PA.gov

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](tel:1-800-368-1019), [1-800-537-7697](tel:1-800-537-7697) (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at the Aetna Better Health Kids website:

[AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/betterhealth/pennsylvania)

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.

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-800-385-4104** (TTY/PA RELAY: **711**) or speak to your provider.

ATENCIÓN: Si habla otro idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. También, están disponibles sin cargo ayudas y servicios auxiliares apropiados para brindarle información en formatos accesibles. Llame al **1-800-385-4104** (TTY/PA RELAY: **711**) o hable con su proveedor.

注意：如果您使用简体中文，您可以免费获得语言援助服务。您还可以免费获得以无障碍格式提供信息的适当辅助设备和服务。请致电 **1-800-385-4104** (TTY/PA RELAY: **711**) 或咨询您的医疗服务提供者。

ध्यान दिनुहोस् : यदि तपाईं अंग्रेजी बाहेक कुनै अन्य भाषा बोल्नु हुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन् । सुलभ ढाँचाहरूमा जानकारी प्रदान गर्नका निम्ति उपयुक्त अतिरिक्त सहायक र सेवाहरू पनि बिना-खर्च उपलब्ध छन् । **1-800-385-4104** (TTY/PA RELAY: **711**) मा कल गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस् ।

ВНИМАНИЕ: Если вы говорите на языке, отличном от английского, то вам доступны бесплатные услуги перевода. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также доступны для вас бесплатно. Звоните по номеру **1-800-385-4104** (TTY/PA RELAY: **711**) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة بالمجان. تتوفر أيضًا مساعدات وخدمات مساعدة مناسبة لتقديم المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل بالرقم **1-800-385-4104** (TTY/PA RELAY: **711**) أو تحدث إلى مقدم الخدمة الخاص بك.

ATANSYON: Si lang ou pale a se pa anglè li ye, gen sèvis èd pou lang ki disponib gratis pou ou. Èd ak sèvis konplemantè pou founi enfòmasyon nan yon fòm ki aksesib, disponib pou ou tou gratis. Rele **1-800-385-4104** (TTY/PA RELAY: **711**) oswa pale ansanm avèk founisè ou an.

CHÚ Ý: Nếu quý vị nói ngôn ngữ không phải tiếng Anh, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Các dịch vụ và hỗ trợ bổ sung thích hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Gọi số **1-800-385-4104** (TTY/PA RELAY: **711**) hoặc nói chuyện với nhà cung cấp của quý vị.

УВАГА: Якщо ви розмовляєте мовою, відмінною від англійської, то вам доступні безкоштовні послуги мовної допомоги. Відповідні допоміжні засоби та послуги з надання інформації в доступних форматах також доступні для вас безкоштовно. Телефонуйте за номером **1-800-385-4104** (TTY/PA RELAY: **711**) або зверніться до свого постачальника послуг.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。您還可以免費獲得以無障礙格式提供資訊的適當輔助設備和服務。請致電 **1-800-385-4104** (TTY/PA RELAY: **711**) 或諮詢您的醫療服務提供者。

ATENÇÃO: se você fala um idioma diferente do inglês, encontram-se disponíveis serviços linguísticos gratuitos. Auxílios e serviços auxiliares para fornecer informações em formatos acessíveis estão disponíveis gratuitamente. Ligue para **1-800-385-4104** (TTY/PA RELAY: **711**) ou fale com seu provedor.

লক্ষ্য করুন: যদি আপনি ইংরেজি ছাড়া অন্য কোনো ভাষায় কথা বলেন, তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ রয়েছে। সহজে ব্যবহারযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক উপকরণ ও পরিষেবাও বিনামূল্যে পাওয়া যায়। অনুগ্রহ করে **1-800-385-4104** (TTY/PA RELAY: **711**) নম্বরে ফোন করুন অথবা আপনার সেবা প্রদানকারীর সঙ্গে যোগাযোগ করুন।

ATTENTION : Si vous parlez une langue autre que l'anglais, des services d'aide linguistique vous sont proposés gratuitement. Des aides et services complémentaires appropriés visant à fournir des informations dans des formats accessibles vous sont également proposés gratuitement. Appelez le **1-800-385-4104** (TTY/PA RELAY: **711**) ou adressez-vous à votre prestataire.

សូមចំណាំ៖ ប្រសិនបើអ្នកនិយាយភាសាផ្សេងក្រៅពីភាសាអង់គ្លេស
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(TTY/PA RELAY: **711**) ឬពិគ្រោះជាមួយអ្នកផ្តល់សេវារបស់អ្នក។

주의: 영어가 아닌 다른 언어 사용자인 경우 무료 언어 지원 서비스를 사용할 수 있습니다.
접근 가능한 형식으로 정보를 제공하는 적절한 보조 도구 및 서비스도 무료로 제공됩니다.
1-800-385-4104 (TTY/PA RELAY: **711**) 번으로 전화하거나 제공자에게 문의하십시오.

ध्यान आपो: જો તમે અંગ્રેજી સિવાયની ભાષા બોલો છો, તો તમારા માટે મફત
ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે
યોગ્ય સહાયક સહાય અને સેવાઓ પણ મફતમાં ઉપલબ્ધ છે. **1-800-385-4104**
(TTY/PA RELAY: **711**) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.