

Your guide to get started



Welcome to your Aetna Better Health plan

Find what you need to know about your CHIP benefits, resources and valuable extras all in one place:

- Download your member handbook
- Learn how to find or change your child's primary care provider
- Find pharmacies and see if your child's medicines are on our drug list
- Take your child's new-member health risk screening
- Learn all the ways you can access care
- Explore your child's covered benefits and no-cost extras
- Use your member portal
- Learn how to pay your CHIP premium

Scan the
QR code or visit
**[go.aetna.com/
pa-getstarted](https://go.aetna.com/pa-getstarted)**



Aetna Better Health® Kids
A CHIP Health Plan



Your getting started checklist

These simple steps can help you start using your CHIP benefits with confidence. This guide will help you get started.



Did you get your member ID card?

If you didn't receive it in the mail, call us at **1-800-822-2447 (TTY: 711)** to have another one sent to you.



Confirm your primary care provider (PCP)

Check the PCP name on your member ID card. If it's not correct, you can change it at any time in your member portal or by calling us.



Book your well-child visit

We cover well-child visits at no cost to you. Your child's PCP will help you make a plan for a healthy year ahead.



Complete the new-member health screening

It's the first step toward getting more personalized expert care. You can complete the screening in the member portal.



Discover your no-cost extra benefits

See "Your extra benefits" on page 3 for more info.



Review your member handbook

See "Your go-to guide to using your health plan" on page 6 for more info.



Create your member portal account

Scan the QR code or go to go.aetna.com/pa-portal. There you can:

- View your member ID card
- Take your new-member health screening
- Change your PCP
- And more

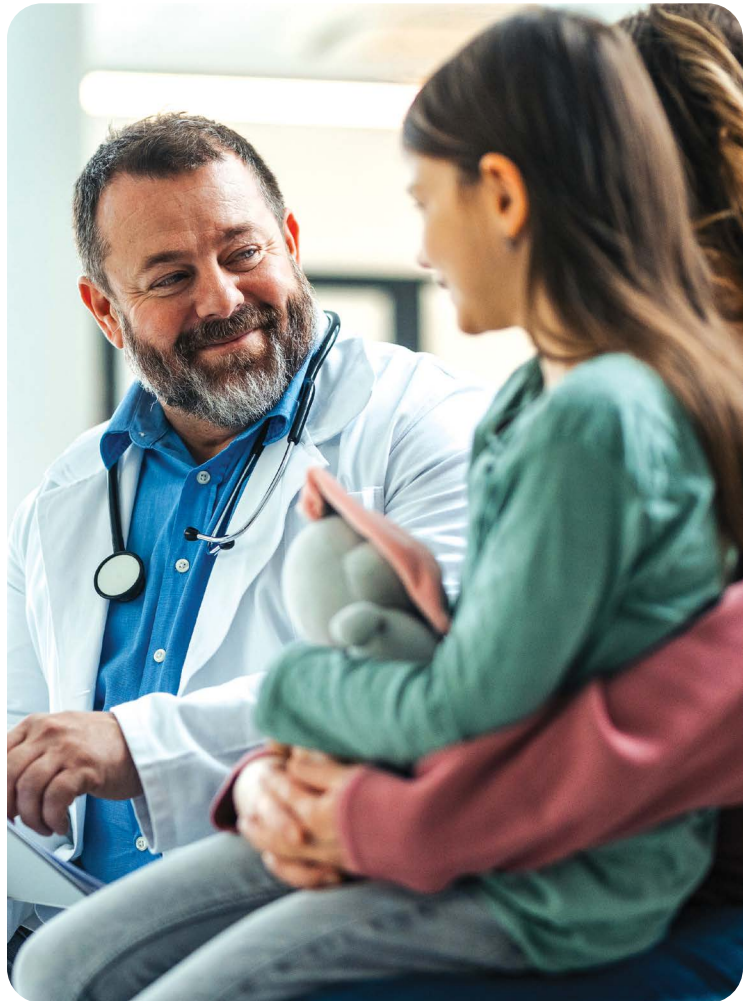
Your extra benefits

Coverage you can count on, plus no-cost extras

Your child's plan covers the basics, like:

- Medical care
- Prescription medicines
- Mental health care
- Vision care
- Dental care

But that's just the beginning. We also provide extra benefits to support your physical, mental and financial well-being. That includes:



A \$25 monthly allowance for over-the-counter (OTC) health items like cold medicines and personal care products



\$100 for healthy activities like sports, club memberships, parks admissions and more



Free sports physicals to check your child's health status when enrolling in sports



24/7 pregnancy support through the Maven app



Healthy meals delivered to your door, plus nutrition support to manage health conditions

See what's covered

Scan the QR code or go to go.aetna.com/pa-benefits to check out all your plan's benefits



Find your partner in health

Your primary care provider (PCP) is your go-to partner in health.



Even when they're feeling well, kids need regular check ups with their PCP. These well-child visits help track their growth, stay up-to-date on vaccines and answer your questions.

If your child has a chronic condition, their PCP is like the captain of their care team. They can refer you to other providers as needed. And they'll make sure everyone is working together to support your child's care.

Find a PCP that feels right

Go to **AetnaBetterHealth.com/PA-provider-list** to search our provider directory. Or call us to ask for a printed provider directory.

REMINDER

You can change your child's PCP any time in your member portal or by calling us

It's important to find a PCP that meets your needs. When choosing a PCP, ask yourself:



Is the office easy to get to?



Are the hours of operation good for you?



Do they offer virtual visits?



Do they speak your preferred language?



Is the staff kind and helpful?

Help us understand what care your child needs



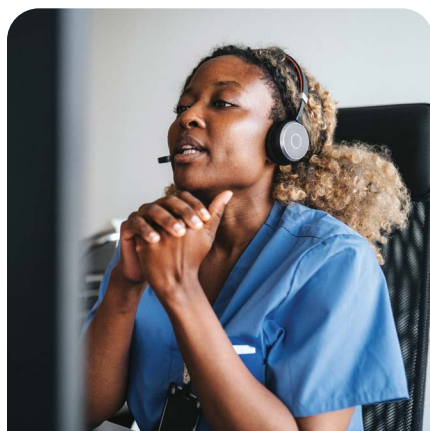
Complete your child's new-member health screening.

It's the first step toward getting more personalized care. The screening is easy and private.

You can take the health screening in the member portal. Scan the QR code or go to **go.aetna.com/pa-screening** to get started.

Get the care you need, when you need it

Your PCP is your first stop for health care. But you have options for care wherever and whenever you need it.



Talk to a nurse anytime

Our 24-Hour Nurse Line is always here for you. You can speak with a nurse any time, day or night. Ask health questions, get info about managing a condition and more.* Just call **1-800-822-2447 (TTY: 711)**.



Access care after hours

Visit an urgent care clinic. They can help with problems that are urgent, but not life-threatening. That includes things like:

- Minor injuries
- Flu-like symptoms
- Nausea, diarrhea or other digestive issues
- Infections
- And more



Get emergency care

For serious or life-threatening symptoms, get care right away. We cover ambulance rides. You can use any hospital for emergency care, even if it isn't in our network. Call **911** or go to the nearest emergency room if you experience:

- Severe pain
- Serious injuries
- Sudden illness
- Illness that is quickly getting much worse

** This message is for informational purposes only, is not medical advice and is not intended to substitute for proper medical care provided by a physician.*

Your go-to guide to using your child's health plan

Your member handbook covers everything you need to know about your child's health plan. Use it to learn about:



- What your plan covers, and what it does not
- How to get your medicine and use your pharmacy benefits
- Copays and other costs (if applicable)
- Language help
- What's covered outside the Aetna Better Health network
- Submitting a claim (if applicable)
- Providers in our network
- Getting primary care, specialty care, and behavioral health care services
- How to get a referral (if needed)
- How and when to use emergency room care
- Getting care after normal office hours or outside the network
- Filing a complaint or grievance
- Appealing a decision that affects your coverage, benefits or relationship with your plan
- How we make decisions about covered benefits
- Your member rights and responsibilities
- A notice of privacy practices

Questions?

Call us anytime.



Member services

1-800-822-2447 (TTY: 711)
24 hours a day, 7 days a week



Nurse Line

1-800-822-2447 (TTY: 711)
24 hours a day, 7 days a week



View your member handbook

Scan the QR code or visit go.aetna.com/pa-handbook.
Or call us at **1-800-822-2447 (TTY: 711)** to have one mailed to you.

Paying your CHIP premium

If your child qualifies for low-cost or full-cost coverage, you'll receive a monthly bill. You'll need to pay your premium on time in order for your child to keep their CHIP coverage. If you have more than one child covered, you must make a payment under each child's account. You have 4 easy ways to pay:

1

In person:

Take your bill to local retail stores like CVS Pharmacy, Walgreens, Dollar General and Family Dollar.

2

Online:

Scan the QR code or go to **go.aetna.com/pa-paybill**



3

By phone:

Call **1-877-222-2004 (TTY: 711)**.

Be sure to have your child's member ID and Invoice Number ready when you call.

4

By mail:

Mail your check or money order to:
Aetna Better Health® Kids
PO Box 785656
Philadelphia, PA 19178-5656

For more info, go to **AetnaBetterHealth.com/pennsylvania/chip-costs.html**.

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. **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 Aetna Better Health® Kids at 1-800-822-2447 (TTY: 711).**

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.

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.

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.

Go to **go.aetna.com/pa-ndn** to view our full nondiscrimination notice.



<Return Address>

<Recipient's Name>

<Mailing Address>

Sign up to receive info by text or email.

Call us at **1-800-822-2447 (TTY: 711)** and give us your email address and/or phone number.

Welcome to Aetna Better Health Kids

Everything you need to start using your plan is here — all in one place.

Inside you'll find helpful resources to start using your child's plan:

- ✓ A simple checklist for getting started
- ✓ How to choose or change your child's primary care provider (PCP)
- ✓ Where to go for care, when and how you need it
- ✓ Info on benefits and extra supports included with your child's plan
- ✓ How to use your member handbook and other resources

