

Member Newsletter

Spring 2018



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 **Did you know?**
You can download our Mobile App

You can also access our secure portal from the Aetna Better Health Mobile App. Get it today at the App Store or at Google Play.



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. Access the portal securely from your computer or smart phone.

With the portal you can:

- Access health plan benefit details.
- Change your Primary Care Provider (PCP).
- Request a new ID card.
- Access wellness tools:
 - Complete a health survey.
 - Get the tips and tools you'll need to meet your health goals like quitting smoking and managing your weight.
- Get personalized health information.
- Get instant access to your claims details. See the status of your claims from start to finish.
- Find support. Get in touch with a nurse care manager.
- Learn more about our disease management and wellness programs that will help you stay on track with goals.

Sign up today. Go to aetnabetterhealth.com/pa, scroll to the bottom of the page and click on "Portal" under "For members" in the gray box.



Complete a Health Risk Assessment today!

We suggest you complete a Health Risk Assessment (HRA) in the portal and create your Personal Health Record (PHR). This can help identify areas of your health where you can focus to get or stay healthy.

Access your secure PHR created from when you complete your HRA.

You can share health information on your smart phone when at the doctor's office too.

Information you provide for the HRA is confidential.

After your HRA, the portal will:

- Show you the most important things you can do for your health—and how take action on them.
- Suggest podcasts, videos or provide articles on health topics of interest to you.
- Provide the latest news on issues important to your health.
- Show you resources and programs Aetna Better Health makes available to you.
- Check potential drug interactions.
- Find and allow you to print recipes for great-tasting, healthy eating.
- Create email reminders of doctors' appointments and record them on your personalized calendar.

Complete your HRA today. There is no cost and it can help you live a healthier life.



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).



Fraud and abuse

If you suspect fraud or abuse by a provider or an Aetna Better Health member you can report it. We have a hotline number that may be used to report a medical provider, facility or business for suspected fraud or abuse. The hotline number is 1-800-333-0119 (PA Relay: 711).

Some common examples of fraud and abuse are:

- Billing or charging you for services that were not provided to your child.
- Offering you gifts or money to receive treatment or services.
- Offering you free services, equipment or supplies in exchange for your ID card number.
- Providing services that your child doesn't really need.
- Physical, mental or sexual abuse by medical staff.

Help stop fraud, waste, and abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health dollars are not carefully spent. Abuse is doing something that results in needless costs. If you think you have seen or heard of fraud, waste or abuse happening, you have a right – and the duty – to report it. You can do so without leaving your name. Here's how:

Call the Aetna Better Health compliance hotline at 1-800-333-0119 (PA Relay: 711).

Use the fraud and abuse form on the website: aetnabetterhealth.com/pa.



What is an urgent care center?

If your doctor cannot see you, go to an urgent care center. Urgent care centers are facilities that provide basic medical care for walk-in patients with illnesses or injuries that don't require emergency care, such as:

- Bruises
- Cuts requiring stitches
- Sprains
- Diarrhea
- Earaches
- Stomachaches (not usually emergencies).

You can find a list of urgent care centers in your area on our website at [aetnabetterhealth.com/pa](https://www.aetnabetterhealth.com/pa). Click on Find a Provider/Pharmacy at the top of any page. You can also call Member Services at 1-800-822-2447, PA Relay: 711 if you need to find a participating urgent care center in your service area.



If you're out of the service area and your child needs urgent care, in order to be covered, the care must be in response to a sudden and unexpected condition or injury that needs care, and cannot wait until you return to the service area.



What role does a Primary Care Provider (PCP) play in my child's health care?

A PCP is your child's regular doctor. Pediatricians, internists and family medicine practitioners are examples of different types of PCPs. Your child may have a specialist serve as his or her PCP if he or she has special needs or certain diagnoses. This is possible only if the specialist agrees to act as your child's PCP and if Aetna Better Health Kids approves the arrangement.

An example of such an instance would be a pregnant member selecting an OB-GYN as her PCP.

PCPs provide well-child exams and preventive services. They also see your child when he or she is sick. PCPs help coordinate care if your child needs tests, needs to see a specialist or has to go to the hospital.

Your child's PCP will have someone available 24 hours a day, 7 days a week to help with your child's health care.

If your child requires care after your PCP's normal office hours, call your child's PCP. Either your PCP or another health care provider will instruct you where to take your child to get care if the problem cannot wait until the PCP's normal office hours.



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).



Change of benefits

If there is a change to your Aetna Better Health benefits, we will notify you in writing at least 30 days in advance of the change.



American Academy of Pediatrics Recommends WIC Participation

By Evelyn Arnold, M. Ed., RD, LDN, Dept. of Health, Public Health Nutrition Consultant

The American Academy of Pediatrics say that good nutrition during pregnancy and early childhood is important for a child's brain and lifelong mental health. The brain grows and changes rapidly, starting early in pregnancy and continuing until your child's third birthday. This allows your child to hear, see, think and learn as he or she grows. Good nutrition early in life may help your child do better in school and may also prevent behavior and health problems.

Eating a variety of foods and gaining the right amount of weight while pregnant will help your baby's brain grow properly. Foods with protein, zinc, iron, healthy fats and certain vitamins and minerals are especially important. Early in pregnancy, check with your doctor to see if you need a vitamin supplement.

During the first year of life, breastfeeding is the best choice to help your baby's brain develop. If you do not breastfeed, iron fortified formula can give your baby the nutrients he or she needs. At about 6 months old, your baby will be ready to try other foods that are also important. Ask your doctor or WIC nutritionist about how to start new foods.

The American Academy of Pediatrics recommends enrolling in the WIC Program to help you get the good nutrition that you and your baby need.



The WIC Program:

- Helps you learn about healthy eating during pregnancy
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed
- Provides breastfeeding support and breast pumps if needed
- Gives you tips and provides you answers to any concerns about feeding your infant and young child
- Screens you and your child for anemia and provides high iron foods to help prevent anemia
- Provides foods that contain protein, iron and vitamins which are important for brain development.

<http://pediatrics.aappublications.org/content/pediatrics/early/2018/01/18/peds.2017-3716.full.pdf>

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. This institution is an equal opportunity provider.

Dental benefits

CHIP covers dental services necessary to prevent disease and promote oral health, restore oral structures to health and function and treat emergency conditions. There are no copayments for dental services. You also don't need to get a referral from your PCP to make an appointment. Making sure your child gets high-quality dental care couldn't be easier.

Tooth decay is the most common chronic childhood disease. Help prevent your child from suffering the effects of tooth decay by encouraging them to practice good oral hygiene daily. Also, take them to

see the dentist for regularly scheduled checkups even if their teeth appear to be healthy.

Who can my child see for dental care?

You can make an appointment with any participating DentaQuest dentist. You can find a list of DentaQuest providers at www.dentaquestgov.com or by calling DentaQuest's Member Services at 1-800-536-4970 (PA Relay: 711). If you need help finding a dental provider or getting an appointment, call DentaQuest's Member Services at 1-800-536-4970 (PA Relay: 711) and someone will help you.



CHIP Complaint and Grievance changes effective July 1, 2018

You'll soon see a change in the time frames for filing Complaints, Grievances and Expedited Reviews. Some Complaints and all Grievances will have only one level of review by Aetna Better Health of Pennsylvania. You may not request an External Review until all reviews by Aetna Better Health of Pennsylvania have been completed.

The new time frames and options will be included in denial notices sent after July 1, 2018.



May is National Mental Health Awareness Month

What's the difference between mental health and mental illness? Many people confuse mental health with mental illness, but they're actually two different things. Mental health is more than just no mental illness. Let's face it, life isn't perfect for anyone, and good mental health comes from knowing that we can cope with whatever life sends our way. Mental health is about the quality of our life and being able to find balance between the many parts of our lives – family, school, social life, relationships, activities, spiritual beliefs, and so on.

It's almost impossible to have perfect mental health. Life is full of ups and downs, and everyone will face difficult and stressful situations. The cool thing is that we can all work at improving our mental health in the same way that we can change and improve our physical health. By developing strong relationships with people that can support us and learning more healthy coping skills we can build good mental health one step at a time.

Being mentally well can also help prevent mental illness which can start to show up in the teen years or younger.

Learn more here: <http://teentalk.ca/learn-about/mental-health-2/>.



Have a safe summer



Summer is the ultimate laid-back time—think flip-flops, T-shirts and barbecues.

Although it's easy to be casual about many things in the summer, it's not good to be casual about safety. With warm weather comes the risk for certain injuries and health problems—some serious enough to be life-threatening.

Here are some suggestions on how to keep you and your family safe:

- **Secure home windows.** Opening the windows is a must if you don't have air conditioning or if you're simply trying to keep your electric bill in check. But keep this in mind if children are in your home: Every year thousands of kids in the U.S. are killed or injured in falls from windows. You can't depend on screens to keep children safe. Your best choice is to install window guards or window stops—especially on bedroom windows. You can buy them online or at hardware stores. Also, try to keep furniture away from windows to discourage kids from climbing near windows.



Summer safety tips

- Secure home windows.
 - Make helmets a priority.
 - Watch out for heatstroke.
 - Know the signs of anaphylaxis.
- **Make helmets a priority.** Many kids practically live on their bikes during the summer. Before your kids hop on their bikes, make sure they're wearing a helmet. (The same advice applies to you.) Helmets help reduce the risk of head injury—such as concussion and other traumatic brain injuries—and of death from bicycle crashes. Helmets are also a good idea when riding a horse or skateboard, batting or running bases in baseball or softball, or using in-line skates.
 - **Watch out for heatstroke.** As the temperature rises, so does the risk of a heat-related illness. The most serious one is heatstroke, which is a medical emergency. Signs and symptoms include a body temperature above 103 degrees; hot, red, dry or moist skin; a rapid and strong pulse; and possible unconsciousness. Call 911 immediately if you think someone has heatstroke. Move the person to a cooler environment, and try to bring his or her temperature down with cool cloths or a bath. Do not give the person fluids.
 - **Know the signs of anaphylaxis.** This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings and medications. Signs and symptoms may include a red rash (usually itchy) with hives or welts; swelling in the throat or other areas of the body; wheezing; and trouble breathing or swallowing.

Anaphylaxis requires immediate medical attention, including an injection of the drug epinephrine and a trip to the hospital emergency department.

Sources: American Academy of Allergy, Asthma & Immunology; Centers for Disease Control and Prevention; Safe Kids Worldwide; U.S. Consumer Product Safety Commission
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A family guide to sunscreens

Does your idea of family fun include spending time together outdoors? Then it's important to protect the whole gang from the sun's damaging ultraviolet (UV) rays.

There's nothing cool about painful sunburns, early wrinkles or a raised risk of skin cancer. And yet that's just what too much UV exposure can bring. One way to help keep your family safe: Make sure everyone wears sunscreen.

Here's what you need to know to get started:

Check the label. When shopping for sunscreen, make sure you choose one that:

- Offers broad-spectrum protection from UVA and UVB rays.
- Has a sun protective factor (SPF) of at least 30. This dermatologist-recommended level of protection blocks 97 percent of the sun's rays.
- Is water-resistant.

Apply sunscreen before you go outside. It takes about 15 minutes for its protection to kick in.

Use enough of the stuff. Many people make the mistake of using too little sunscreen. Experts recommend using at least 1 ounce—about the amount you can hold in the palm of your hand—to cover exposed skin. This includes the face, ears, arms, hands, nose, neck and feet. Use a lip balm with sunscreen in it to protect your lips.

Reapply at least every two hours. But put on some more sunscreen immediately after you swim or sweat excessively.

Lather up the kids too. Follow the label instructions when applying sunscreen to children's exposed skin. If you have a baby younger than 6 months, it's best to keep him or her in the shade to protect that sensitive skin.

You'll also want to help your family avoid getting too much sun. For instance, encourage everyone to seek a shady spot whenever possible. And before you head outside, hand out some wide-brimmed hats and sunglasses.

Sources: American Academy of Dermatology;
U.S. Food and Drug Administration
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The basics of water safety

You're hanging out by the pool with your family on a Saturday afternoon. Do you know where your kids are?

Keeping a close eye on the kiddos is rule No. 1 around water. So there's always a need for an adult—not an older child—to supervise the fun.

And when it comes to little ones, experts say they should stay within arm's reach of you. Children can drown in a matter of minutes, even in shallow water.

Here are some more ways to help keep kids—and the whole family—safer while you're cooling off this summer:

- Don't let texting, reading or other activities pull your attention away from the kids.
- Never swim alone—no matter how experienced you are.
- Sign your kids up for swimming lessons. You should consider taking lessons too, if you're not a strong swimmer.
- Swim only where it's allowed. Use an area with a lifeguard on duty, when possible.
- Watch for and obey any warning signs posted at pools or beaches.
- Set some family rules for playing around water, such as no running or shoving.
- Avoid drinking alcohol when swimming or watching kids.
- Wear a life jacket if you get in a boat.

Sources: American College of Emergency Physicians; American Red Cross
© Coffey Communications, Inc.



We want to hear from you! Your voice matters.

Just fill out the survey coming your way!

A survey may be coming your way in August. We're surveying some health plan members. It's about behavioral health care services received in the last year.

Help us help you.

Just fill out the survey and drop it in the mail. Your answers will let us know if your needs are being

met. Your answers will help us serve you better. You may also get a phone call if you don't mail the survey. Your answers are private. Your doctors will not see your answers. Your answers will not change your benefits or services.

We look forward to your input. Thanks in advance for your help!

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

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** (إذا كنت تعاني من الصمم أو ضعف السمع فاتصل بخدمات الربط PA Relay على الرقم: **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។ ដូចហៅទូរស័ព្ទមកលេខ **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 စကားဆိုငံရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **1-800-385-4104** (PA ရီလေး - **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>.

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