



# Family time



[AetnaBetterHealth.com/Pennsylvania](https://AetnaBetterHealth.com/Pennsylvania)

Aetna Better Health® of Pennsylvania

## Be prepared with an advance directive.

Staying healthy is a goal we all want. However, sometimes things happen all of a sudden. It's always good to prepare for things we don't expect.

Advance directives help you be prepared. Advance directives are instructions about your medical care if you are not able to make those decisions. An advance directive becomes your voice when you can't say what you want or speak for

yourself. Advance directives can also say who makes medical decisions for you when you can't.

### There are two kinds of advance directives:

- A **living will** is a document that says what medical care you want or don't want. It is used in the event that you are not able to speak for yourself.

- A **health care power of attorney** is a legal document that says who can make medical decisions for you. It is also used when you are not able to speak for yourself.



For more information about advance directives, visit our website: [AetnaBetterHealth.com/Pennsylvania](https://AetnaBetterHealth.com/Pennsylvania).

Member Newsletter

Fall 2020

PA-20-09-118



## Even during COVID-19, don't skip your child's shots.

Families are focused on staying healthy during the pandemic. And that's the right thing to do. But health experts have an important reminder for parents. COVID-19 prevention shouldn't mean skipping your child's vaccines.

Vaccines help protect kids of all ages from serious diseases. Those include diseases like whooping cough and measles. The Centers for Disease Control and Prevention recommends children get many of their shots by age 2.

### Schedule your child's shots

Doctors' offices are taking steps to keep their patients safe during checkups and vaccine visits.

If you think you may have fallen behind on your child's shots, talk to their doctor. They can fill you in on vaccine recommendations for your child.

Here are some shots that kids of different ages may need.



#### Infants and toddlers (birth to age 2 years)

- DTaP (diphtheria, tetanus and pertussis)
- MMR (measles, mumps and rubella)
- Chickenpox
- Pneumonia
- Hepatitis A and B
- Polio



#### Preschoolers and school-aged kids (ages 3 to 10)

- DTaP (diphtheria, tetanus and pertussis)
- MMR (measles, mumps and rubella)
- Chickenpox
- Polio



#### Preteens and teens (ages 11 to 18)

- HPV
- Meningitis
- Tdap (tetanus, diphtheria, pertussis)



# Do's and don'ts

## of the coronavirus disease (COVID-19).



### Do:



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.



### Don't:



Touch your eyes, nose and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

*Source: Centers for Disease Control and Prevention*



## Parents: Stay the course with ADHD treatments.

Medicine can make a big difference in the lives of kids with attention-deficit/hyperactivity disorder (ADHD). It can help them focus more and fidget less — at home and school. It can help them have better social skills too.

The most widely used ADHD drugs are called stimulants. They have a calming effect in people with ADHD. Studies show that about 80% of kids with ADHD improve a great deal with this medicine. But it must be taken as directed.

### Work with your child's provider

There are different kinds of stimulants. And some children respond to one but not another. That means it can take some time and more than one follow-up visit with a primary care provider to find the right stimulant at the right dose. Make one follow-up visit within 20 days of starting the medicine. Then schedule two more visits during the year.

The best way to find an effective match is to work closely with your child's primary care provider. Keep an eye on your child's behavior. And tell your provider if your child's symptoms improve or, as important, get worse.

Watch for side effects too. Most can be eased — for example, by adjusting the medicine's dose.

Be aware, too, that medicine is never a replacement for other ways to help your child control their behavior, such as rewarding positive changes or using calm discipline.

**One last tip:** No matter how much your child improves, stick with your child's treatment plan, including their medicine. Never stop your child's medicine without an OK from your child's provider.

*Sources: American Academy of Family Physicians; American Academy of Pediatrics; Centers for Disease Control and Prevention*

## Virtual health care.

Many people are used to going to their doctor in person. Some doctor appointments do not need to be in person. During the COVID-19 health crisis, many patients are using virtual options to safely meet with their doctor. A virtual visit is done on a computer or smartphone. These visits are good for:

- Checking in about health concerns
- Questions about medication
- Non-emergency office visits
- Help getting a referral for other kinds of health care

If you live with other people, a virtual visit may not be as private as an in-person one. Before your virtual visit, try to:

- Find a private location to have your visit
- Set up your visit while others are not home
- Ask other people in your house for privacy during your visit
- Use headphones for extra privacy

Questions about your relationship or personal health might not be safe to answer during a virtual visit. Even if you are in a private room, there is a chance someone could hear your answers. Always put your safety first! If it is safe to answer questions about your relationship or personal health, a doctor may refer you to other help near you. If you do not feel safe at home, you can contact a local domestic violence program for help. Remember, you should never answer questions during a virtual visit that could put your safety at risk!



## Resources

The National Network to End Domestic Violence has more information on staying safe online: [TechSafety.org/Resources-Survivors](https://www.techsafety.org/resources-survivors)

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website: [PCADV.org/Find-Help/Find-Your-Local-Domestic-Violence-Program](https://www.pcadv.org/find-help/find-your-local-domestic-violence-program)

The National Domestic Violence Helpline: **1-800-799-SAFE (1-800-799-7233)**



## Family planning services available at no cost.

We cover family planning services for women of all ages. The following services are provided at no cost to you.

- Family planning education and counseling
- Birth control

One type of birth control that you can ask your doctor about is long-acting reversible contraceptives (LARCs). These include:

- Intrauterine devices (Mirena and Paragard)
- Subdermal contraceptive implants (Nexplanon)

### How can LARCs benefit you?

- They help prevent unwanted pregnancies.
- They are safe for women of all ages.
- They can be inserted right after you have a baby.
- They will not affect your fertility.

Call your doctor today to see if a LARC is the right choice for you. If you need help making an appointment or to get a ride to your doctor's office, just call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711). We're available 24 hours a day, seven days a week.



LARCs are a covered benefit for Aetna Better Health of Pennsylvania members!

## Change to our Notice of Privacy Practices.

Recently we added an update to our Notice of Privacy Practices. Here is what we added:

### Race/Ethnicity and Language Data

We may get information related to your race, ethnicity and language. We protect this information as described in this notice. We use this information to:

- Make sure you get the care you need
- Create programs to improve health outcomes
- Create health education information

- Let the doctors know about your language needs

We do not use this information to:

- Determine benefits
- Pay claims
- Determine your cost or eligibility for benefits
- Discriminate against members for any reason
- Determine health care or administrative service availability or access

To view the entire Notice of Privacy Practices, visit [AetnaBetterHealth.com/Pennsylvania/privacy-policy](https://www.aetna.com/betterhealth/pennsylvania/privacy-policy).

## Urgent vs. emergency.

Where do you go when you need medical care quickly — say for a bump, a bruise or a bellyache? Urgent care centers can manage many minor illnesses and injuries. But some symptoms call for emergency care.

### Go to urgent care for mild or minor:

- Allergic reactions or rashes
- Cuts, burns or wounds
- Headaches
- Illnesses, such as colds, sore throats, earaches and low-grade fevers
- Injuries, such as back pain, sprains and strains
- Nausea or vomiting

### Call 911 or go to the ER for:

- Allergic reactions with trouble breathing, hives or swelling
- Chest pain that lasts for more than a few minutes
- Difficulty breathing
- Heavy bleeding, severe burns or deep wounds
- High fever with a headache or stiff neck
- Injury to the neck, spine or head, especially with other symptoms
- Passing out, fainting or seizures
- Poisoning or overdose
- Serious injuries, such as broken bones
- Severe and persistent vomiting or diarrhea
- Sudden severe headache or pain, such as in the jaw or arm
- Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech

**Play it safe.** This is not medical advice or a complete list. If you think you have something serious or life-threatening, seek emergency care right away.

 Find convenient care near you. To see our urgent care locations and check emergency department wait times, go to [AetnaBetterHealth.com/Pennsylvania/find-provider](https://www.aetna.com/better-health/pennsylvania/find-provider). Click on the blue bar that says “Find an Urgent Care Facility.”

*Sources: American College of Emergency Physicians;  
National Institutes of Health*





## Complaints and grievances.

We take member complaints and grievances very seriously.

We want you to be happy with services you get from us and our providers. If you're not happy, we want you to let us know. Filing a complaint or grievance will not affect your health care services or Medicaid eligibility. We want to know what is wrong so we can make our services better.

### How to file a complaint

If you have a complaint, please contact us. If you want a Member Advocate, we'll help. You can file a grievance by:

- Calling us toll-free at **1-866-638-1232** (PA Relay: 711) or the number on the back of your ID card
- Asking and giving permission for your provider to file a grievance for you
- Writing to us at:  
Aetna Better Health of Pennsylvania  
Complaint and Grievance Department  
1425 Union Meeting Road  
Blue Bell, PA 19422

Fax number: **860-754-1757**

### How to file a grievance

We must approve many services ahead of time in order to pay for them. If we decide not to pay for a service, we'll write to you and tell you why. We'll send you a "Notice of Action" letter if we:

- Decide not to approve a request for a service
- Approve only part of a request for a service

The "Notice of Action" letter will tell you the reasons. If you don't agree with it, you can file a grievance. You must send your appeal to us in writing. You can call us first at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card. However, you must follow up by sending your grievance in writing within 60 days.

You can write to us at:

Aetna Better Health of Pennsylvania  
Attn: Complaint and Grievance Department  
1425 Union Meeting Road  
Blue Bell, PA 19422


Fax number: **860-754-1757**



## Did you know we cover tele-dentistry visits for dental emergencies?

Dental emergencies happen all the time. To ensure that your dentists can provide care during the COVID-19 pandemic, Aetna Better Health temporarily covers tele-dentistry visits for dental emergencies. Tele-dentistry is a virtual dental visit allowing you and your dentist to meet safely, in real time, from almost any location.

Tele-dentistry visits may occur over phone or video. Your dentist will determine the right virtual platform for your visit. Depending on the dentist's decision after the tele-dentistry visit, they may advise you that treatment needs to take place in the dentist's office.

 If you need help finding a dentist, just call Aetna Better Health Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



## Catch up on preventive care.

Early on in the COVID-19 pandemic, many people put off in-person doctor visits in order to help slow the spread of the coronavirus. For you and your family, that may have meant avoiding some routine care. But now it's time to catch up on any preventive health services you missed.

### A good way to stay healthy

Preventive care includes screening tests, vaccines and wellness checkups that help you stay healthy.

It includes things like:

- Mammograms and Pap tests for women
- Screenings for heart disease and cancer
- Childhood vaccines and well-child visits
- Flu and pneumonia shots
- Routine checkups where you can get advice about diet, exercise and safety

Most health plans cover preventive care services like these. So don't put them off. It's safe to visit your doctor again — and doing so helps keep you and your family healthy.

*Sources: American Academy of Family Physicians; HealthCare.gov*

## Your privacy matters.

We understand the importance of keeping your personal and health information (PHI) secure and private. We are required by law to provide you with the Notice of Privacy Practices. This notice tells you of your rights about the privacy of your PHI. It tells you how we may use and share your personal information. You can request a copy at any time.

Both Aetna Better Health and your providers make sure that all member records are kept safe and private. You can access our privacy policy at [AetnaBetterHealth.com/Pennsylvania/privacy-policy](https://www.aetna.com/betterhealth/pennsylvania/privacy-policy).

You'll find a link to information on our privacy practices at the bottom of the home page. If you have any questions, Member Services can help. Just call the phone number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



**Contact us** at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

---

This member newsletter is published as a community service for the friends and members of Aetna Better Health, 1425 Union Meeting Road, Blue Bell, PA 19422. This newsletter contains general health information that 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.

2020 © Coffey Communications, Inc. All rights reserved.

## 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  
1425 Union Meeting Road  
Blue Bell, PA 19422  
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>.

## 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 ပြန်မာဘာသာစကားကိုပြောဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **1-800-385-4104** (PA ရိုလေး - **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 জনস্ব 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. કોલ કરો **1-800-385-4104** (PA રિલે: **711**).