



# Smile

## Preventing early childhood cavities



Early childhood cavities are often caused by allowing infants to drink from a bottle of juice or milk for long periods of time.

Tooth decay caused by baby bottles is preventable. It causes pain and infection. The disease begins between 1 and 3 years of age. Also, babies who drink bottles lying down may have more ear infections.

To help prevent early childhood cavities, follow these easy steps:

- Never put your baby to bed with a bottle.
- For older infants and toddlers, if a bottle is their pacifier, use only water in the bottle. (Plain water should not be given to newborns.)

- Only give your baby a bottle during meals.
- Teach your child to drink from a cup as soon as possible or by 1 year of age.
- Keep your baby's mouth clean by using gauze or a baby toothbrush after feedings.
- Use water and a soft children's toothbrush for daily cleaning once your child has teeth.
- Take your child to the dentist! Their first visit to the dentist should be before their first birthday.
- Once your child can brush his/her own teeth, try singing a song that keeps the child brushing for 2 minutes.

Have questions about dental care? Ask your child's doctor.



If you need help finding a dentist, please call Member Services at the number on your ID card or **1-866-638-1232** (PA Relay: 7-1-1).



## What you need to know about opioids

It's hard to live with chronic pain. But millions of Americans do. That's one reason why prescription opioids are so popular.

These powerful drugs are good at relieving pain in the short term. They also help ease pain in:

- People who have cancer
- People getting palliative care
- People in hospice

But opioids come with some serious risks. People can become addicted to the drugs. And some people overdose and die when taking them.

As many as 1 in 4 people who take opioids for a long time become addicted to the drugs. And more than 165,000 people in the U.S. died from opioid overdose between 1999 and 2014.

### Names to know

Painkillers Vicodin (hydrocodone) and OxyContin (oxycodone) are opioids. So are:

- Buprenorphine
- Codeine
- Fentanyl
- Hydromorphone
- Methadone
- Morphine
- Oxymorphone

### Finding solutions

The government now has guidelines for how doctors should prescribe opioids.

Doctors should start low and go slow when prescribing opioids. That helps reduce the risks of long-term use. (The guidelines don't apply to cancer

patients. Or to those getting hospice or palliative care.)

If you have chronic pain, talk with your doctor about the risks and benefits of taking opioids. Be honest if you've ever had a problem with drugs or alcohol. Also ask about other ways to help manage your pain. That might include physical therapy, exercise and nonopioid drugs.

Then if your doctor does give you an opioid, be sure to:

- Never mix the drug with alcohol. And don't take it with other things or medications without your doctor's OK.
- Never take more of the medication than prescribed.
- Never share the medication with friends or family. And keep it locked away and well out of reach of children and teens.

*Source: Centers for Disease Control and Prevention*



**Call your doctor** if you have side effects from an opioid. Those can include constipation, nausea, vomiting, dry mouth, sleepiness, confusion or decreased sex drive. Also tell your doctor if you need to take more of the drug to get the same pain relief.



**Today, the majority of opioid deaths** are a result of illegal street opioids. Fighting opioid addiction requires the effort and desire to overcome addiction of the person abusing the drug.



## Gov. Wolf's disaster declaration for the heroin and opioid epidemic



Pennsylvania Gov. Wolf is taking a substantial additional step to declare the heroin and opioid epidemic a statewide disaster emergency. This expands the state government's response to the heroin and opioid epidemic.

### What the disaster declaration does

- Improves state and local response to the heroin and opioid crisis
- Provides improved tools for families, first responders and others to save lives, including increased access to Naloxone
- Speeds up and expands access to treatment in Pennsylvania, including waiving the face-to-face physician visit for treatment admissions

### Substance abuse resources available for all Aetna Better Health members

There are helpful resources available for Aetna Better Health members too. If an Aetna Better Health member needs help with substance use disorder, heroin addiction or opioid use disorder, we are here to help. Here are some member benefits and resources available:



You can find more resources for treating and preventing opioid use disorder at [pa.gov/guides/opioid-epidemic](https://pa.gov/guides/opioid-epidemic).

- Members can receive a face-to-face evaluation from their primary care provider (PCP), nurse practitioner, physician assistant or behavioral health provider at no cost.
- Members can contact our Special Needs Unit for help with a referral for treatment at **1-855-346-9828** (PA Relay: 7-1-1) 8 a.m. to 5 p.m., Monday through Friday.
- Members can contact a Case Manager for help with a referral for treatment, 24/7. Call **1-866-638-1232** (PA Relay: 7-1-1) 8 a.m. to 5 p.m., Monday through Friday.
- Members can have access to Naloxone through their pharmacy benefit at no cost.
- Members can get a prescription for Naloxone from their PCP or other provider, or the pharmacy can dispense the Naloxone to the member using the standing order for Naloxone issued for Pennsylvania residents by PA Physician General Dr. Rachael Levine.
- Members can fill an extra prescription for Naloxone to keep on hand at no cost.

For friends or family who are not Aetna Better Health members, there are resources available for them too.

- Call the 24/7 help line at **1-800-662-HELP (1-800-662-4357)** to connect someone with substance use disorder to treatment.
- They can get a Naloxone prescription under a standing order issued by PA Physician General Dr. Rachael Levine at participating pharmacy partner treatment organizations.
- First responders are authorized to "leave behind" Naloxone.



## Pet abuse is domestic abuse

People who abuse want power and control over others. They may want to retaliate or show another person they are next. To force a person to watch abuse is a form of abuse. Pet abuse is domestic abuse. It can cause health problems. Studies show that a person who abuses a pet may also abuse their partner.<sup>i</sup>

Human and animal victims can both suffer these types of abuse and more:

- Neglect or being ignored<sup>ii</sup>
- Being ganged up on by more than one abuser<sup>iii</sup>
- Sexual or physical abuse
- Kept from access to medicine or health care
- Kept from access to food, water or safe shelter
- Being yelled at, insulted or scared on purpose

Another abuse tactic is to remove a pet from the home and not tell where it is. There may be times when a victim is forced to abuse a pet to protect it from torture or death by an abuser. They may be forced to abuse a pet to protect their child. One quarter of children whose mothers were abused saw their family pet threatened, abused or killed as a way to control the mother.<sup>iv</sup>

Pets and children share a special bond and abuse using pets causes deep trauma.<sup>v</sup>

Pet abuse trauma can cause health or social problems such as<sup>vi</sup>:

- Depression or anxiety
- Post-traumatic stress
- Aggression
- Lack of emotions or ability to pay attention<sup>vii</sup>

<sup>i</sup>Merz-Perez, Linda & Heide, Kathleen. (2004). *Animal cruelty: Pathway to violence against people*. Lanham, MD: Altamira Press.

<sup>ii</sup>McKinnis, Susan. (2016). *Unlinking the chain: How animal abuse intersects with domestic violence*. Webinar. New Castle, PA: Crisis Center of Lawrence County.

<sup>iii</sup>Ibid.

<sup>iv</sup>Companion Animal Psychology. (2016). *Children's experiences of domestic violence and animal abuse*. Retrieved from [companionanimalpsychology.com/2016/03/childrens-experiences-of-domestic.html](http://companionanimalpsychology.com/2016/03/childrens-experiences-of-domestic.html).

<sup>v</sup>Ibid.

<sup>vi</sup>McDonald, Shelby E. & Dmitrieva, Julia & Shin, Sunny & A. Hitti, Stephanie & Graham-Bermann, Sandra & R. Ascione, Frank & Herbert Williams, James. (2017). *The role of callous/unemotional traits in mediating the association between animal abuse exposure and behavior problems among children exposed to intimate partner violence*. *Child Abuse & Neglect*. 72. 421-432. 10.1016/j.chiabu.2017.09.004.

<sup>vii</sup>Ibid.




To find the domestic abuse program nearest you, visit [pcadv.org](http://pcadv.org) and click on "Find Help" or use the "Find Help" map on the home page.

# Aetna Better Health's formulary drug list

Prescription drugs are often an important part of your health care. As an Aetna Better Health member, you have certain prescription drug benefits.

Aetna Better Health covers prescription drugs and certain over-the-counter drugs with a prescription.

Check out our formulary to find out if a drug that you take is covered. A formulary is a list of drugs that Aetna Better Health covers. The formulary can change. The formulary is on our website. You can see the formulary and a list of added or removed drugs at [aetnabetterhealth.com/pennsylvania/members/pharmacy](https://www.aetnabetterhealth.com/pennsylvania/members/pharmacy).

 **If you have any questions** about a drug that is not listed, call Member Services toll-free at the number on your ID card or **1-866-638-1232** (PA Relay: 7-1-1). We're available 24 hours a day, 7 days a week.



## Member rights & responsibilities

As an Aetna Better Health member, you have certain rights and responsibilities. You can get a complete copy of your rights and responsibilities at any time.

Here's how:



Call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1).



Go to [aetnabetterhealth.com/pa](https://www.aetnabetterhealth.com/pa).



Look in your Member Handbook.

## Speak up

### If you think you may be depressed, let your doctor know

All of us feel sad or blank now and then. But have you found that things you once enjoyed no longer make you happy? Do you find yourself crying very easily?


These are signs of depression. And if you are depressed, the sooner you get treatment, the better. Depression is very treatable. Counseling or medicine—or both—can help you feel like yourself again. Treatment can also keep depression from coming back.

So tell your doctor right away if you think you're depressed. And depression doesn't always feel like sadness. You may:

- Feel guilty or worthless
- Feel hopeless
- Feel very tired all the time
- Get irritated and angry easily
- Have aches and pains that don't get better with treatment
- Have trouble thinking or making decisions
- Sleep too much or have trouble sleeping
- Eat more than usual or less than usual
- Lose weight without trying or gain weight

*Sources: American Psychiatric Association; American Academy of Family Physicians*



 And remember: Depression is an illness. It's not a personal failing. You can get better, and your doctor can help.

## New technology for medical procedures

We're always looking at new medical procedures and methods to make sure our members get safe and high-quality medical care. A team of doctors reviews new health care technologies and decides if they should become covered services. Investigational technologies, methods and treatments that are being researched are not covered services.

To decide if new technology will become a covered service, we will:

- Study the purpose of each technology
- Review medical literature
- Determine the potential impact and benefits of a new technology
- Develop guidelines on how and when to use the technology

# Medical Assistance Transportation Program

Most members are eligible for the Medical Assistance Transportation Program (MATP). If you need a ride to your doctor, you can get one. The Department of Human Services provides this service at no cost to you.

To get rides to your appointments, you have to sign up. Do this by calling the MATP office in your county. You can find a list of MATP offices on our website at [aetnabetterhealth.com/pennsylvania/members](https://aetnabetterhealth.com/pennsylvania/members).



Call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1) if you need help setting up a ride through MATP.

## Spread hope in your world

We can each make the world a kinder, brighter place with our everyday actions. Here are some ideas to inspire you to make a difference, even in the smallest ways.

**Share something hopeful.** Tell someone about a charitable cause that's doing good work. Post or share an upbeat news story.

**Say "I believe in you."** Encourage someone who's working toward a goal. Let them know that you see them succeeding.



**Reach out to someone who seems to be struggling.** Ask, "What can I do now to help and support you?" Let them know you care and you're there to listen.

**Offer a helping hand.** Maybe you know a family caregiver or elderly neighbor who could use help with tasks or errands.

**Connect with a friend face-to-face.** Online friends are fine, but it's not the same as giving real hugs or taking soup to someone who's sick.

**Express regret.** If you're truly sorry for something you said or did to someone, apologize. Take responsibility without excuses.

**Do acts of kindness.** Hold the door for someone. Buy a stranger a cup of coffee. Leave extra coins at the laundry. Donate used books to a shelter or nursing home.

**Expect good things to happen.** You'll feel more optimistic and hopeful—and that's sure to lift up those around you too.

*Sources: American Psychological Association; HelpGuide*

## Does your child need help from a mental health expert?

You probably know right away when your child is getting a cold. Maybe even before the first sneeze. That's because you know your child better than anyone else does.

And that gives you an edge when it comes to spotting emotional or mental health issues. Such problems may need a doctor's help. That's why it's important to know the signs of a serious problem. Here's what to watch for:

- Changes in sleeping habits
- Nightmares
- Changes in eating habits
- More physical problems than usual
- Trouble handling everyday problems
- More anxiety or sadness
- Frequent bursts of anger
- Strange feelings or actions
- Thoughts of death



**Be watchful.** If you think your child is in trouble, talk to your pediatrician. He or she can help you find expert care.



- A big drop in grades
- Refusal to go to school
- Stopping normal social activities
- Being disobedient or aggressive for more than six months
- Threatening to hurt self or others
- Stealing or damaging other people's belongings

Some things on this list could be caused by normal issues, like a new baby in the family. Every child is different. But you know yours. So be watchful. And if you think your child is in trouble, talk to your pediatrician. He or she can help you find expert care.

*Sources: American Academy of Child and Adolescent Psychiatry; National Institute of Mental Health*

## You can make a difference

Help us do what we do even better! Join our **Health Education Member Advisory Committee** (HEMAC). As a committee member, you can give us recommendations about our:

- Service
- Health education and member materials
- Wellness programs
- Community outreach

The HEMAC meets four to six times a year. You can attend meetings in person or by phone. We



Call Member Services at the number on your ID card or **1-866-638-1232** (PA Relay: 7-1-1) and ask how to join HEMAC.

reimburse you for transportation when you attend in person. We also provide healthy refreshments and healthy giveaways at on-site meetings.





**Have you moved?** If you need to report an address change, please call the Statewide Customer Service Center toll-free at **1-877-395-8930**. In Philadelphia, call **215-560-7226**.



Keep your family safe. Store and dispose of prescription drugs properly.

## Did you know?

If you have old prescription medications like pain killers in your home, they could be dangerous. Someone could take them and sell them, misuse them or abuse them. It could be a family member or a visitor in your home.

Ever wonder how to dispose of unused medications? You should never throw them in the

trash or flush them down the toilet. There is a safe way to dispose of these medications. It's easy.

There are drug take-back locations and events all across Pennsylvania. To find local drop-off locations or events, visit: [apps.ddap.pa.gov/gethelpnow/pilldrop.aspx](https://apps.ddap.pa.gov/gethelpnow/pilldrop.aspx). You can also ask your pharmacist or local police department.



### Contact us

at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1).



This member newsletter is published as a community service for the friends and members of Aetna Better Health, 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.

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## 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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## 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:

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 សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នក ដោយឥតគិតថ្លៃ។ 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 စကားဆိုင်ရာ 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 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: ध्यान आपो:** જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કૉલ કરો **1-800-385-4104** (PA રિલે: **711**).