



Summer 2021

AetnaBetterHealth.com/Pennsylvania



Aetna Better Health® Kids

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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

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.

Visiting an in-network urgent care clinic or hospital is a covered benefit. You can search for a list of urgent care clinics or hospitals on our website here: [AetnaBetterHealth.com/Pennsylvania/find-provider](https://www.aetna.com/better-health/kids/pennsylvania/find-provider) or call Member services at **1-800-822-2447 (TTY: 711)**.

For routine care like check-ups, you should make an appointment with your primary care doctor.

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 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



5 tips for keeping your smile healthy this summer

Check out these simple summer tips to have a healthy mouth and teeth.

1. Stay hydrated and drink lots of water from the tap!

- a. Most **tap water contains fluoride** that can keep your teeth strong.

2. Skip the sugary drinks!

- a. There are lots of new seasonal summer drinks. Don't forget to check the labels for sugar content. Many contain a surprising amount of sugar.
- b. Keep clear of carbonated drinks. They can wear down your teeth.
- c. Some drinks like lemonade are both acidic and sugary.
- d. Make some iced tea! Tea contains compounds that suppress bacteria. It can slow down tooth decay and gum disease. Just remember, don't add sugar!

3. Use a straw.

- a. Straws help keep reduce exposing your teeth to sugar.
- b. Its better for your teeth to drink your drink over a short time. The longer you sip on a drink the longer you are exposing your teeth to sugar and acid.

4. Keep your teeth protected playing sports.

- a. Use an over the counter mouthguard if playing contact sports this summer! This will keep your teeth protected from accidental injury.

5. Make your back to school dental appointments early!

Some schools require [back-to-school dental visits](#) for certain ages. It is a good idea to make your child's back-to-school appointment soon to avoid the back to school rush.



Making sure you get the right care

We know that you want to feel sure you are getting the right care and services in the right place and at the right time. This is called utilization management (UM).

Our UM Program and staff can help you and your doctors make decisions about your health care. We also look at ways to make the most out of your health outcomes and manage costs.

If you ever need to contact someone on our UM staff:

- We are available at least eight hours a day during normal business hours for inbound collect or toll-free calls about UM issues.
- We can receive inbound communication about UM issues **after normal business hours**.
- We will tell you our name, title and company name when calling you or returning calls about UM issues.

Remember, you can also access TDD/TTY services or language assistance to discuss UM issues. Just call us at **1-800-822-2447** or TTY: 711.





Case Management Services

Some members have special health care needs and medical conditions. Aetna Better Health® Kids Case Management includes nurses and social workers. We work with many health care providers, agencies, and organizations to get the services and the care that you need.

Our Case Management team can help you learn more about your health. They can help you and your provider make a care plan that is right for you. They can also connect you to support services for tobacco cessation and weight management issues related to obesity.

Your membership in the Case Management program is voluntary. You can opt in or opt out at any time. Just call us at **1-800-822-2447 (TTY: 711)**.

We want to help! Call Member Services and ask to speak to someone on our Case Management team.



Member Rights and Responsibilities

Aetna Better Health® Kids members have certain rights and responsibilities. To learn more about your rights and responsibilities you can:

- Look in your Member Handbook
- View them on our website at [AetnaBetterHealth.com/Pennsylvania/members/chip/rights-and-responsibilities](https://www.aetna.com/membership/Pennsylvania/members/chip/rights-and-responsibilities)
- Call Member Services at **1-800-822-2447 (TTY: 711)**



Your Member Handbook

Great information for members, parents and guardians

The information in your member handbook helps you be an active and informed member. It can help when making your or your child's health care choices. The latest member handbook is on our website,

[AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/membership/Pennsylvania). You can also call Member Services if you need a member handbook. Just call **1-800-822-2447 (TTY: 711)**. You can also call us to request the member handbook in another language or format. It's available at no cost to you.

The member handbook includes:

- Your rights and responsibilities
- Information about our quality and case management programs
- Privacy information
- Our key utilization management process
- How to access care and services
- Pharmacy Benefits, formulary and medication prior authorization process
- Co-payments and charges responsible by members
- Process to use a non-participating provider, including restrictions
- How to obtain language services
- How to submit a claim
- How to access information on practitioners
- How to choose a PCP and specialist
- Care after normal hours
- ER care, 911 services
- Care when out of service area
- How to file a complaint or grievance
- How we evaluate new technology
- How to report fraud and abuse, and more



Questions about your benefits?

Here's how to reach us:

- **By phone:** Member Services is available 8 a.m. to 5 p.m., Monday through Friday at **1-800-822-2447 (TTY: 711)**.
- **Website:** [AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/better-health/kids/pennsylvania) Click on "Contact us."
- **Nurse Line:** You have access to a nurse 24 hours a day, 7 days a week to answer your physical health care questions. If you can't reach your PCP, the nurses can give you helpful advice on how to help your child feel better and stay healthy. Call **1-800-822-2447 (TTY: 711)** and follow the prompts.
- **If you have a hard time seeing, hearing, reading or speaking English** – we have services available to help you communicate with us. You can call **TTY: 711** toll-free. If you need a translator, call us. We'll connect you with a service that can translate any language. This service is available at no cost to you.

We also have a secure portal to help you use your benefits and services. You can set up your own account and log in any time. Visit [AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/better-health/kids/pennsylvania).

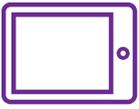
Our friendly, knowledgeable staff can answer any of your questions about your health plan, benefits and services, locations of doctors, facilities, pharmacies, and more.

Aetna Better Health® Kids Formulary Drug List

Prescription drugs are often an important part of your child's health care. As an Aetna Better Health® Kids member, your child has certain prescription drug benefits. Aetna Better Health® Kids covers prescription drugs and certain over-the-counter drugs with a prescription.

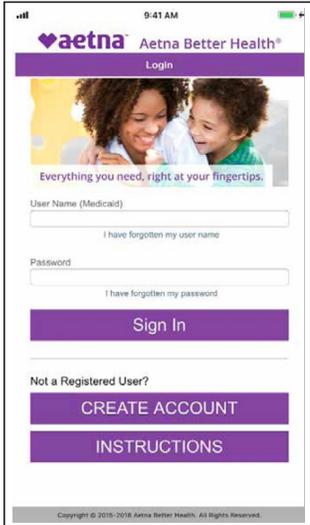
Check out our formulary to find out if a drug your child takes is covered. A formulary is a list of drugs that Aetna Better Health® Kids covers. The formulary can change. You can see the formulary and a list of added or removed drugs at [AetnaBetterHealth.com/Pennsylvania/members/pharmacy](https://www.aetna.com/better-health/kids/pennsylvania/members/pharmacy).

If you have any questions about a drug that is not listed, call Member Services at **1-800-822-2447 (TTY: 711)**.



Download our Mobile App today!

With the Aetna Better Health® app, you can get on demand access to the tools you need to stay healthy. Find a doctor, request a Member ID card or change your Primary Care Physician (PCP) at any time, from anywhere. It's easy. Just download the app to your mobile device or tablet.



Mobile app features

- Find a Provider
- View or request your Member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other member details

Download App

To get the mobile app, you can download it from Apple's App Store or Google's Play Store. It's free to download. This app is available on certain devices and operating systems (OS).



To access any of the menu items, you will need to register.

- If you have registered for the Member Portal on our website you are already registered.
- If you have not, you can register through the app.
- Just have your member ID card with you.





Healthy and Safe Summer Travel

Summertime is here and COVID rules are starting to loosen. Maybe you are thinking about doing some fun travel this summer with friends and family. Whether you are traveling on a bus, train or by car, here are some ways to do so while also keeping safe and healthy. Let's go!

Traveling by Bus or Train

Traveling by bus or train can be a great way to see the sights on the way to your destination and can also allow you to relax. Here are some tips on how you can arrive to your destination feeling refreshed!

- Bring comfort items with you for your trip, such as a pillow for neck support or a sweatshirt in case you are cold.
- Sitting for long periods of time can cause sore muscles. Be sure to stand every hour to stretch your arms and legs.
- If you did not get both COVID-19 shots, wear a mask while on the bus or train and throughout your trip, to prevent coronavirus. You may still want to wear a mask, even if you have received both shots.
- Use hand sanitizer throughout your trip and be sure to bring extra in your bag.
- Bring cleaning wipes in your bag and clean down any seat-back trays that you may use to put food on.

- Prepare for your trip by packing some healthy snacks and drinks, such as fruit, mixed nuts, granola bars, water, and teas without sugar.
- If your trip on the bus or train is longer, take time to rest, read books or nap.

Traveling by Car

Traveling by car allows you some more flexibility in your schedule and what you can bring for your trip. Follows these tips for a successful road trip!

- Make stops along the way for stretching and moving.
- Bring a cooler with ice packs, snacks, and drinks. This will prepare you for a long ride ahead or for areas where there may not be a rest stop.
- Keep hydrated along your ride with drinks that are low in sugar, such as water or teas without sugar.
- Get plenty of sleep before starting your drive.
- Should you feel tired and can no longer focus on driving, be sure to pull off the road to a safe location where you can rest, until you feel safe to drive again.
- Keep sanitizer in the car to use at rest stops or before having snacks.
- Have items available in the car that keep you focused and awake, such as music, podcasts, or recorded books.

We're Here!

You finally arrive to your destination and you are ready to get vacation started! Here's a few more tips to make this the best vacation ever!

- Keep hydrated in the summer sun. Try to drink at least 8 glasses of water a day.
- If you will be out in the sun, be sure to wear sunscreen with at least an SPF of 15 and reapply every 2 hours.
- Try to not be in the sun during the hottest parts of the day (around 12:00 p.m. – 4:00 p.m.). If you must be, try wearing a sun hat, long sleeves, and sunglasses, in addition to sunscreen.
- Consider continuing to wear a mask in areas with lots of people or tight quarters out in public.
- See the city on foot! Try to walk around your destination instead of driving to see more sights and get great exercise.

- Try cooking a few meals where you are staying, versus eating out. This helps to save money and control for healthy ingredients.

Traveling Outside the United States?

If your travel takes you outside of the United States, we recommend checking [cdc.gov/coronavirus/2019-ncov/travelers/index.html](https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html) for information before your trip. Additionally, the CDC webpage will give you the rules about COVID-19 testing before returning to the United States.

- Be sure to check the Center for Disease Control and Prevention's (CDC) webpage (listed above) before and after travel.
- Follow the guidelines for COVID-19 testing before and after travel if they apply to you.
- Check with your Primary Care Physician (PCP) or Office of Travel Medicine at your local hospital to find out if you need specific vaccines for your trip (ex. typhoid, malaria, yellow fever etc.).

Most importantly, be safe and have fun! Enjoy your travels!





Living with HIV and HPV

People living with HIV may face intimate partner violence. A recent study shows that one in four adults with HIV has experienced intimate partner violence. People abusing someone living with HIV might:

- Threaten to tell others about their HIV status.
- Limit access to medicine.
- Keep someone from going to the doctor.
- Insist that no one else would love them.
- Scare them by saying they will cancel their health insurance.

Some people living with HIV can be abusive to their partners. They may make their partner feel that they cannot leave them. They might force them to have unprotected sex. Here are resources available to help survivors:

- Domestic violence programs have information about local resources. These resources might be able to help with medical needs. They can discuss housing options. They can talk about safe next steps.
- Survivors may want to get tested for HIV. Call 1-800-232-4636 to find a testing site. The website [gettested.cdc.gov](https://www.gettested.cdc.gov) also has this information.
- Some people may not want to go to a testing site, or they live too far away from one. People might be able to get a test sent to them. Visit www.getmyHIVtest.com to learn more. For questions about how these at-home tests work, call **1-866-436-6527**.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential.

www.pcadv.org/find-help/find-your-local-domestic-violence-program

The National Domestic Violence Helpline:
1-800-799-SAFE (7233) or
www.thehotline.org to chat.

Pennsylvania's free and confidential AIDS Factline can be reached at **1-800-662-6080**.





Depression: The role exercise, nutrition, and sleep play in the battle

Although there have been great advances in the development of anti-depressant medications, medication alone may not be enough for those who suffer from depression. Exercise, proper nutrition, and getting the right amount of sleep are vital to overcoming Depression and in preventing Depression. If you want to feel your best mentally, it is vital to take care of your body.



Exercise: Improves self-esteem, reduces stress and anxiety, and improves sleep.

Physical activity is a natural mood booster. Through play and exercise, your body's production of endorphins (your brain's feel-good chemical) is increased leaving you feeling less anxiety and stress, and even feeling less physical pain. Exercising for 20-30 minutes a day will increase energy and improve mood.

- Find an activity you enjoy. Exercise should be fun, not a chore. Ex. Bike riding, swimming, dancing, taking a walk/hike with someone, gymnastics, martial arts, rock climbing, etc.
- Add a variety of exercises into your child's schedule to avoid boredom.



Nutrition: Proper nutrition that provides the necessary vitamins and minerals plays a role in the prevention of depression, irritability, and mood swings. Calcium, iron, magnesium, selenium, and zinc are key nutrients for a healthy mind and body.

- Eliminate (or eat in moderation) sugary foods and caffeine (sodas, candy, chips, etc.).
- Eat at least three meals daily, including breakfast.
- Replace sweets with fruits and whole grain carbohydrates.
- Eat lean protein several times a day.
- Drink plenty of water (at least six 8oz glasses each day).
- Eat leafy greens for folic acid.



Sleep: Children 3-5 years old should sleep 10-13 hours daily, including naps. Children 6-12 years old should sleep 9-12 hours daily.

The proper amount of sleep can help prevent mood swings, irritability, anxiety, depression, fatigue, impaired memory, and impaired judgment.

- Have a sleep schedule. Children should go to bed at the same time each night and wake at the same time each day.
- Remove distractions or stimuli from the room such as iPads, cell phones, TV, radio, etc. White noise machines are helpful in helping to mask loud sounds that can stimulate the brain, lowers anxiety, and helps fall asleep faster.
- Find an activity that helps the child relax and calm down before their bedtime such as coloring, working on a puzzle, drawing, reading a book, etc.
- Avoid large meals right before bed. A light snack is fine but try to avoid a full stomach at bedtime.

Nutrition, exercise, and sleep play an important role in managing and preventing Depression. The mind and body are connected and need to be cared for simultaneously. If you want to feel the best you can, you need to take care of your body as well as your mind. Time to get your body fueled, moving, and rested!

Resources:

- Crisis Text Line: www.crisistextline.org
- The National Alliance on Mental Illness: www.nami.org
- National Institute of Mental Health: **866-615-6464** or www.nimh.nih.gov
- National Alliance on Mental Illness: **800-950-6264** or www.nami.org
- Mental Health America: **800-969-6642** www.mentalhealthamerica.net
- National Suicide Prevention Lifeline: **800-273-8255 (1-800-273-TALK)** www.suicidepreventionlifeline.org



Oral Cancer Awareness

Tobacco use of any kind, including cigarettes, cigars, pipes, chewing tobacco and snuff, among others can increase one's risk of oral cancer.

Did you know?

- There is no such thing as a “safe” or “safer” tobacco product?
 - Tobacco contains nicotine which is addictive and can cause harm to a developing brain.
 - All tobacco – smoked, dipped or rolled is harmful.
- The smoke inhaled from a burning cigarette can contain a mix of over 70,000 harmful chemicals.
- People who use “spit”, chew or smokeless tobacco have a higher risk of mouth and throat cancer.
- Hookah tobacco has high levels of carbon monoxide that can cause mouth, lung and bladder cancer.
- E-cigarettes “e-cigs”, vape pens, mods and pods do not contain “harmless vapor” they contain chemicals including nicotine as much as five packs worth in some pod mods.
- Cigars and cigarillos – cigar users can be exposed to nicotine without fully inhaling through fingers and lips.

See your dentist twice a year for an oral cancer examination during your routine dental exams

- Oral cancer screening is an examination performed by a dentist looking for signs of cancer or precancerous changes in your mouth.
- The goal of oral cancer screening is to identify mouth cancer early, as with all cancers when caught early it may make the treatment outcome more successful.

How you prepare

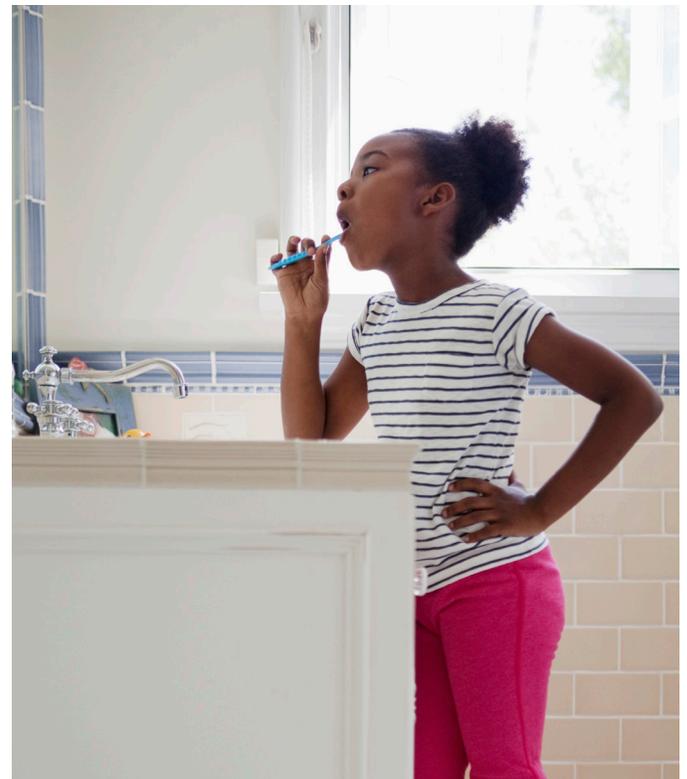
- Oral cancer screening doesn't require any special preparation. Oral cancer screening is typically performed during a routine dental appointment.

What you can expect

- During an oral cancer screening exam, your dentist looks over the inside of your mouth to check for red or white patches or mouth sores. Using gloved hands, your dentist also feels the tissues in your mouth to check for lumps or other abnormalities. The dentist may also examine your throat and neck for lumps.
- Some dentists use special tests in addition to the oral exam to screen for oral cancer.

Need help making a dental appointment?

If you need help finding a dentist, call Member Services at **1-800-508-2086 (TTY: 711)**.



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. Aetna Better Health Kids does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health Kids provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats).

Aetna Better Health Kids provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact Aetna Better Health Kids at 1-800-822-2447.

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, you can file a grievance with:

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone with the U.S. Department of Health and Human Services, Office for Civil Rights 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

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 1-800-628-3323).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 1-800-628-3323).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-822-2447 (телетайп: 1-800-628-3323).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-822-2447 (TTY: 1-800-628-3323)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-822-2447 (TTY: 1-800-628-3323).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-822-2447 (رقم هاتف الصم والبكم: 1-800-628-3323).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-822-2447 (टिटिवाइ: 1-800-628-3323) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-822-2447 (TTY: 1-800-628-3323) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អប្រយោជន៍មានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-822-2447 (TTY: 1-800-628-3323)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-800-822-2447 (ATS : 1-800-628-3323).

သတိပူပီရန် - အကယုၣ် သဠည ဝုမန္တစကား ကို ဝေပျာပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-822-2447 (TTY: 1-800-628-3323) သို့ ဝေခင့်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-822-2447 (TTY: 1-800-628-3323).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-822-2447 (TTY: 1-800-628-3323).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-822-2447 (TTY: 1-800-628-3323).