



Quality care



Member Newsletter
2022 Volume 1

Aetna Better Health® of Pennsylvania


Quality improvement at Aetna Better Health® of Pennsylvania


Our Quality Management department wants to make sure you get good care and services.


That includes:


- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us


Our quality improvement activities each year include:


 Contacting you to remind you to get care (like well-child checkups)


 Sending you postcards or newsletters about health topics

 Reviewing the number, quality and kinds of services you receive

 Reminding your doctors and you about preventive health care

 Making sure you're continuing to get the care you need

 Checking that your calls are answered quickly and that you get the right information

 Ensuring that your doctor has all the information needed to care for you or your child

We have many more quality programs. You can call Member Services at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing. You can also read updates on our website at [AetnaBetterHealth.com/Pennsylvania/members/quality](https://www.aetna.com/better-health/pennsylvania/members/quality).



Ready, set, go get your mammogram!

Your mammogram may not be something you look forward to, but it's well worth your time. Regular mammograms can find breast cancer early, when it's often easier to treat. It's a covered benefit!

Knowing how to prepare for your appointment can help things go a little more smoothly. Here are some tips to keep in mind when you schedule your test:

Choose wisely. Pick a clinic that specializes in mammograms. You can also ask your doctor, family or friends for recommendations.

Try to visit the same place every year. It can be helpful to compare your new results to your past ones. If you need to change clinics, ask the old clinic to forward your records.

Wear a shirt and pants, instead of a dress. Then you will only need to remove the top half of your clothing.

Don't wear deodorant. It can affect your test results.

Speak up. Be sure to discuss any recent changes or problems in your breasts. And if the test gets uncomfortable, tell your technician.

Don't worry. The whole test should only take about 20 minutes. And your breasts will only be compressed for a few seconds at a time.

Check on your results. After a mammogram, your doctor should contact you with the results, even if they are normal. But if you don't hear back, call and check. If there are any suspicious areas on your x-rays, you may need further testing.



Need help finding a clinic near you?
Call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711) for help.

Sources: American Cancer Society; American College of Radiology

Maternal, infant and early childhood home visiting program

Congratulations! We hear you're expecting a baby. Whether this is your first baby or you've been there before, we're here to let you know about maternity home visiting programs that are available right in your community.

Home visits can be conducted by nurses and other trained professionals during your pregnancy and can last to your child's second year of life. These professionals will conduct assessments geared toward promoting positive birth outcomes and infant and early childhood development, and they will also provide parenting education. This family-focused approach offers you concrete support and encouragement at a time when you need it most. These programs will assist you with the following:

-  Promoting health and well-being
-  Developing a plan to meet your personal and family goals
-  Parenting practices and techniques
-  Connecting with local community resources
-  Coordinating care with physicians
-  Reducing harmful health behaviors
-  Identifying pregnancy complications
-  Improving your child's physical and emotional care
-  Enhancing parent-child interactions
-  Child safety

Here are just a few programs that could be right for you

- Nurse Family Partnership®
- Healthy Families of America®
- Parents as Teachers®
- Early Head Start
- SafeCare Augmented
- Healthy Start

There may be more local programs in your community that are not listed here.



Your care manager or community health worker can help answer your questions and get you connected and enrolled with a program that fits you best. Or you can call our Special Needs Unit at **1-855-346-9828** (PA Relay: 711) to speak with one of our case management representatives today.



Out-of-service care when you're away from home

Aetna Better Health of Pennsylvania's service area is the state of Pennsylvania. If you're traveling or out of the service area, you're only covered for emergency services. Routine care outside of the state or country isn't covered by Medicaid.

If you're out of the service area and need health care services, call your primary care provider (PCP). She or he will tell you what to do. (You can also call us to check if you're out of the service area.)

If you're not in Pennsylvania and you think your or your child's life is in danger, go to the closest emergency room (ER). Show your Aetna Better Health of Pennsylvania ID card, your Medicaid ID card and any other insurance ID cards you have to the ER staff. If you or your child gets services in the ER and is admitted to the hospital, have staff call us at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card.



Out-of-network services

We have a large network of providers and services. If you need a service that you can't get in our network, and it is not an emergency, your PCP must get approval from us first. Only your PCP can make this request. It's not something you can do yourself. If approved, we will cover the services. If you have questions, please call us.



Seeking medical care after hours (non-emergency)

You can call your PCP for non-emergency medical problems 24 hours a day, 7 days a week. On-call health care professionals will help you with any care and treatment you need.

Aetna Better Health of Pennsylvania has a toll-free nurse hotline at **1-866-638-1232** (PA Relay: 711) that you can also call 24 hours a day, 7 days a week. A nurse will talk with you about your urgent health matters.

How to get emergency care

If your life is in danger, you should always call **911** or go to the nearest ER. If you need transportation to the hospital, call **911**. The hospital does not have to be in our network for you to get care. If you're not sure it's an emergency, call your PCP.

You should only use an ER for real, life-threatening emergencies. An emergency is the sudden onset of severe medical symptoms, such as severe pain. These symptoms are serious and could result in:

- Loss of life or serious harm to you or another person
- A pregnant woman becoming very ill and possibly losing her unborn child
- Some bodily functions ceasing to work
- Serious harm to any body organ or part

Examples of emergencies are:

- Sharp chest pain
- Choking
- Bleeding that won't stop
- Passing out
- Poisoning
- Drug overdose
- Severe burns
- Extreme shortness of breath
- Broken bones
- Severe spasms or convulsions
- Sudden loss of feeling or not being able to move



Preventive dental care is important!

Dental care is a covered benefit

Dental checkups are part of your Aetna Better Health benefits. You should visit an in-network dentist. Many dental services are covered. There may be some limits. All members should visit the dentist twice a year, starting at age 1. If oral problems are caught early, they can be less serious. Prevention is key.

Your dentist monitors the health of your teeth and gums

A dentist can catch dental problems while they are still small. Treatment can be less serious. Having a dental checkup every six months allows the dentist to catch problems before they can get bad. The dentist can also provide tips to avoid dental problems. Many oral health problems are preventable!

Get the best advice on the latest oral care practices

Your dentist will talk to you about the best products for dental care. They will show you and your children the right way to clean your teeth and mouth. You will also learn about a proper diet to follow to keep teeth healthy.


Boost your self-confidence

Oral health issues such as bad breath, a crooked smile and browning teeth can affect

a person's social life. This can affect one's self-esteem. Starting with a trip to the dentist is a good way to boost your self-esteem by fixing your smile.

A dentist could identify life-threatening diseases

Poor oral health can be part of fatal conditions, such as heart attacks and strokes. Preventive dental checkups can help to spot conditions like oral cancer — which is treatable if found early.

 **Find a dentist near you.** You can use our provider search to find a dentist near you. Just go to AetnaBetterHealth.com/Pennsylvania, click on "Find a Provider/Pharmacy" at the top of the page and then click on "Find a Dental Provider."

Our complaints, grievances and appeals address has changed

Effective October 1, 2021, our complaints, grievances and appeals address changed to:

Aetna Better Health of Pennsylvania
Attn: Complaints, Grievances and Appeals Department
PO Box 81139, 5801 Postal Road
Cleveland, OH 44181

Domestic violence survivors are at risk for brain injuries

One study shows as many as 90% of survivors have symptoms of brain injury. Abusers cause these injuries in many ways. They include:

- Hitting their head off a hard object
- Shaking them
- Using a weapon on their head
- Choking them

Brain injury can be hard to detect. Not all survivors can seek care after abuse. Even when they do, these injuries are often missed. Health care providers do not always ask survivors about injuries to their heads. Survivors may not talk about these injuries unless asked. Even when screening is done, it can still be hard to diagnose this type of harm. Survivors can experience long-term symptoms due to head injury.

Domestic violence survivors do not have to deal with these injuries alone. It is never too late for anyone who thinks they have a brain injury to seek help. Some resources that might be

able to help are:

- Domestic violence programs have information about local resources. This includes brain injury supports.
- The Brain Injury Resource Line provides information about these injuries. Their phone number is **1-800-444-6443**.
- The Concussion Concierge connects people with a brain injury to providers. Their website is **theuntoldfoundation.org/concussion-concierge**.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential: **<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program>**

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



PA WIC Experience Virtual Tour

The Pennsylvania Women, Infants, and Children (PA WIC) program has been busy working on new ways to connect with you and your family!

Welcome to the PA WIC Experience Virtual Tour — go to **Experience.PAWIC.com** to come inside the WIC Virtual Kitchen Classroom.

Encourage your children to play our games while learning more about nutrition and the PA WIC program.

For more information or to schedule an appointment at your local WIC clinic, call **1-800-WIC-WINS (1-800-942-9467)** or go to **PAWIC.com/OnlineApplication.aspx** to apply.

Your privacy matters

We understand the importance of keeping your personal 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 homepage. 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).



Member rights and responsibilities

We strive to treat you with respect and dignity. We do not discriminate against members based on age, race, sex, religion, national origin or any other reason that's against the law. Our providers must also follow the same standards.

You have certain rights and responsibilities as well. Knowing them helps you get the covered services you need. You'll find your rights and responsibilities listed in your Member Handbook and on our website, **[AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/betterhealth/pennsylvania)**. Click on "Member Information." Then click on "Rights and Responsibilities." If you have any questions or would like a copy of your rights and responsibilities, call us at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card.



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.

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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
P.O. Box 81139
5801 Postal Road
Cleveland, OH 44181
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>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-385-4104. (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104. (TTY/PA RELAY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104. (телетайп/PA RELAY: 711).

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 1-800-385-4104. (TTY/PA RELAY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-385-4104. (TTY/PA RELAY: 711).

تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متاحة اتصل بالرقم 1-800-385-4104. (الهاتف النصي: 711). بالمجان.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् [1-800-385-4104. (टिटिवाइ/PA 711 ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104. (TTY/PA RELAY: 711.) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-385-4104. (TTY/PA RELAY: 711) ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-385-4104. (ATS/PA RELAY: 711).

သတိပြုရန် - အကယ့်၍ သတ္တု ဂျမ္ဗူစကား ကို ဝေ့ဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-385-4104. (TTY/PA RELAY: 711). သို့မဟုတ် ဝေ့ဆိုင်ပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-385-4104. (TTY/PA RELAY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-385-4104. (TTY/PA RELAY: 711).

দৃষ্টি আকর্ষণ: আপনি যদি বাংলা ভাষায় কথা বলেন, তাহলে ল্যাংগুয়েজ এসিস্ট্যান্ট সার্ভিসের সহায়তা, আপনি বিনামূল্যে পাবেন। কল করুন: ১-৮০০-৩৮৫-৪১০৪ (TTY: 711).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-385-4104. (TTY/PA RELAY: 711).

सुचना: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો ૧-૮૦૦-૩૮૫-૪૧૦૪ (ટીટીવાય: ૭૧૧).