

Why Follow-Up Care Matters After a Mental Health Hospital Stay



Your child coming home from the hospital is a big step. But recovery does not stop there. Follow-up care helps your child stay safe, feel better, and keep moving forward.

Why follow-up visits matter

After a hospital stay, your child is still healing.

Follow-up visits can help support:

- Lower the risk of another crisis
- Make sure medications are working well
- Help your child handle stress and daily life
- Give your child support and someone to talk to
- Reduce the chance of another hospital stay

Children and teens who have **ongoing** follow-up care soon after leaving the hospital often feel more stable and confident.

What happens after discharge?

Our care team may contact you after your child leaves the hospital to:

- Check how your child is doing
- Help schedule a follow-up visit within 7 days
- Help you find a mental health provider
- Review next steps and safety plans
- Connect your family to helpful resources

Visits may be in person or online—whatever works best for your family.

Get help right away if your child:

- Talks about or shows signs of wanting to hurt themselves or others
- Feels very overwhelmed, hopeless, or out of control
- Has sudden changes in mood, sleep, or behavior

When should my child have a follow-up visit?

- **Within 7 days** after leaving the hospital
- Sooner if you notice concerns with mood, sleep, thoughts, or medications

Who will my child see?

Your child may see:

- A therapist or counselor
- A psychiatrist or medication provider
- A primary care doctor

Medication check-ins are important

Medicines often change during a hospital stay. Follow-up visits help:

- Check for side effects
- Answer your questions
- Adjust doses if needed
- Make sure medicines are filled and taken safely

Do not stop your child's medication without talking to a provider.

AetnaBetterHealthKidsPA.com
1-800-822-2447 (TTY: 711)

PA-26-05-03



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



Aetna Better Health[®] Kids
A CHIP Health Plan



Support makes a difference

Follow-up care connects your child to:

- Ongoing therapy
- Family or peer support
- Community programs
- Crisis planning and coping tools

You are not alone. Ongoing care helps your child build skills, confidence, and strength over time. It is normal to feel unsure or overwhelmed. Providers are here to help.

How to get help and stay connected

- **Aetna Better Health® Kids Member Services:**
1-800-822-2447 (TTY: 711), 24/7
- **Behavioral Health Support: 1-855-346-9828 (TTY: 711)**
- **Find a provider: [AetnaBetterHealth.com/pennsylvania/find-provider](https://www.aetna.com/betterhealth/kids/pennsylvania/find-provider)**

After-hours or crisis support

If your child is in danger or having a mental health emergency:

- Call **911**
- Call or text **988** (Suicide & Crisis Lifeline, free, 24/7)
- Call the Aetna Better Health Kids Behavioral Health Crisis Hotline
1-800-822-2447 (TTY: 711), prompt 1

Extra support between visits

The Pyx Health app offers:

- Friendly check-ins
- Supportive messages
- Tools to feel more connected
- Help when your child feels lonely

Use it on your phone, tablet, or computer—whenever you need it.

Download: Search “Pyx Health” in the App Store or Google Play.

Or call: **1-855-499-4777 (TTY: 711)**



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. **Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered. Call Aetna Better Health® Kids at 1-800-822-2447 (TTY: 711).**

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ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-385-4104 (TTY/PA RELAY: 711) or speak to your provider.

ATENCIÓN: Si habla otro idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. También, están disponibles sin cargo ayudas y servicios auxiliares apropiados para brindarle información en formatos accesibles. Llame al 1-800-385-4104 (TTY/PA RELAY: 711) o hable con su proveedor.

ВНИМАНИЕ: Если вы говорите на языке, отличном от английского, то вам доступны бесплатные услуги перевода. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также доступны для вас бесплатно. Звоните по номеру 1-800-385-4104 (TTY/PA RELAY: 711) или обратитесь к своему поставщику услуг.