



Aetna Better Health[®] of Pennsylvania

Member Newsletter

Summer 2019



Together

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. But we also look at ways to make the most out of your health outcomes and manage costs.

How we make decisions

We use clinical review criteria, practice guidelines and written policies to make UM decisions. UM decisions are based on these reasons:

- Services requested are medically needed (also called medically necessary).
- Services requested are covered.

We do not reward or pay extra money to health care providers, staff or other people to:

- Deny you care
- Give you less care
- Deny tests or treatments that are medically necessary

Here to help

If you ever need to contact someone on our UM staff, don't forget that they:

- Are available at least eight hours a day during normal business hours for inbound, collect or toll-free calls about UM issues
- Can receive inbound communication about UM issues after normal business hours
- Identify themselves by name, title and organization name when initiating or returning calls about UM issues.



Remember, you can also access TDD/TTY services or language assistance to discuss UM issues. Call **1-866-638-1232** (PA Relay: 7-1-1) or the number on the back of your ID card.



Direct access to women's care

You have the right to get some services without asking your primary care provider or getting a prior authorization. This is called direct access. Members have direct access and can self-refer to Aetna Better Health providers for the following covered services:

- Routine and preventive care
- Women's health care services, including gynecological and obstetrical providers
- Mammograms/breast exams
- Pap tests
- Vision exams
- Dental services (if eligible)
- First visit with a chiropractor (other visits must be authorized)
- First visit with a physical therapist (other visits must be authorized)
- Emergency care*
- Routine family planning services*

**You don't need to see a network provider for self-referrals for family planning and emergency services, including post-stabilization services. Post-stabilization services mean covered services related to an emergency medical condition that are provided after a member is stabilized in order to maintain the stabilized condition.*

Fall is the time to get a flu shot

Your flu shot is a covered benefit

It's easy to get your flu shot. Just call your primary care provider (PCP). You may be able to get a flu shot with a nurse visit at your PCP office. You can also visit aetnabetterhealth.com/pa for a list of retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go.

Questions? Just call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1), or visit aetnabetterhealth.com/pa.

 **Did you know?** Every adult and child 6 months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year.





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



Seeking medical care after hours

How to get non-emergency care

You can call your primary care provider (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 the number on the back of your ID card or at **1-866-638-1232** (PA Relay: 7-1-1) that you can also call 24 hours a day, 7 days a week. A nurse will talk with you about your urgent health matters.

Call your primary care provider or the nurse hotline for non-emergency medical problems 24 hours a day, 7 days a week. If your life is in danger, call **911** or go to the nearest emergency room.

How to get emergency care

If your life is in danger, you should always call **911** or go to the nearest emergency room (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

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



Out-of-area or out-of-network care

Out-of-service-area 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 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 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 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.

Take a team approach to your health

If you've ever had to move into a new place, you know it's easier to get things done with a team.

Having a chronic illness can be the same way. You might have a lot of new things to learn and do to stay on top of it. But you don't have to do it alone. Our Care Management team, your doctor and your other health care providers can be a great source of support.

What's out there?

Your team can point you toward resources that can help you manage your condition.

For example:

- **Health coaches or nurses** might offer one-on-one support over the phone.
- **Websites, apps and books** can help you learn about your condition. Your care team will know which sources offer the best info.
- **Classes** can teach you skills you may need to take care of yourself. Many hospitals offer these.
- **Support groups** help you connect with other people in the same situation. You can learn from their tips and offer each other support.
- **Counselors** can help you cope with stress or deal with your feelings about your illness.
- **Social workers** might help with basic needs like housing, food, child care, and paying for medicines or health care.
- **Spiritual support** is also available through many hospitals and places of worship.

And just like they did with that big move, your family and friends can pitch in with help now. Don't be afraid to ask them to come to your doctor's visits or to learn about your condition with you. Then you can stay on top of it together.

Sources: Agency for Healthcare Research & Quality; American Academy of Family Physicians; American Medical Association



To learn about our Care Management team and how they can help you, just call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1).



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



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

Kids need their vaccines to attend public school

Vaccines — also known as immunizations — save lives. They work by prompting the body to make special proteins called antibodies. These protect against dangerous diseases.

Vaccines help protect children against 14 serious childhood diseases, like whooping cough and measles. Vaccine-preventable diseases can be very serious, especially in young children.

Make vaccines part of your child's regular school physical.

Contact your health care provider today to make sure your family stays on track with immunizations.

Don't wait. Vaccinate.

There are immunization requirements for kids to attend public school in Pennsylvania.

School students have five days from the first day of school to either:

1. Have all the required shots
2. Have completed the first shot in a series and a written scheduled catch-up plan signed by a health care provider
3. Have documented exemptions

If this information isn't given to your student's school by the fifth school day, he or she may not be allowed to enter the school on the sixth school day.



Important 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/pa. You can also call Member Services if you need a Member Handbook. Just call the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1). 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:

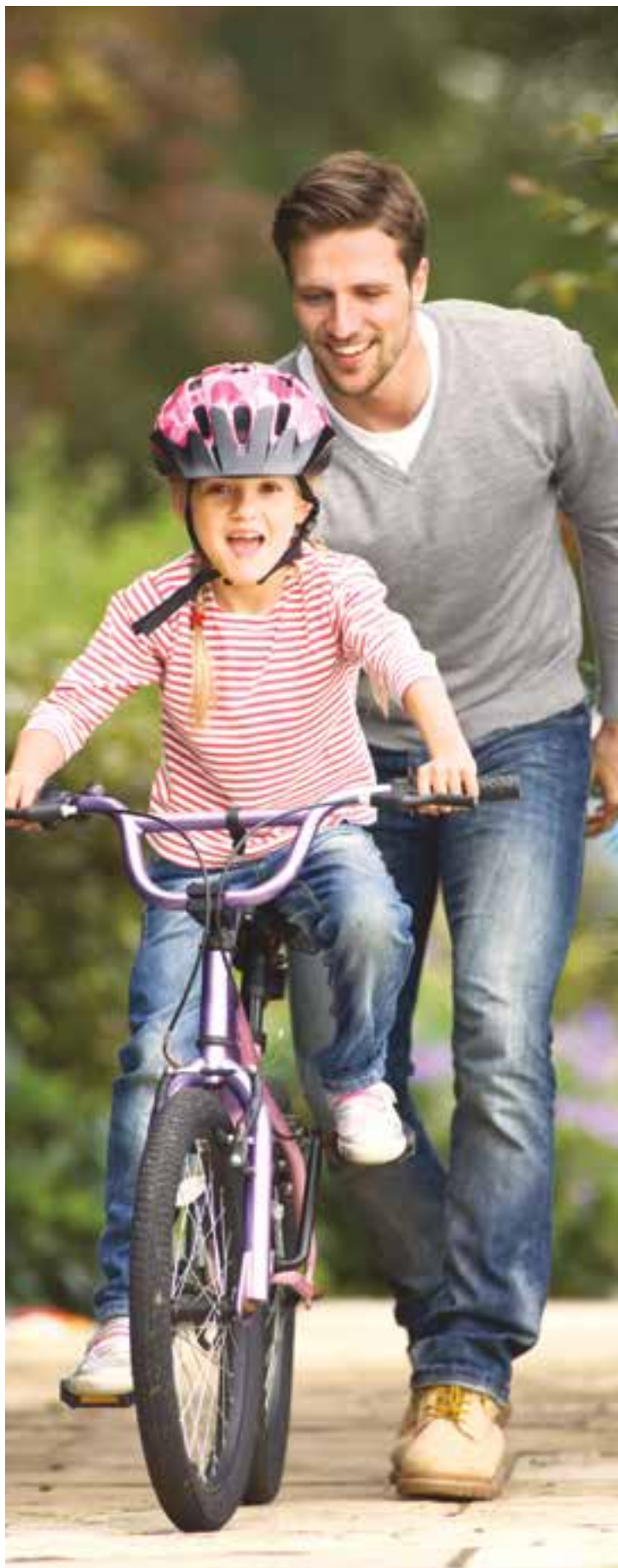
- Your rights and responsibilities
- How to access care and services
- Information about our quality and case management programs
- Pharmacy benefits and information on updates to our formulary
- Privacy information
- How to obtain primary care provider (PCP) services
- How to submit a claim
- Covered and non-covered benefits
- Online provider directory to find a PCP, specialists and other providers

Questions about your benefits?

Here's how to reach us:

- **By phone.** Call Member Services 24 hours a day, 7 days a week, at the number on the back of your ID card or **1-866-638-1232** (toll-free).
- **After hours.** You can contact us any time for urgent issues. Just call us at **1-866-638-1232** and we'll connect you to the help you need.
- **Online.** aetnabetterhealth.com/pa — click on "Contact us."

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 PA Relay 7-1-1 toll-free.



Get the most from your WIC Farmers' Market Nutrition Program checks

Summer is just around the corner, and you know what that means! The Women, Infants, and Children (WIC) Farmers' Market Nutrition Program (FMNP) checks are coming soon, and we want you to get the most from this valuable benefit.

Did you know:

- The FMNP checks are provided by the Pennsylvania Department of Agriculture. The WIC offices distribute the checks to eligible WIC participants in Pennsylvania to purchase locally grown fresh fruits and vegetables.
- FMNP checks can be used from June 1 through Nov. 30 at local farmers' markets that accept the checks.
- WIC participants who are pregnant, postpartum or breastfeeding and children who are at least 2 years old by Dec. 31 of the current year are eligible to receive FMNP checks.
- Fresh fruits and vegetables must be grown in Pennsylvania to be purchased with FMNP checks.
- You can learn more about which fruits and vegetables can be purchased with FMNP checks at pawic.com/documents/Farmers%20Market%20Food%20List.pdf.
- You can search for farmers' markets near you that accept FMNP checks at pameals.pa.gov/MealsPublic/FarmMarkets/MarketSearch.aspx.
- Other items sold at farmers' markets, such as baked goods, ciders, jams and jellies, cannot be purchased with FMNP checks.

Find a farmers' market nearby and enjoy some fresh, healthy, Pennsylvania-grown fruits and vegetables! For questions about the availability of FMNP checks, contact your local WIC clinic.

It is important to know that you will need to pay the difference if your purchase exceeds the value of your FMNP check(s). Change will not be provided if you do not use the full amount of the check(s).

PA WIC is funded by the USDA. This institution is an equal opportunity provider.



Get started online at pawic.com
or call **1-800-942-9467** to apply for
WIC benefits.



Know the signs: What's ADHD — and what isn't

All kids fidget and act without thinking sometimes. And they all get distracted at some point. So how do you tell the difference between typical kid behavior and attention-deficit/hyperactivity disorder (ADHD)?

It's a matter of degree. Kids with ADHD may never seem to sit still, control their impulses or focus. And they don't outgrow these behaviors. ADHD can make it hard to learn and get along with people — at home and school.

Watch for this

No test diagnoses ADHD. Instead, doctors rely on symptoms. For instance, your child may have ADHD if he or she *often*:

- Daydreams
- Forgets or loses things
- Talks too much
- Blurts out answers
- Has trouble taking turns
- Squirms or is overly active
- Makes careless mistakes
- Takes unnecessary risks

Sources: Centers for Disease Control and Prevention; National Institutes of Health



Get help. If there's any chance your child has ADHD, tell your child's doctor. Treatment can help. And for kids to reach their full potential, it's important to get that help as early as possible.



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>.

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**).