



# Care for you



[AetnaBetterHealth.com/Texas](https://AetnaBetterHealth.com/Texas)

Aetna Better Health® of Texas

## 5 everyday ways to help ease your depression

If you have a mental illness like depression, you might be taking medicine and getting therapy. Both are two great steps to help yourself feel better. Ready to do even more? Feeling better isn't just about your mind—it's about your body too.

Here are five ways to nurture them both:

- 1. Get your moves on.** Exercise can boost your self-esteem and mood. Being active most days is a good goal, but you can start small. Take a short walk — or turn on some music and dance.
- 2. Eat healthy foods.** To give your body the nutrients it needs, fill your plate with lean protein, whole grains, healthy fat, fruits, and vegetables. Try to limit sugars and unhealthy fat.

**3. Sleep better.** If you're having trouble getting quality sleep at night, ask your therapist for some tips.

**4. Send stress away.** Make time for calming activities. Maybe that's deep breathing, a hobby or time with friends.

**5. Avoid alcohol and drugs.** They put your health at risk and may make your symptoms worse. If you need help with quitting, talk to your doctor or therapist.

Just because you have depression, it doesn't mean you'll have it for the rest of your life. Some types last longer or come and go more often than other kinds. Some occur only after giving

*Continued on page 2*

## Depression continued

birth (called postpartum depression). Others flare up during certain times of the year, such as winter. The good news is that depression in any form is very treatable.

If you have depression, your doctor might:

- Give you medicine.
- Refer you to a therapist.
- Do both. (Medicine and therapy often work better together.)

If you decide to take medicine, it is important to be patient. Medicine for depression can take

four to eight weeks to start working. Plus, it might also take time to find the medicine and dose that works best for you. Keep in touch with your providers about how you're feeling. Tell them about any concerns or side effects.

As you continue with your treatment plan, you should start to feel better. Over time, some people might not need medicine or therapy anymore, but it's not safe to stop without talking to your providers first. Remember, you're a team. Together, you can find your way through this.

## Value-added services (2022-2023)

As of September 1, 2022, Aetna Better Health of Texas has updated our no cost value added services for our members to get even more out of their benefits! It includes transportation services, over the counter benefits, dental, vision benefits and more.

[AetnaBetterHealth.com/Texas/whats-covered-chip.html](https://www.aetna.com/betterhealth/texas/whats-covered-chip.html)

For any questions, contact Member Services at **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant) **1-800-735-2989** (TTY)

## Integrated care management

We have an integrated care management program that supports people with special health care needs.

This program can help you to get the care you need, including:

- Support for when you are pregnant
- Behavioral health needs, such as for depression or anxiety
- Long-term illness, such as diabetes
- Other health care needs

We are here to help as much or as little as you would like.

If you are enrolled in the program, your team may include

- A care manager
- A care management associate

Your team members are here to help you. They will work with you and your providers,

and help you meet the health goals that are important to you. They can also provide information about the program, including:

- How to use the services
- How to be eligible to participate
- How to opt in or opt out

They will also:

- Provide you with resources
- Provide educational handouts
- Help with access to other services

If you are our member, you can participate in this program. Providers, family members or caregivers can also refer a member for care management. Call Member Services at the number below and ask for care management:

**1-866-818-0959** (Bexar)  
**1-800-245-5380** (Tarrant)  
**1-800-735-2989** (TTY)

## Community outreach

Our community outreach department can usually be found at health fairs and community events that are dedicated to educating existing and potential members about our plan. In addition to providing an overview of our plan, community outreach educates our communities about STAR, CHIP, Texas Health Steps, renewal, and Accelerated Services for Farmworker Children. Here are a few additional services offered by our outreach team:

- **Re-enrollment assistance**— Call **2-1-1 Texas** or visit [YourTexasBenefits.com/Learn/Home](https://www.yourtexasbenefits.com/Learn/Home)
- **Member Advisory Group meetings**—Our CHIP department schedules quarterly Member Advisory Group Meetings. All CHIP members are welcome to attend.

- **Texas Health Steps Assistance**—Community Outreach provides Texas Health Steps scheduling assistance for those members who need help completing their Texas Health Steps Exams with their providers.
- **Member Baby Shower Program**—Come learn about our Maternity Care Program. You'll get lots of

great information to help with your pregnancy. Visit our website for the schedule at: [AetnaBetterHealth.com/Texas/wellness/women/pregnancy](https://www.aetna.com/betterhealth/texas/wellness/women/pregnancy)

For information on our value-added services visit: [AetnaBetterHealth.com/Texas/members/medicaid/value-adds](https://www.aetna.com/betterhealth/texas/members/medicaid/value-adds)



## Utilization management

Utilization management (UM) ensures that our members receive the services and benefits they need to stay healthy. Our UM staff rely on medical criteria, rules and written policies to make UM decisions. We check that requested services are:

- Needed to keep you healthy
- Covered by Aetna Better Health of Texas
- Follow rules for treating common conditions that we expect doctors to use.

If you would like a copy of these Clinical Practice Guidelines, you or your provider can call Member Services or go to [AetnaBetterHealth.com/Texas/providers/clinical-guidelines-policy-bulletins.html](https://www.aetna.com/betterhealth/texas/providers/clinical-guidelines-policy-bulletins.html)

STAR members can call Monday through Friday from 8 AM to 5 PM Central Standard Time. Member Services may transfer your call to the UM department. After business hours, you may be transferred to our after-hours call center where someone will take your message. We'll call you the next business day. When calling back, the representative will tell you that they are calling from Aetna Better Health of Texas and will give you their name and title.

Member Services:  
**1-866-818-0959** (Medicaid Bexar)  
**1-800-245-5380** (Medicaid Tarrant)



## ADHD

### What to know and how to get help

ADHD is most commonly diagnosed in school-age kids, but adults can also have it. People with ADHD find it hard to pay attention and stay focused. Many of them are also hyperactive and have trouble controlling their actions.

#### ADHD vs. ADD

ADHD was sometimes referred to as ADD, but it is a term that is no longer used. ADHD is the correct term.

#### Three types of ADHD

##### 1 ADHD, predominantly inattentive

A person with this type will be more hyper and have trouble paying attention.

It often causes problems in the classroom. This type of ADHD is more common in boys.

Signs include:

- Trouble sitting still
- Constant talking
- Interrupting
- No patience

##### 2 ADHD, predominantly hyperactive/impulsive

Some children with ADHD do not have high energy, but they may still have a hard time paying attention. It may affect how they do in school. This type is not as easy to notice. Girls are more likely to have this type. Signs include:

- Trouble paying attention
- Easily bored and distracted
- Trouble learning new things
- Trouble finishing tasks

##### 3 ADHD, combined

This is a mix of the two types of ADHD and is the most common kind diagnosed in children.

## Diagnosing ADHD

Most children act hyper, impulsive, and distracted at times. But a child with ADHD will behave this way more often and it will be more extreme. It is important that the child's doctor check for other possible causes too. Some conditions that may look like ADHD include:

- Hearing problems
- Eyesight problems
- Learning problems
- Ear infections
- Seizures

Sometimes a child's behavior may be a reaction to a stressful event or situation. To be diagnosed with ADHD, the child must show signs for at least 6 months. The behaviors should also be worse than other children of the same age.



It will affect how they function, which means having problems in school or outside of school.

Children who have lots of energy but are doing well do not have ADHD. They just may be hard to keep up with at times.

ADHD is not as easy to notice in adults. The symptoms are the same as in children but sometimes are less obvious.

An adult with ADHD would have had signs as a child.

A child or an adult should always be diagnosed by a licensed health professional (usually a doctor).

Some people may have ADHD along with other disorders, like a learning disorder or a mental health issue like depression and anxiety.

## Treating ADHD

While there is no cure for ADHD, it can be managed with treatments like medication and therapy. Medication known as "stimulants" are often prescribed. Even though they are called "stimulants," they help calm down kids with ADHD.

How well a drug works and the side effects can be different, depending on the child. Parents and doctors should work closely together to decide which drug and what amount works best.

You should schedule a follow up appointment for your child to see their doctor within 30 days after they first start taking the prescribed medication. Your child will need to have a few visits with the doctor to make sure the medication is working for them. Even after the right medication and dose is set, your child will still need to be monitored with regular follow up visits.

Therapy can also help a child with ADHD. It teaches them how to have control over their own behavior during difficult situations. They also learn skills, like how to organize and finish chores and homework. And how to get along better with their classmates and friends. Parents and teachers can also learn the best way to help a child with ADHD improve their behavior.

This is general health information and should not replace the advice or care you get from your doctor. Always ask your doctor about your own health care needs.



## Should you go to the emergency room?

How do you know if you need the emergency room, an urgent care, or just a regular doctor's visit? It can be tough to know where to go, but we can help. Here are some ways to figure out where to go or who to call.

### Is it an emergency?

Often, an urgent care can handle many sicknesses and injuries. Some examples of sickness and injury that can usually be treated at an urgent care clinic include:

- Allergic reactions like rashes
- Cuts and burns or minor wounds
- Headaches
- Sore throats, earaches, low grade fevers
- Sprains and strains
- Sickness and vomiting (without dehydration)

### Emergencies can include:

- Allergic reactions, including hives and swelling or trouble breathing
- Chest pain that lasts more than a few minutes
- Hard time breathing
- Heavy bleeding, severe burns or deep wounds
- High fever
- Any injury to the neck or spine
- Passing out, fainting, or seizures
- Poisoning or overdose

- Broken bones
- Vomiting or diarrhea that lasts more than 2 days or with signs of dehydration.
- Sudden headache or pain with no known cause, especially in the jaw or arm
- Sudden confusion, loss of balance, slurred speech, blurred vision, face drooping

### What are the benefits of going to an urgent care instead of the emergency room?

- Emergency rooms usually have much longer wait times than an urgent care
- Urgent care centers often have a "save your spot" feature so you can wait to be seen at home or in your car
- The risk of coming in contact with people who are ill and potentially getting the same disease is much higher in an emergency room

Emergencies should always be taken seriously. If you believe a life is in danger, call 911 or head to the emergency room right away. For less severe issues, try calling your regular doctor first. Most doctors work hard to have same day visits, so you may be able to save a trip to both the emergency room and urgent care. Call your doctor to see if your concern can be handled with a regular office visit.

Virtual care lets you get help in your home. See our website for tips on how to talk to a doctor or specialist when you need help.



## 7 ways to have a healthier pregnancy

When you are pregnant, many changes are happening in your body. And keep in mind, you are not only caring for yourself but also for your growing baby. Here are some tips to help you:

1. Start by making an appointment to see your doctor as soon as you can. If you need help, call the phone number on the back of your member ID card. Or find a doctor or provider at [AetnaBetterHealth.com/Texas](https://www.aetna.com/betterhealth/texas) and click on "Provider Search."
2. Take prenatal vitamins—they can be started even when you're trying to get pregnant.
3. Begin or continue healthy habits: eat more fruits and vegetables; drink more water; try to sleep 8 to 10 hours each night; walk, dance or just move more.
4. Let your doctor know if you need support with quitting smoking, stopping using drugs, or stopping drinking beer, wine or mixed drinks. They can also help if you're feeling sad a lot of the time.
5. Keep going to all your appointments. Your doctor needs to regularly check how you and your baby are doing.
6. Learn about no-cost childbirth classes in your area. Ask your doctor how to sign up for them.
7. Call your doctor right away if you have any new illness that is worrying you or any other concerns.

For more information go to:  
[AetnaBetterHealth.com/Texas/pregnancy-care](https://www.aetna.com/betterhealth/texas/pregnancy-care)

## Member advisory group

Members and their parents can share their thoughts. Learn about benefits. Meetings are every three months, live or virtual. **Members who attend will receive a gift card.**

## Service coordination

We support member goals and help with transitions of care.

**AetnaBetterHealth.com**

**Questions?** Call Aetna to learn more:

**1-866-818-0959** (Bexar)

**1-800-245-5380** (Tarrant)



## Member rights and responsibilities

You can find your member rights and responsibilities in the member handbook: **AetnaBetterHealth.com/Texas/medicaid-rights-responsibilities.html**

These are sent to new members upon enrollment and are available annually in the member newsletter.

## Member advocates

Our member advocate team ensures that you have the best healthcare experience possible. They can explain your plan, including an overview of STAR, CHIP, Texas Health Steps, renewal, and Accelerated Services for Farmworker Children coverage. Here are additional services our outreach team offers:

**Questions** Member advocates can answer coverage questions.

**Re-enrollment Assistance** Call **2-1-1 Texas** or visit **YourTexasBenefits.com/Learn/Home**

**Member Advisory Group Meetings** Our member advocate team schedules quarterly STAR Member Advisory Group Meetings and all STAR members are welcome to attend.

**Member Baby Shower Program** Learn about our Maternity Care Program and receive pregnancy support. Visit: **AetnaBetterHealth.com/Texas/wellness/women/pregnancy**

**Diapers for Dads Program** All father's to be are invited to learn about our Maternity Care Program. Visit: **AetnaBetterHealth.com/Texas/wellness/women/pregnancy**

**Events** Our member advocate team offers weekly events at local CVS Health HUB's that explain STAR, CHIP, Texas Health Steps, renewal, Accelerated Services for Farmworker Children coverage and the latest on COVID-19 and vaccination incentives.

To get connected with a member advocate, please call the number on the back of your member ID card or leave a message in our Member Advocate Mailbox and we will return your call within 1-2 business days: **1-800-327-0016**.

For members who are deaf or hard of hearing, please call: **1-800-735-2989**

For information on our value-added services, please visit:

What Does Medicaid Cover?

**Aetna Medicaid Texas (AetnaBetterHealth.com)**

What Does CHIP Cover?

**Aetna Medicaid Texas (AetnaBetterHealth.com)**



Men

## 5 uncomfortable topics to talk about with your doctor

It's not always easy to bring up personal issues. But doctors have heard it all. So there's no need to be shy. They can answer your questions—and help you find solutions.

Some of the issues your doctor can help you with:

**Bladder problems.** Do you have trouble making it to the bathroom in time? Have a weak stream? Or leak a bit between trips to the bathroom? If so, tell your doctor. These are often treatable problems.

**Depression.** Everyone feels sad from time to time. But

when a cloud has been hanging over you for two weeks or more, it's a good idea to talk to your doctor. Depression can interfere with how you think, feel and do everyday activities. Your doctor can suggest treatments, like medicine or talk therapy.

**Intimate partner violence.** Abuse can happen to anyone. If you've experienced rape, violence or stalking by a partner, you deserve help and healing. Your doctor can connect you with support.

**Substance use problems.** If drug or alcohol use has

taken over your life, talk with your doctor about options like medicines, counseling, peer support and more. Together, you can find what works for you.

**Memory issues.** We all forget things. But if you are worried that your memory problems might be a sign of something more serious, your doctor can help. Many things can affect memory, not just dementia. The sooner you speak up, the faster you can get help.

*Sources: American Academy of Family Physicians; Centers for Disease Control and Prevention; HelpGuide; National Domestic Violence Hotline; National Institutes of Health*

## How to get the medicines you need

It's easy to get your medicine when you need it. First, check that your pharmacy is in our network. Then bring your prescription to a network drug store and show your Aetna Better Health of Texas ID card. If you have Medicare or other coverage, you will need to show that ID card too.

### Call Member Services for a list of network drug stores:

Medicaid STAR  
**1-800-248-7767** (Bexar)  
**1-800-306-8612** (Tarrant)

CHIP or CHIP Perinate  
**1-866-818-0959** (Bexar)  
**1-800-245-5380** (Tarrant)  
**1-800-735-2989** (TTY)

Our lines are open Monday through Friday, 8 AM to 5 PM Central Standard Time.

Or go to  
**AetnaBetterHealth.com/Texas**

**Make sure your medicines are on the Vendor Drug Program Preferred Drug List (PDL)**

Aetna Better Health of Texas covers only medicines on the PDL. We cover these drugs when they are medically necessary. You can find this list in your welcome packet.

### Prior authorization: Some medicines need to be approved before we will cover them

We must approve some medicines on our drug list before we can cover them. This is done through "prior authorization" or PA.

There are two different types of prior authorization, clinical PA and PDL PA. Clinical PA requests require members to meet specific clinical criteria before the drug is covered. PDL PA requests require a trial of a preferred drug before the drug is covered.

When you have a new prescription, ask your provider if you need approval for the medicine before you can get it. If you do, ask if there is another medicine you can take that doesn't need approval. If we need to approve your medicine, your provider must call us on your behalf.

We'll then review the request. If the pharmacist cannot reach your provider to get the PA process started, they can give you a three-day temporary supply of the drug. We'll let you know in writing if we don't approve the request. You have the right to appeal. If you decide to do that, we'll tell you how to start the appeal process.

**Quantity limits:** Some drugs have limits on the number of doses you may get. This is called a quantity limit. The FDA recommends limits on doses to make sure the medicine is being used safely. The pharmacist will fill your prescription according to the FDA's safe dosing limits. If the dose your provider prescribed is above

the FDA recommended limit, your provider may submit a PA request to us to review.

**Medical necessity exceptions:** If your medicine is not on the PDL, ask your provider if there is a preferred drug on the list that would be right for you. If not, your provider must ask us for a medical necessity exception. We'll need to know why the preferred drugs won't work for your medical condition. We will review the medical necessity exception request within 24 hours. If we can't meet this deadline, the pharmacist can give you a three-day supply of the drug. If we don't approve your medical necessity exception, we'll tell you in writing. We'll also tell you how to start the appeal process.

**Brand-name drugs instead of generic alternatives:** Generic drugs work just as well as brand-name ones. Aetna Better Health of Texas pays for generic drugs when available and allowed by the Vendor Drug Program PDL. If your provider wants you to have a brand-name drug and it's not on the Vendor Drug Program PDL, they must submit a prior authorization for review. If we don't approve the request for a brand name drug, we'll tell you in writing. We'll also tell you how to start the appeal process.



## Prescriptions

Pharmacy benefits are coordinated through CVS Caremark.

Aetna Better Health covers prescription medicines. Members can get their prescriptions at no cost (Medicaid) or at low copays (CHIP) when:

- Prescriptions are filled at a network pharmacy.
- Prescriptions are on the preferred drug list or formulary.

It is important that providers know about all other prescriptions you are taking. Also, doctors should ask you about non-prescription medicines, vitamins, or herbal supplements you may be taking.



## Available language service for members

If you speak a language other than English, we can help. We can provide interpreters over the phone or in person for a health appointment. We also provide reading materials in your preferred language. All of these services are offered to you at no cost.

To learn more about these services, call Member Services Monday through Friday, 8 AM to 5 PM Central Standard Time.

### STAR

1-800-248-7767  
(Bexar)

1-800-306-8612  
(Tarrant)

1-800-735-2989  
(TTY)

### CHIP

1-866-818-0959  
(Bexar)

1-800-245-5380  
(Tarrant)

1-800-735-2989  
(TTY)

## Changes to the Texas Medicaid Preferred Drug List (PDL)

Texas Medicaid will publish updates to the Medicaid Preferred Drug List in January and July. The updates will be based on the changes approved by the Texas Drug Utilization Review (DUR) Board. The DUR Board meets every quarter. The tables below show the most significant changes to the PDL. These changes will go into place in January 2023.

Drugs on the Texas Medicaid formulary are listed as preferred, non-preferred, or no designation. The preferred drug list includes only drugs identified as either preferred or non-preferred. Drugs on the preferred drug list listed as “preferred” are available to members without prior authorization unless there are clinical prior authorizations on the drug. If there are clinical prior authorization



requirements, providers must submit a prior authorization request to the MCO before the drug can be covered. Drugs on the preferred drug list that are identified as “non-preferred” will require prior authorization. There are certain clinical prior authorizations that all Medicaid managed care organizations (MCO) are required to perform.

### Where to find PDL information

Updated PDL may be found at:

[txvendordrug.com/formulary/prior-authorization/preferred-drugs](https://txvendordrug.com/formulary/prior-authorization/preferred-drugs)

Prior authorization clinical edits (PA criteria) may be found at: [txvendordrug.com/formulary/prior-authorization/mco-clinical-pa](https://txvendordrug.com/formulary/prior-authorization/mco-clinical-pa)

For the full list of all updates to the preferred drug list visit: [txvendordrug.com/about/news/2022/january-2022-drug-utilization-review-board-meeting-summary](https://txvendordrug.com/about/news/2022/january-2022-drug-utilization-review-board-meeting-summary)

[txvendordrug.com/formulary/prior-authorization/preferred-drugs](https://txvendordrug.com/formulary/prior-authorization/preferred-drugs)

## January 2023 Preferred Drug List updates

REVIEWED DRUG CLASS	DRUG NAME	Current PDL status	Recommended status
Antimigraine Agents, other	Ubrelvy (oral)	Non-preferred	Preferred
Bladder Relaxant Preparations	Myrbetriq (oral)	Non-preferred	Preferred
Bladder Relaxant Preparations	Myrbetriq granules (oral)	Non-preferred	Preferred
Glucagon Agents	Gvoke pen (subcutaneous)	Non-preferred	Preferred
Glucagon Agents	Gvoke syringe (subcutaneous)	Preferred	Non-preferred
Intranasal Rhinitis Agents	Ryaltris (nasal)	Not reviewed	Non-preferred
Movement Disorders	Tetrabenazine (oral)	Preferred	Non-preferred
Movement Disorders	Xenazine (oral)	Non-preferred	Preferred
Pulmonary Arterial Hypertension Agents, oral and inhaled	Tadliq suspension (oral)	Not reviewed	Non-preferred
Stimulants and Related Agents	Dyanavel XR tablet (oral)	Not reviewed	Non-preferred
Stimulants and Related Agents	Quillichew ER (oral)	Preferred	Non-preferred
Stimulants and Related Agents	Xelstrym (transdermal)	Not reviewed	Non-preferred
Anticonvulsants	Zonisade (oral)	Not reviewed	Preferred
Anticonvulsants	Ztalmy (oral)	Not reviewed	Preferred
Antidepressants, other	Auvelity (oral)	Not reviewed	Non-preferred
Benign Prostatic Hyperplasia Treatments	Entadfi (oral)	Not reviewed	Non-preferred
Colony Stimulating Factor	Fylnetra (subcutaneous)	Not reviewed	Non-preferred
Cytokine and Cam Antagonists	Skyrizi on-body (subcutaneous)	Not reviewed	Non-preferred
Cytokine and Cam Antagonists	Sotyktu (oral)	Not reviewed	Non-preferred
Multiple Sclerosis Agents	Tascenso ODT (oral)	Not reviewed	Preferred
Urea Cycle Disorders, oral	Pheburane (oral)	Not reviewed	Non-preferred