



Playtime



AetnaBetterHealth.com/Virginia

Aetna Better Health® of Virginia

Protect your child from lead poisoning

Have your child tested for lead exposure at 12 months and 24 months of age. The only way to know if your child has been in contact with lead is to have a blood test. Blood lead testing is now as simple as a finger stick instead of a venous puncture (meaning no needle in vein).

The Centers for Disease Control and Prevention approved a finger stick method of lead screening. This test is available to your child for free.

Lead poisoning harms children

Lead poisoning can cause serious health problems, especially in young kids. Lead is harmful to everyone, but children are at greatest risk for health problems. Lead poisoning can affect a child's intelligence, behavior, growth, and hearing.

What to do if your child has not been tested

If your child has not been tested at least twice for lead by 24 months, you still have time. Have your child tested before he or she is 6 years of age.

Call your child's primary care doctor right away and schedule

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A clear look: Your vision benefits

Keep an eye on your vision health

Your eye health is important. Routine eye exams can help detect potential problems with your vision. Getting your vision corrected may improve the quality of your everyday life. Eye exams can also identify possible eye problems, like cataracts and glaucoma. These problems can lead to a loss of vision or even complete loss of sight.

Medicaid covers eye exams and treatment. This includes coverage for infant vision screenings. It also includes coverage for vision tests at your child's well-child checkup. You should get an eye exam at least once every two years.

We also cover eyeglasses and contacts for members under the age of 21. You should get a vision test for eyeglasses or contacts every 24 months.

Check out our enhanced vision benefits too

Our enhanced vision benefits are for adults who are 21 years of age or older. Eligible members can get one eye exam and eyeglasses or contacts every year. No prior authorization is required.

Do you have diabetes? You may be able to get \$15 in wellness rewards for getting an eye exam.

If you have diabetes, you should get a diabetic eye

exam every year. This is because diabetes can lead to vision problems. We want to help. Visit our website at **AetnaBetterHealth.com/Virginia**. You can learn how you can get \$15 for completing your diabetic eye exam.

Find an eye doctor near you

To locate an eye doctor, call Vision Service Plan (VSP). Their number is **1-800-877-7195**. You can also visit their website. Go to **VSP.com** to learn more.

Now, you can get your glasses or contacts worth up to \$250 for free!

Protect your child from lead poisoning

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an appointment. A result of high blood lead levels can be treated. There are resources and organizations that can also help.

If you don't have a primary care doctor for your child, we'll help you find one. Call Aetna Better Health Member Services. Their number is **1-855-652-8249 (TTY: 711)**. You can also visit the Virginia Department of Health website for more information. Go to **www.VDH.Virginia.gov/LeadSafe**.

Home-delivered meals are available to you



Have you recently been in the hospital? If so, you may be able to receive home-delivered meals. Aetna Better Health of Virginia has partnered with Mom's Meals to provide you home-delivered meals. You can receive two meals a day for up to one week. They are available only for members ages 21 and older. The meals are tailored to your dietary needs. They are delivered directly to your home. If you think you are eligible for this benefit, call your care manager at **1-855-652-8249 (TTY: 711)**.



Your dental benefits explained

Adult dental coverage is now a standard benefit.

Dental benefits for adults include:

- X-rays and examinations
- Cleanings
- Fillings
- Root canals
- Gum-related treatment
- Dentures
- Tooth extractions and other oral surgeries
- Other appropriate general services, such as anesthesia

Children can also receive dental services. Children's dental coverage up to age 21 includes:

- Regular dental checkups
- X-rays
- Cleaning and fluoride
- Sealants
- Extractions
- Information and education about oral care
- Space maintainers
- Braces

- Anesthesia
- Root canal treatment
- Crowns

Routine/nonemergent dental appointments for new patients may be scheduled for several months out. Contact DentaQuest to make an appointment. You can also ask them any questions you may have. Their number is **1-888-912-3456**. They are available Monday through Friday, 8 AM to 6 PM. You can also visit their website for more information. Go to **DentaQuest.com**. You can also use the DentaQuest website to find a list of dentists who accept Medicaid in your ZIP code.

Already have a dentist? Call and make sure that your provider accepts Medicaid coverage so you can receive quality services at no cost.

 **Want to learn more about dental coverage?** Check out these resources on the Department of Medical Assistance Services' website. Visit **DMAS.Virginia.gov/for-members/benefits-and-services/dental**.

Childhood obesity

Childhood obesity is a national problem. One out of six children between the ages of 2 and 19 years old is obese.¹ Obesity increases the risk of chronic health problems. These include asthma, bone and joint issues, and type 2 diabetes. Children who are obese are more likely to be obese as adults. They also have higher risks for certain cancers and heart diseases.²

Create healthy eating habits

There are ways for you to protect your children's health. One way is to maintain healthy eating habits. Here are some ways to help children develop healthy eating habits:

- Offer a variety of fruits, vegetables, and whole grains for their diet.
- Choose lean meats, poultry, fish, lentils, and beans for protein.
- Put a limit on sugary foods and drinks.
- Avoid saturated fat.

Encourage being active

You should also encourage children to be active. That includes getting regular exercise each day. Here are a few ways to encourage children to be active:

- Allow children to get at least 60 minutes of physical activity every day.
- Limit time with technology to less than two hours per day.
- Introduce fun games or exercises — like jumping rope or hopscotch!

Remember, small changes you make every day can make a big difference in your child's health.

Sources:

¹[CDC.gov/Obesity/Childhood](https://www.CDC.gov/Obesity/Childhood)

²[CDC.gov/Obesity/Childhood/Causes.html](https://www.CDC.gov/Obesity/Childhood/Causes.html)

Providers can call interpreters for members

Did you know? Your doctor can call an interpreter for you if you need one. The following interpretation requests are available to you:

- In-person
 - The interpreter will meet you at your appointment (such as the doctor's office or your home).
 - Requests should be submitted at least three business days ahead of the appointment.
- Over the phone
 - Requests can be submitted the same day.
- Video (Zoom)
 - Requests should be submitted at least three business days ahead of your visit.
 - You need to have an email to have a Zoom meeting.
- Scheduled video
 - The interpreter service provides the link. You must have a cellphone.
 - Requests should be submitted at least three business days ahead of your visit.

 **For more information, call Member Services.** Their number is **1-855-652-8249 (TTY: 711)**. They are available 24 hours a day, 7 days a week.



The importance of an advance directive

You have the right to accept or refuse any medical care. A time may come when you are too sick to talk to your primary care provider, family, or friends. You may not be able to tell anyone what health care you want. The law allows adults to do two things before this happens:

- Leave written directions about your medical treatment decisions.
- Name someone you trust to decide your care for you

This is called an advance directive. Talk to your doctor about making an advance directive. It's important for you to be able to make decisions about your care.

Planning ahead for future health decisions

We have partnered with Vital Decisions to help make these decisions easier. As an Aetna Better Health member, you

have access to Vital Decisions' Living Well Program. This program is at no cost to you. Vital Decisions helps you plan in advance for potential medical decisions. They help you think through what is most important to you based on your goals for health care and quality of life.

Their specialists work with you or a loved one to ensure that your treatment preferences and goals for care are communicated to your family and medical team. They also make sure they are reflected in your care plan. Vital Decisions offers telehealth services as well.

Contact Vital Decisions today to talk about setting up an advance directive. You can call them at **1-800-301-3984**. You can also visit their website. Just go to **VitalDecisions.net**. You will be able to speak with a highly trained specialist.

Naloxone and substance use

According to the Virginia Department of Health, drug overdose is the leading unnatural cause of injury and death in Virginia. Naloxone is a medication used to reverse an opioid overdose. It is also called Narcan. Naloxone is for emergencies only. Those treated with naloxone still need to go to the hospital. Naloxone should be available wherever an overdose is a concern.

You can be trained on how to identify opioid overdose. You can also learn how to give naloxone. The training

is available twice a week. It is done through REVIVE. To register for the training, email REVIVE. Their email is **Revive@DBHDS.Virginia.gov**. You can also visit their website. Go to **dbhds.virginia.gov/behavioral-health/substance-abuse-services/revive/lay-rescuer-training**.

In Virginia, naloxone has what is called a “standing order.” This means that you can get it directly from a local pharmacy. All you have to do is talk to a pharmacist. The pharmacist can process the prescription

for naloxone through your pharmacy benefit for free.

You should involve your support system. This includes your friends and family. They can also take the training. Family and friends can save lives by giving naloxone when a loved one experiences an opioid overdose. Please contact Aetna Better Health and ask to speak with a care manager at **1-855-652-8249 (TTY: 711)** if you are struggling with addiction. We can help you find resources near you.

Telehealth visits

We cover telehealth. Telehealth is the use of audio or video conferencing technology with your health care provider. Telehealth covers medical and behavioral health benefits that do not require an in-person visit. Due to the COVID-19 pandemic, the use of telehealth has increased, which allows members to still see their provider but in the safety of their home.

There are many other reasons to choose telehealth services. Telehealth can be useful for those who do not have transportation or do not wish to leave their homes. Telehealth services are also easy to use. Most services simply require having an internet connection and downloading an app or visiting a website.

Talk to your provider about scheduling a telehealth visit. If you need assistance scheduling an appointment, our Member Services team is here to help. Call **1-855-652-8249 (TTY: 711)**.



We can also assist you and your provider with telehealth interpreter services via three-way video. All languages, including American Sign Language, are available.

How to stay healthy

Did you know? March is National Nutrition Month! Nutrition is all about keeping your body healthy. That includes eating healthy foods and exercising. There are many benefits to being healthy. Being healthy may reduce the risk of chronic health problems later in life. It may also help you live longer!

There are many things you can do to stay healthy. Here are some ways you can be healthy:

- Go walking with your family.
- Make going for a walk a scheduled event.
- Try out a new activity, like yoga.
- Eat breakfast every morning.



- Add a vegetable to each of your meals.
- Learn a new healthy recipe.
- Drink a glass of water with every meal you eat.

One of the most important parts of being healthy is your diet. Eating healthy doesn't have to cost a lot. Learn how to eat better on a budget with Choose My Plate. These easy tips come free to everyone from the U.S. Department of Agriculture. To learn more about eating healthy, visit **ChooseMyPlate.gov**.

 **We provide weight management services!** As an Aetna Better Health of Virginia member, you can get personalized weight management services with a registered dietitian. This includes a 12-week certified nutritionist program and six counseling visits. Learn more by calling Member Services. Their number is **1-855-652-8249 (TTY: 711)**.

A great start

Breakfast is the most important meal of the day. Here is a great recipe to help you start your day off healthy. Plus, it only takes 10 minutes to make.

Ingredients

- ½ cup old-fashioned rolled oats
- ½ cup milk
- ½ cup water
- 1 tablespoon packed light brown sugar or granulated sugar
- ⅛ teaspoon cinnamon
- 1 dash salt
- ½ cup canned, diced peaches, drained

Instructions

1. In a large microwave-safe bowl, combine all of the ingredients except the peaches.
2. Microwave mixture on high power for 3 to 4 minutes. Remove from microwave and stir. Fold the peaches into the oatmeal. Serve warm.

Join our Member Advisory Committee today!

The Aetna Better Health CCC Plus Member Advisory Committee (MAC) wants you. The MAC gives you a chance to provide feedback on your experiences. Your voice impacts our choices about your health care. The MAC is made up of our members, parents, caregivers, and community partners. For more information, visit our website. Go to **AetnaBetterHealth.com/Virginia**. Select

“For Members.” Then select “Join Our Member Advisory Committee” on the left-hand drop-down.

Interested in joining? Submit the form online on our website mentioned above. We will reach out to you when we get your information. We look forward to hearing from you!

Non-discrimination notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation, or other services, call the number on your ID card or **1-800-385-4104**.

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, or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 E. Cotton Center Blvd.
Phoenix, AZ 85040

Telephone: **1-888-234-7358**,
TTY: 711

Email:
**MedicaidCRCoordinator@
aetna.com**

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is 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, D.C. 20201, **1-800-368-1019**, **1-800-537-7697 (TDD)**.

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

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Contact us  Aetna Better Health® of Virginia
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1-855-652-8249 (TTY: 711)
[AetnaBetterHealth.com/Virginia](https://www.aetna.com/BetterHealth/Virginia)

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia. 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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[AetnaBetterHealth.com/Virginia](https://www.aetna.com/BetterHealth/Virginia)

Multi-language interpreter services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

AMHARIC: ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርስቦ አይዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں - اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS : **711**).

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि: शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নি: খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, née â-á win kwa cetiyó+ ne-lá, i belé-ò bi má-ò mù bò kò putu bò. Dá nóbâ né ê nea-ò ñ-á ji è jipolê katèh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè ti wá ní lẹ̀ fún ọ̀ lófèé, pe nọ́nbà tí ó wà lẹ̀yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).

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