

wellness & you

Your Aetna Better Health® member newsletter

FAMILY HEALTH



SCHEDULE YOUR FLU SHOT!

Call your primary care provider to schedule a flu shot. Or, see if your local pharmacy offers flu shots and other vaccines.

Protect yourself with these key vaccines

The flu shot isn't the only vaccine that can help keep you and your family healthy this winter. Here are four vaccines to know about.

Flu

The Centers for Disease Control and Prevention (CDC) says that everyone 6 months and older should get a flu shot every year in the fall.

Pneumonia

Pneumonia is a lung infection that can cause serious illness in young children and older adults. The CDC recommends

all children under 5 and adults over 65 get the shot. People with certain medical conditions may need the vaccine, too. Ask your provider if you or your children should get vaccinated.

COVID-19

New vaccines protect against the latest COVID strains. Ask your provider if a new vaccine is available, and if you should get it.

Respiratory Syncytial Virus (RSV)

RSV is a common virus that can cause cold-like symptoms. Older adults are more likely to be hospitalized from RSV. Experts recommend adults 60 and older get vaccinated. Ask your provider if the RSV shot is right for you.



Your plan covers these vaccines and others

at no extra cost to you. You or your child may even be able to earn rewards for getting certain vaccines. Talk to your case manager or call Member Services for more information.



Aetna Better Health®
of West Virginia

Questions about your Mountain Health Promise plan? Call Member Services at **1-888-348-2922 (TTY: 711)**, 24 hours a day, 7 days a week. Or visit **AetnaBetterHealth.com/westvirginia**.



Caring for kids with ADHD: It's a team effort

It may take a village to raise a child, but it takes a team to help a kid with Attention Deficit Hyperactivity Disorder (ADHD) thrive.

Team-based care, where school staff and health care providers work together, can make managing ADHD easier. Here are some key members to have on your child's ADHD care team.

1 You. You know your child better than anyone else. You can tell when they're doing well or struggling. And you're their number one ally.

2 Your child. Even young kids can be part of their own care team. Make sure your child knows they can tell you

if they're struggling or if some part of their care plan isn't working for them.

3 Your child's doctor. That could be either your family physician or your pediatrician. They're responsible for managing your child's medicines, care plan and overall health.

4 School staff. From classroom teachers to coaches, school staff spend a big chunk of the day with your child. They may have insights to offer. Plus, they can help adapt classroom strategies to your child's needs. And don't forget the school nurse. They can help manage medicine during the school day. And they can check in on daily progress.

5 Your child's therapist. Not all kids with ADHD have mental health issues. But a therapist can still help with social skills and managing emotions. With a trained therapist, your child can sort through their experiences and find healthy ways to cope.



Get help in a crisis. The 988 Suicide & Crisis Lifeline provides confidential, no-cost counseling and emotional support 24 hours a day, 7 days a week. Call or text **988** or chat at **988lifeline.org** for help.

Primary care, urgent care or ER?

When you're sick or injured, there are many places you can go for care. But going to the right place can get you the right care at the right time. Learn about your options.

- **Primary care:** Your primary care provider is your go-to source for your health care. You'll go to them for regular checkups and health issues. You can also go to them for non-urgent health concerns.
- **Urgent care:** These clinics can provide care for emergencies that are not life-threatening. You can go here for things like a sprained ankle, minor cuts and burns, or minor illnesses like the flu.
- **Emergency room (ER):** ERs handle life-threatening emergencies. That includes things like serious injuries, major burns, poisoning, or heart attack and stroke symptoms.

Check out this table for examples of where to go in different situations. Remember to take your member ID card with you wherever you go for care.

Talk to a nurse anytime



Still not sure where to go for care? Call the 24-Hour Nurse Line at **1-855-200-5975 (TTY: 711)**. We'll connect you with a registered nurse who can answer your questions. They can help you decide where to go for care, or help you treat the problem at home. Best of all? This service is available at no extra cost.

| PROBLEM | WHERE TO GET CARE |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| You've cut your hand and may need stitches. | Urgent care. They can check to make sure there's no nerve or tendon damage and stitch you up, if you need it. |
| You've spotted a strange freckle or mole. | Primary care. They can see if the spot is a problem and refer you to a skin doctor (if you need one). |
| You slipped and fell on your arm, and you're worried it's broken. | Urgent care. Many centers can give you an X-ray and cast (if it's broken). Plus, you can get a prescription for pain medicine if you need it. |
| You banged your head and lost consciousness (blacked out). | Emergency room. You may need a CT scan or MRI to check for serious injury. The providers there can prescribe medicine if you need it. |
| You're having sudden confusion and weakness in your face, arm or leg. | These could be signs of a stroke. Call 911 right away. |

Keep your benefits at your fingertips. You can access your plan benefits from anywhere through your online Member Portal or the Aetna Better Health® app. Visit [AetnaBetterHealth.com/westvirginia/member-portal.html](https://www.aetnabetterhealth.com/westvirginia/member-portal.html) to get started!

Do you need to see a specialist?

Your primary care provider (PCP) is your go-to source for general health needs. But sometimes you or your child may need care from a specialist.

Specialists are providers that are trained to treat certain types of conditions and diseases. They may treat medical or behavioral health concerns or substance use problems.

Tips for visiting a specialist

Your PCP can recommend a specialist to you if you need one. You don't need a formal referral from your PCP as long as the specialist is in our provider network.

Follow these tips to make the most of your visit with a specialist.

- Write down the problems you are having and any questions before your appointment.
- At the visit, be honest with the doctor about your health.
- Take notes about important things like treatment plans or advice.
- If you don't understand something, ask the doctor to explain it again.
- Have a family member or friend go with you for support.



If you need help getting a visit with a specialist, just give us a call at **1-888-348-2922 (TTY: 711)** and ask for Care Management.

Keep your PCP in the loop

It's important to let your PCP know if you see other specialists or care providers. That includes behavioral health care providers like a psychologist or psychiatrist.

You'll get the the best care and treatment if all your doctors are working together. For example, if your PCP doesn't know about a medicine that your behavioral health doctor prescribes, this could lead to problems with other medicines you take.

If you need help managing your care, please call our Care Management department at **1-888-348-2922 (TTY: 711)**.

Earn rewards for preventive care

Preventive care is the best way to keep you and your family healthy.

Everyone needs regular checkups and health screenings. They can give you peace of mind that you're as healthy as you feel. And they can help your provider find health problems early, when they're easier to treat.

There is no extra cost for preventive care. Better yet, we reward you for taking steps toward health.

Go to **aet.na/fa24wv-mhp-4** or scan the QR code to learn how you can be rewarded for preventive care!



If you get a bill or statement

You should not get a bill from or have to pay a network provider for covered benefits or preauthorized services. If you get a bill, you should call the health care provider listed on the bill and make sure they have all your insurance information.

You may get a letter from us that says your service was denied for payment. This doesn't mean that you owe money. Most of the time, you will not owe anything.

If you have questions, call Member Services at **1-888-348-2922 (TTY: 711)**.

Need help? Go online

Turn to **AetnaBetterHealth.com/westvirginia**. Go to the “For Members” tab, then “Updates and Info” and then “News and Events.” Scroll down to “Member Notices” to learn about the following important information:

- How to reach us by phone and after hours
- How to use language assistance and interpreter services
- Benefits and services covered by your plan
- Plan restrictions or exclusions from coverage
- Co-pays and/or other charges you may be responsible for
- Benefit restrictions for services obtained outside the network or service area
- Information on participating practitioners, including contact information, specialty, qualifications and educational background
- How to get primary care services, including points of access



- How to get specialty care, second opinions, behavioral health care and hospital services through either your primary care provider or self-referral
- Direct access to women’s preventive health care and family planning services
- How to get care after normal business hours
- How to get care and coverage outside the service area
- How to file a complaint by phone or in writing
- How to file an appeal
- How to get emergency care, including when to go to the emergency room or call **911** services
- How new technology is evaluated
- What utilization management (UM) is, how we make decisions, how to contact our UM department and our affirmative statement about incentives
- Our Quality Management program, including goals and outcomes
- Population Health and Care Management programs, including eligibility; the referral process for member, caregiver or doctor; and opting in or out of a program
- Member rights and responsibilities
- Our privacy practices, including collection, use and disclosure of written, oral and electronic protected health information
- Information on advance directives
- Information about pharmacy procedures

Check your Member Handbook

The information above can also be found in your Member Handbook. Go to [aet.na/fa24wv-mhp-2](https://aetna.com/fa24wv-mhp-2) or scan the QR code to view it online. Or call us at **1-888-348-2922 (TTY: 711)** for a printed copy of the Member Handbook, Provider Directory or anything on our website.



Want to know how well we are doing? Go to the “For Members” tab, then “Policies and Procedures” and then “Quality Improvement.” Scroll down to “See Our Results.”



Aetna Better Health® of West Virginia

Nondiscrimination 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
P.O. Box 818001
Cleveland, OH 44181-8001
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>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

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**).

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**)。

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**).

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.

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**).

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**).

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.

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または **1-800-385-4104** (TTY: **711**)までご連絡ください。

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**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**).

NEPALI: ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आइडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

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.

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**).

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۔



Aetna Better Health® of West Virginia
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Charleston, WV 25301

<Recipient's Name>

<Mailing Address>

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Your breathe-easy action plan

If you have asthma, chronic obstructive pulmonary disease (COPD) or even seasonal allergies, an action plan can help you prepare for a flare-up. Your primary care provider (PCP) can help you make a personal plan. Then, follow these steps to breathe easier every day.

✔ **Track your triggers.** Pay attention to things that make it harder to breathe. Common triggers include air pollution, tobacco smoke and pollen.

✔ **Plan ahead.** Avoid your triggers whenever possible. Have your medicine on hand to help manage symptoms.

✔ **Take your medications.** For daily care, take medicine as your doctor tells you. And know how and when to use your emergency medicines. If allergies are making your symptoms worse, try over-the-counter (OTC) remedies like anti-histamines. Ask your doctor what OTC medicines they recommend for you.



Get to know your case manager. They can help make appointments and work with your child's providers to help you get needed services. And they can connect you to helpful resources. Go to [AetnaBetterHealth.com/westvirginia/care-management.html](https://www.aetna.com/betterhealth/westvirginia/care-management.html) for more info.