



# 2023 Volume 1

## A Member Newsletter for Parents and Kids



**Don't worry...  
Aetna Better Health®  
Kids (CHIP) is still  
here for you!**

Learn more inside!



Aetna Better Health® Kids

[AetnaBetterHealth.com/pennsylvania/members/chip](https://AetnaBetterHealth.com/pennsylvania/members/chip)  
A CHIP Health Plan

PA-22-07-01

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## Great News! Aetna® Better Health Kids (CHIP) Is Still Here for you!

Keeping your kids healthy continues to be our top priority.

Some Medicaid members changed to a different health plan, but your Aetna Better Health® Kids (CHIP) coverage continues without interruption!

If you have questions about your benefits, call Member Services at **1-800-822-2447** (TTY: 711).

### These services are no cost or with limited copay for children and teens:

- Well-child checkups
- Vaccines
- Urgent care
- Hospital visits
- Behavioral health
- Dental care
- Vision care
- Medicine
- Care management
- 24/7 Nurse Line
- Special Needs Unit
- Over-the-Counter (OTC) Benefit



## Domestic Violence Victim Awareness

Some people who experience domestic violence also use substances. Some survivors may use these to cope with the abuse. Some abusers force survivors to use drugs and alcohol.

### Abusers may also:

- Threaten to tell someone about substance use.
- Keep someone from using to cause withdrawal symptoms.
- Claim the abuse happens because of substance use.
- Force someone to sell drugs.

Drug and alcohol use to deal with domestic violence is often misunderstood. Survivors might fear judgment if they talk about it. They might be afraid they will lose custody of their children. They may also be scared they will lose access to housing or other resources.

## Domestic violence survivors who use substances do not have to deal with what is happening alone.

### Some resources that might be able to help are:

- Domestic violence programs have information about local resources. This includes connecting people who use drugs or alcohol with help. Find your local domestic violence program on the [Pennsylvania Coalition Against Domestic Violence \(pcadv.org\)](https://pcadv.org) website. The services offered by these programs are free and confidential.
- The Substance Abuse and Mental Health Service Administration (SAMSHA) has a 24/7 national, confidential helpline that connects people to resources. It is **1-800-662-4357**.
- Pennsylvania's Department of Health has resources for someone who uses drugs or alcohol in each county. You can find more information at this website: [Treatment \(pa.gov\)](https://treatment.pa.gov)



## 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.

## Aetna/PCADV Partnership Events

Aetna Better Health® Kids is partnering with the Pennsylvania Coalition Against Domestic Violence (PCADV) on upcoming outreach events.

We will work with PCADV and its member programs to identify kids and families who will benefit from access to safe and affordable healthcare. This effort will address the unique confidentiality and trauma-informed care needs of domestic violence survivors and their children.

Domestic violence advocates and Aetna staff will help safely enroll survivors and their children in CHIP and Medicaid programs.

Watch for an upcoming PCADV event in your area soon.



## Need to Contact Someone on Our UM Staff?

### You should know that:

- UM staff are available at least eight hours a day during normal business hours for inbound collect or toll-free calls about UM issues
- We can receive inbound communication about UM issues after normal business hours
- We will identify ourselves 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. Just call us at **1-800-822-2447 (TTY: 711)**.



## Case Management Services

Some enrollees have special health care needs and medical conditions. Aetna Better Health Kids Case Management includes nurses and social workers who work with many health care providers, agencies and organizations to get the services and the care that you need.

Our Case Management team can help you learn more about your condition. They can help you and your provider make a care plan that is right for you. They can also connect you to support services for tobacco cessation and weight management issues related to obesity.

Call Member Services and ask to speak to someone on our Case Management team. Your membership in the Case Management program is voluntary. You can opt in or opt out at any time. Just call us at **1-800-822-2447 (TTY: 711)**.

**We want to help!**



## Member Services Is Here for You!

Member Services is ready to help you with any questions about your child's coverage or the care your child receives. Your member ID card has the Member Services toll free number. You can reach Member Services by calling **1-800-822-2447 (TTY: 711)**. For your convenience, Member Services is available 8 AM to 5 PM Monday through Friday. You may also visit our website at [AetnaBetterHealth.com/pennsylvania](https://www.aetna.com/pennsylvania) for more information about your child's CHIP benefits.

### You can also write us at:



Aetna Better Health Kids  
1425 Union Meeting Road  
Blue Bell, PA 19422



## Check Out Your Member Handbook!

Have you ever wanted to learn more about Aetna Better Health Kids, your benefits, and how your health plan works or what your rights are? Take a minute to look at your Member Handbook online. You can find your Member Handbook online with your computer or smart phone here:

[AetnaBetterHealth.com/  
pennsylvania/members/chip/  
handbook.](https://www.aetnabetterhealth.com/pennsylvania/members/chip/handbook)



## Important Information for Enrollees, Parents and Guardians

The information in your member handbook helps you be an active and informed enrollee. It can help when making your or your child's health care choices. The latest member handbook is on our website, [www.aetnabetterhealth.com/pennsylvania](http://www.aetnabetterhealth.com/pennsylvania). You can also call Member Services if you need a member handbook. Just call **1-800-822-2447**, TTY: 711. 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
- Information about our quality and case management programs
- Privacy information
- Our key utilization management process
- How to access care and services
- Pharmacy benefits, formulary and medication prior authorization process
- Co-payments and charges responsible by members
- Process to use a non-participating provider, including restrictions
- How to obtain language services
- How to submit a claim
- How to access information on practitioners
- How to choose a PCP and specialist
- Care after normal hours
- ER care, 911 services
- Care when out of service area
- How to file a complaint or grievance
- How we evaluate new technology
- How to report fraud and abuse, and more



## Dental Benefits

CHIP covers dental services necessary to prevent disease and promote oral health, restore oral structures to health and function and treat emergency conditions.

There are no copayments for PA CHIP covered dental benefits. You don't need to get a referral from your PCP to make an appointment. Making sure your child gets high quality dental care couldn't be easier.

Tooth decay is the most common chronic childhood disease. Help prevent your child from suffering the effects of tooth decay by encouraging them to practice good oral hygiene daily. Also, take them to see the dentist for regularly scheduled checkups even if their teeth appear to be healthy.

### Who can my child see for dental care?

You can make an appointment with any participating SKYGEN dentist. You can find a list of SKYGEN providers at [AetnaBetterHealth.com/pa](https://www.aetna.com/better-health/pa) or by calling SKYGEN's Member Services at **1-800-508-2072**, TTY **1-800-466-7566**.

### Can my child receive services from a non participating dental provider?

Yes, but if you take your child to a non participating dentist, you'll be responsible for paying the difference between the non participating dentist's charge and the allowance for covered services.



## Questions about your benefits?

Our friendly, knowledgeable staff can answer any of your questions about your health plan, benefits and services, locations of doctors, facilities, pharmacies, and more.

We also have a secure portal to help you use your benefits and services. You can set up your own account and log in any time.

Visit [AetnaBetterHealth.com/pa](https://www.aetna.com/better-health/pa).

**Nurse Line:** You have access to a nurse 24 hours a day, 7 days a week to answer your health care questions. If you can't reach your PCP, the nurses can give you helpful advice on how to help your child feel better and stay healthy.

Call **1-800-822-2447 (TTY: 711)** and follow the prompts.

**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 **TTY: 711** toll-free. If you need a translator, call us. We'll connect you with a service that can translate any language. This service is available at no cost to you.

### Here's how to reach us:



#### By phone

Member Services is available 8 AM to 5 PM, Monday through Friday at **1-800-822-2447 (TTY: 711)**.



#### Website

Visit [AetnaBetterHealth.com/pa](https://www.aetna.com/better-health/pa) and click on "Contact us."



## Vision/Eye Care Benefits

Untreated eye problems can result in learning and behavioral problems that negatively affect a child's life. With proper attention to eye care, including regular check ups, you can help your child be healthy.

### Who can my child see for vision care?

You can make an appointment with any participating Superior Vision optician, optometrist or ophthalmologist. You can find a list of vision providers on our website at [AetnaBetterHealth.com/pennsylvania](https://www.aetna.com/betterhealth/pennsylvania). You can also call Superior Vision Member Services at **1-800-428-8789**.

You don't need to get a referral from your child's PCP in order to make an eye appointment. Call Superior Vision Member Services at **1-800-428-8789** if you're having trouble finding a participating vision provider or getting an appointment.

### Can my child receive services from a non participating vision provider?

Yes, but the non participating provider may not consider the allowed amount for covered services as payment in full for the services rendered, or the equipment provided to your child. You'll have to pay the difference between the non participating provider's charge and the allowance for covered services or equipment.





## Suicide: Help Is on the Line

If you or someone you know is thinking about suicide, there's now a simple way to get help: **Call, text or chat 988.**

Dialing **988** will reach the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) from anywhere in the U.S.

The Lifeline connects people to trained counselors 24 hours a day, 7 days a week. The service is free and confidential.

The Lifeline's previous number, **800-273-8255**, will continue to be available. And you can chat online at [988lifeline.org/chat](https://988lifeline.org/chat).

### Call for yourself—or a friend

Help lines connect you with a live, caring person. When you call **988**, you'll talk to a trained crisis counselor near your area code.

Counselors will listen and ask questions. They won't judge. Instead, they will offer advice and ways to keep you safe. They can also help you get immediate assistance if needed.

The Lifeline is also for people who worry that a family member or friend is thinking about taking their own life. According to the National Institute of Mental Health, family and friends are often the first to notice the signs that someone is thinking about suicide.

### Reach out

If you are feeling depressed or thinking about taking your life, remember that you are not alone—and help is available. The Lifeline is available 24/7 at **988**. You can also call 911 or visit a hospital emergency department.

## Get Help

**The 988 Suicide & Crisis Lifeline**  
(formerly known as  
the National Suicide  
Prevention Lifeline)



**Call or text:**  
**988**



**Call:**  
**800-273-8255**



**Chat online:**  
**988lifeline.org/chat**





## Exclusive No Cost Over-the-Counter (OTC) Benefit

You choose how to get your monthly OTC items



### BY PHONE

Call **1-888-628-2770**,  
TTY: 711 to order by phone



### ONLINE



Order online at  
[CVS.com/otchs/abhkids](https://www.cvs.com/otchs/abhkids)



### IN A CVS STORE

Visit a participating  
CVS Pharmacy®



Get these OTC items and more at **NO COST** to you!

- Pain Relievers and First Aid
- Oral and Dental Care
- Cold, Cough and Allergy Remedies
- Anti-Fungals
- Ear and Eye Care
- Vitamins and Minerals
- Feminine hygiene products and tampons
- Miscellaneous products

See the complete list of products on our OTC web page.\*



\*Visit our OTC web page for more details about the OTC benefit

[aetnabetterhealthpenn.com/otc](https://www.aetnabetterhealthpenn.com/otc)

Call Aetna Better Health® Kids at **1-800-822-2447** (TTY: 711)

Only Aetna Better Health® Kids members get a \$30 OTC credit each month.

(Some restrictions apply.)



## Spotlight on Community Outreach

Our Aetna Better Health Kids Community Outreach Team is making a difference all across Pennsylvania. From Back To School events to health fairs and health screenings, we are here to help improve the health of the community. We hope you'll join us for the next event in your area.



## **Nondiscrimination Notice**

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

Aetna Better Health Kids provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats).

Aetna Better Health Kids provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact Aetna Better Health Kids at 1-800-822-2447.

If you believe that Aetna Better Health Kids 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:

The Bureau of Equal Opportunity,  
Room 223, Health and Welfare Building,  
P.O. Box 2675,  
Harrisburg, PA 17105-2675,  
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or  
Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone with the U.S. Department of Health and Human Services, Office for Civil Rights 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**

**ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 1-800-628-3323).**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 1-800-628-3323).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните: 1-800-822-2447 (телетайп: 1-800-628-3323).

注意：如果您講中文，您可以免費獲得語言援助服務。請致電 1-800-822-2447（聽障及語障人士專線：1-800-628-3323）。

CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin gọi số [1-800-822-2447] (TTY: 1-800-628-3323).

تنبيه: إذا كنت تتحدث لغة أخرى غير الإنجليزية، فإن خدمات المساعدة اللغوية متاحة بالمجان. اتصل بالرقم 1-800-822-2447 (الهاتف النصي: 1-800-628-3323)

ध्यान दिनुहोस्: तपाईं अंग्रेजी बाहेकका भाषा बोल्नुहुन्छ भने तपाईं निःशुल्क भाषिक सहायता प्राप्त गर्न सक्नुहुन्छ । यसका लागि 1-800-822-2447 (TTY: 1-800-628-3323) मा टेलिफोन गर्नुहोस् ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-822-2447 (TTY: 1-800-628-3323) 번으로 전화해 주십시오.

កត់សំគាល់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ មិនប្រើភាសាអង់គ្លេស សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនដោយឥតគិតថ្លៃសម្រាប់លោកអ្នក។ សូមទូរស័ព្ទទៅលេខ 1-800-822-2447 (TTY: 1-800-628-3323) ។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-822-2447 (TTY: 1-800-628-3323).

သတိပြုရန်။ သင့်လျော်သော အကူအညီများကို အခမဲ့အဖြစ် အသုံးပြုနိုင်ပါသည်။ 1-800-822-2447 (TTY: 1-800-628-3323) သို့ ဖုန်းခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-822-2447 (TTY: 1-800-628-3323).

ATENÇÃO: Se você fala português, encontramos serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

দৃষ্টি আকর্ষণ: আপনি যদি ইংরেজী ছাড়া অন্য কোন ভাষায় কথা বলেন, তাহলে ল্যাংগুয়েজ এসিস্ট্যান্ট সার্ভিসের সহায়তা, আপনি বিনামূল্যে পাবেন। কল করুন: ১-৮০০-৮২২-২৪৪৭ (TTY: 1-800-628-3323).

KUJDES: Nëse flitni një gjuhë tjetër përveç anglishtes, shërbimet për përkthim, pa pagesë, janë në dispozicion për ju. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

ध्यान आपो: જો તમે અંગ્રેજી સિવાય બીજી ભાષા બોલો છો, તો ભાષા સહાય સેવાઓ, તમારા માટે મફત ઉપલબ્ધ છે. ૧-૮૦૦ ૮૨૨-૨૪ ૪૫ ૫૨ કોલ કરો ( ટીટીવાય: ૧-૮૦૦-૬૨ ૮૩૩૨૩)

PA-22-05-03