



# Healthy kids



[AetnaBetterHealth.com/Virginia](http://AetnaBetterHealth.com/Virginia)

Aetna Better Health® of Virginia

## What is available to you as a Medicaid member?

We want you to use your benefits to the fullest. To do that, you have to know what benefits are available. For Medallion 4.0 members, there are no copays or deductibles. **FAMIS members may have copays for certain benefits.**

Here are some of the basic benefits we cover:

- Dentist visits
- Doctor visits
- Emergency care
- Eye exams
- Family planning services
- Flu shot
- Hearing tests
- Home health services
- Hospital care
- Lead screenings for children
- Mental health services
- Physical, occupational, and speech therapies

- Prenatal care
- Prescription medicines
- Services for special health care needs
- Special medical equipment
- Substance abuse treatment
- Vaccines for children
- X-rays
- Yearly wellness exam

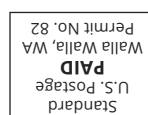
We also have value-added benefits. These are exclusive benefits for you as an Aetna Better Health

of Virginia member. These benefits include:

- Adult smoking cessation
- Carpet cleaning and hypoallergenic bedding for members with asthma
- Free diapers for a month for newborns
- Second inhaler/nebulizer for asthmatic school-age members to use at school

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## What is available to you as a Medicaid member?

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- Personalized program for diabetes care
- Free cellphone
- GED support
- Home-delivered meals
- Non-traditional medicine reimbursement
- Swimming lessons
- Ted E. Bear, M.D. Wellness Club membership
- Free transportation to medical appointments and pharmacy pick-up
- Free transportation to grocery store, library, Department of Motor Vehicles, place of worship, exercise/gym classes, and Women, Infants and Children (WIC) office
- Adult weight management program
- Youth sports physicals

To learn more about your benefits, read your Member Handbook. It is available on our website. Go to **AetnaBetterHealth.com/Virginia**. Select "For Members." Then, select "Medicaid and FAMIS." Under the drop-down, select "Handbook."

If you have a question, call Member Services. Their number is **1-800-279-1878 (TTY: 711)**. They are available 24 hours a day, 7 days a week.



Do you know someone who may qualify for Medicaid?

Visit **AetnaBetterHealth.com/Virginia**. Select "Become A Member."



## 6 tips to help kids learn virtually at home.

Learning online while at home can be a challenge. There are a lot of ways children can be distracted by things in the home. But your home can still be a great place for your child to learn. Here are six tips to help your kids learn virtually at home.

1. **Have a dedicated learning space.** Children can focus better when there are no interruptions around them. Try to create a comfortable, quiet learning space devoted to their schoolwork. Even just a small corner in a quiet room is ideal.
2. **Have "digital recess."** Kids should get lots of breaks during the day. Sitting at a desk for long periods of time can make them fidgety. Kids need physical activity. So set alarms for "digital recess." You can go for a walk or play a game indoors.
3. **Create a schedule.** It's important to be organized when learning virtually at home. Consider making a schedule. You can plan your child's day to fit in learning and play.
4. **Remove distractions.** A barking dog, a loud TV, or noise from a sibling also trying to learn can be disruptive. Consider removing things that could distract your child from their learning space.
5. **Play some music.** Kids love music. Singing and dancing is a great way to "get the wiggles out." Music can also help keep outside sounds out of their learning space.
6. **Check out community resources.** Look on your child's school website to see what resources they have for kids so they can learn virtually. You can also call your child's school. There may be useful resources available to you to help them learn.

## How to access early intervention services.

Do you have a child under the age of 3? Do you believe your child is not learning or developing like other babies and toddlers? If so, your child may qualify for early intervention services. Early intervention services help families support their child's learning and development. Early intervention services can include:

- Speech therapy
- Physical therapy
- Occupational therapy
- Service coordination
- Developmental services

The first step is meeting with the local *Infant and Toddler Connection* program in your community.

They can tell you if your child is eligible. A child from birth to age 3 is eligible if he or she has:

- A 25% developmental delay in one or more areas of development
- Atypical development
- A diagnosed physical or mental condition that may result in a developmental delay

### Our care coordinators can help

For more information, call your care coordinator. Their number is **1-800-279-1878 (TTY: 711)**. Your care coordinator can help. We provide coverage for early intervention services. Your care coordinator will work with you and the Infant and Toddler Connection program. They will help you access these services. They can also help you with other services your child may need.

Information is also available at **InfantVA.org**. You can also call Infant and Toddler Connection of Virginia. Their number is **1-800-234-1448**.



## MyActiveHealth.

Great news! As part of your health benefits, you're automatically a member of **MyActiveHealth.com**.

MyActiveHealth is a secure, online site that has all the health information that's important to you in one convenient place. MyActiveHealth includes a Personal Health Record. There, you can store all your health data and medical history for easy access.

With MyActiveHealth, your health information works hard

to help you take better care of yourself. MyActiveHealth is also your personal gateway to lots of other great health programs and services.

Here are some of the things you can do at **MyActiveHealth.com**:

- Create email reminders of doctors' appointments and record them on a calendar.
- Use a computer to access your secure Personal Health Record and share health information, even at the doctor's office.
- See the most important steps you can take to improve your health.

- Listen to a podcast, watch a video, or print out materials on health topics.
- Get the latest news on issues important to your health.
- Find out about resources and programs available to you.
- Check potential drug interactions.
- Find and print out recipes for great-tasting, healthy eating.

Go to **MyActiveHealth.com** to get started. MyActiveHealth is free. You can log on 24 hours a day, 7 days a week.

## Do you need heating or cooling assistance?

Not being able to heat or cool your home can be dangerous, depending on the season. Most at risk are people 65 and older, children younger than 2, and those with chronic diseases. There's help if you need it.

In Virginia, there's a program that helps eligible low-income households with the costs of heating and cooling their home. There's even emergency assistance.

To learn more, visit [DSS.Virginia.gov/Benefit/EA](https://www.DSS.Virginia.gov/Benefit/EA). You can also apply for the program online. Visit [CommonHelp.Virginia.gov/Access](https://www.CommonHelp.Virginia.gov/Access) or call 1-855-635-4370.

## Need help paying for child care?

The Child Care Subsidy Program helps families pay for child care. The program covers child care costs for children under 13 who cannot attend school during public school hours. It also covers children under 18 who live with you and have special needs. The program can pay some of your child care costs directly to your child care provider.

You must live in Virginia to be eligible for the program. You must also either be currently working or involved in a training or job program. To see a list of eligible training or job programs, visit [DSS.Virginia.gov](https://www.DSS.Virginia.gov). Then select "Assistance." From there, select "Child Care."

You can apply for the Child Care Subsidy Program online through CommonHelp. Go



to [CommonHelp.Virginia.gov/Access](https://www.CommonHelp.Virginia.gov/Access). You can also check eligibility. Select "Am I Eligible?" To start your application, select "Get Started." For help filling out the application, call 1-855-635-4370.

## Our payment policies help protect you.

People sometimes do not understand Utilization Management (UM) programs. At Aetna Better Health, UM is a process for reviewing services and care that has been provided to our members. There are no financial incentives in the review process. Our UM decision-making is based on whether care and service are appropriate and medically necessary. It is also based on whether the member has health coverage.

We use medical guidelines to make sure the service or medicine is safe and medically

necessary. These guidelines come from national and regional health organizations and medical research. Aetna Better Health does not reward individuals for denying coverage. We do not encourage decisions that result in denial of care or decisions that result in underutilization or barriers to care or service. This policy is posted on our website at [AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia). If you would like a copy of the complete UM policy, call Member Services at 1-800-279-1878 (TTY: 711).

## You can help prevent the flu

The Centers for Disease Control and Prevention (CDC) says that you should get a flu shot each year. However if you do get the flu, take prescription antiviral drugs as prescribed by your doctor. Prevention and early treatment are key when it comes to flu. This is especially true for the elderly, pregnant women, and people with chronic health conditions.

CDC has confirmed that the flu vaccine is safe for most people. The flu vaccine cannot give you the flu. Multiple studies have shown that it does not cause autism. Some people may have a mild reaction to the flu shot. You may not feel well for a few days. After you get the flu shot, let your doctor know if you experience:

- A low-grade fever
- Muscle aches
- Headaches
- Redness or swelling where you got the flu shot

People infected with the flu might be able to infect others starting one day before they feel the flu coming on. They can infect others up to five to seven days after getting sick. That means you might be able to spread the flu to others before you even know you are sick! There are many preventive actions you can take. These actions may slow the spread of germs that cause the flu.

### How can you prevent the flu?

- Avoid close contact with sick people.
- If you or your child feel the flu coming on, CDC says that you or your child should stay home. You should stay home for at least 24 hours after the fever has gone down.
- When you are sick, avoid close contact with other people to prevent spreading germs.
- Cover your nose and mouth with a tissue when you cough

or sneeze. Make sure to wash your hands afterwards.

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect surfaces that might be contaminated with germs.
- Frequently clean items that are touched often, such as doorknobs, cellphones, and keyboards.





## No Virginian hungry.

Find a local food bank near you.

Almost 12% of Virginians battle food insecurity on a daily basis. Food insecurity means a lack of available financial resources to put food on the table at any given time. There is help

available. Visit [FeedingAmerica.org/Find-Your-Local-FoodBank](http://FeedingAmerica.org/Find-Your-Local-FoodBank). You can search by ZIP code to find an area food bank near you. If you do not have Internet access, call Member Services at **1-800-279-1878 (TTY: 711)**. We can do a search for 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>.

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**).

**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። በአርሲዎ 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 काल 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 JIË BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-à win kwa cetiyo+ ne-là, i belè-ò bi mà-ò mù bò kò putu bò. Dá nòbâ nè ê nea-ò ñ-à jì è jipolê katèh jε 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 nọmba dijiri n'azụ nke kaadi ID gi ma ọ bụ **1-800-385-4104** (TTY: **711**).

**YORUBA:** ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ ipèsè èdè tí wá ní lẹ fún ọ lófèè, pe nónbà tí ó wà lẹyìn káàdì ìdánimò rẹ tabí **1-800-385-4104** (TTY: **711**).



## E-cigarettes: Are they safe?

What is vaping?

What is an e-cigarette?

An e-cigarette is an electronic smoking device. It heats a liquid to create vapor. This vapor can then be inhaled. Using an e-cigarette is sometimes called vaping. The liquid used in an e-cigarette contains nicotine. When someone uses an e-cigarette, they are exposing themselves and those around them to harmful substances.

### Are e-cigarettes safe?

Most e-cigarettes contain nicotine. Nicotine is highly addictive. Nicotine addiction may increase the risk of becoming addicted to other drugs. These e-cigarettes can contain other harmful substances that can cause lung damage. This damage can be severe and permanent.

## Can I use e-cigarettes to help me quit smoking?

E-cigarettes can cause lung damage. So, it's better to use approved nicotine replacement medications. These include patches, lozenges, and gum. Also consider using these resources to support your efforts to quit smoking:

- Virginia Department of Health's Quit Now Virginia program provides free information and coaching. You can call them at any time. Their phone number is **1-800-QUIT-NOW (1-800-784-8669)**.
- SmokefreeTXT is a text messaging service. You can sign up by texting QUIT to 47848.
- The U.S. Department of Health and Human Services has an app called QuitSTART. It is available at **SmokeFree.gov/Apps-QuitSTART**. It can help track moods and cravings. It can also monitor your progress.

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**Contact us** Aetna Better Health® of Virginia  
9881 Mayland Drive  
Richmond, VA 23233-1458

**1-800-279-1878 (TTY: 711)**  
**AetnaBetterHealth.com/Virginia**



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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.

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at **AetnaBetterHealth.com/Virginia**. You can call us at **1-800-279-1878 (TTY: 711)** to ask us to mail you a paper copy, at no cost to you. We will send you a paper copy within five business days. You can request the handbook, also at no cost to you, in a language other than English, or in other formats such as audio, large print or Braille.

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