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wellness&you

Your Aetna Better Health® member newsletter

FAMILY HEALTH



Your guide to well-child visits

Regular checkups help kids stay healthy. This guide explains when to schedule visits and what to expect.

Well-child visits are routine checkups for kids. They help your child grow and stay on track. They start when babies are a few days old. And they go on until your child turns 20.

At each visit, the provider checks your child from head to toe. They may also give vaccines (shots) and do screenings.

You can ask questions at every visit. And you can share any changes in sleep, mood, eating or school.

Kids need more visits in the first three years. That's because babies and toddlers develop so quickly. After that, most kids go once a year.

Well-child visits *continued on page 2*

Your child's care is covered

Well-child visits are covered at no cost to you. It's all part of the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program. The building blocks of EPSDT are:

- **Early:** Finding health concerns that need care early
- **Periodic:** Getting regular health checks
- **Screening:** Checking your child's body, mind, teeth, vision and hearing
- **Diagnostic:** Further testing when problems or risks are found
- **Treatment:** Correcting or improving health problems

The EPSDT benefit covers all medically necessary and preventive care, at no cost, for members up to age 21. For more info, see your member handbook or call Member Services.

What to expect at a well-child visit

Babies

3 to 5 days, 1 month, 2 months, 4 months, 6 months, 9 months

The PCP will measure your baby's head and height at every visit. They'll ask about their feeding and sleeping schedule, too. They'll also answer questions you have.

Toddlers

12 months, 15 months, 18 months, 24 months

The PCP will ask how your child is eating, sleeping and playing. They'll check milestones. Is your child talking or walking? Do they like to explore?

Little kids

Once a year

Kids learn new skills fast. The PCP will want to know if your child can put on clothes by themself, for example. They may talk about behavior, too, and can share tips for routines.

School-age kids

Once a year

The PCP may start checking your child's blood pressure at every visit. They'll want to talk to you and your child about school and friendships. They can also help you deal with screen time and other issues, like bullying.

Teenagers

Once a year

At this age, the PCP may want to talk to your child without you for part of the visit. They may do a screening for depression. And you'll get a chance to talk to them about your concerns, like driving safety, smoking, safe sex and more.

Get more tips for healthy living

Our health and wellness library is packed with info to help you feel your best. Check it out at **AetnaBetterHealth.com/education**.



Get rewards for checkups. Well-child visits are covered at no cost to you. Better yet, your child can earn gift cards for completing visits. Go to **AetnaBetterHealth.com/newjersey/rewards-program.html** for more info.

Understanding diabetes

Diabetes is a chronic (life-long) illness that affects how your body uses food for energy. It's common — about one in eight Americans has the condition. And it can affect children and adults.

There is no cure for diabetes. But there are ways to manage it. With the right care, people of all ages can live healthy lives.

Know your risk

Anyone can get diabetes. But healthy habits — like eating healthy, staying active and keeping a healthy weight — can lower your risk.

Signs of diabetes can be hard to spot. You may not notice any signs at all. Your provider can test you for diabetes. Talk to them about your risk level and if you should get tested.

How to manage diabetes

You and your doctor will work together to come up with a plan that works for you. They may prescribe medicine to help manage your blood sugar. People with type 1 diabetes usually take insulin. They may also prescribe a statin to lower your risk of heart disease.

You also play a big role in managing your diabetes every day. Your provier may refer you to a diabetes self-management education (DSME) program. You'll learn the skills you need to live well with diabetes.

Managing your blood sugar every day is key to staying healthy. Over time, high blood sugar can hurt your heart, eyes, kidneys, nerves and more. Regular screenings can help catch these problems early, when they are easier to treat.



Key diabetes checkups

High blood sugar can lead to damage to your eyes, kidney, heart and nerves over time. If you have diabetes, talk to your provider about these tests and any others you may need:

- **A1C test:** Checks your average blood sugar over several months
- **Eye exam:** To check for damage to your retina
- **Kidney tests:** To make sure they are working like they should
- **Cholesterol test**: To check for heart disease risk
- **Foot check:** To check for nerve damage

Get help managing diabetes. Our care managers can help you manage diabetes or other chronic conditions. They can help coordinate your care, answer your questions and connect you to helpful resources. Call us to learn more.

Stop these common oral health problems

Taking care of your mouth is a key part of your overall health. Daily habits and regular dental visits can help prevent these common oral health problems.

Keep up with dental visits



Babies should see a dentist as soon as their first tooth appears, or by their first birthday.

Kids and adults should see their dentist every six months for routine cleaning and checkup. Some people may need to go more often based on their health.

Cavities

What is it	Who is at risk	How to prevent it
Cavities are holes in your teeth. They happen when sugar and germs damage the tooth. They are painful and can lead to infections.	Babies, young kids and teens tend to get more cavities. But adults can get them, too.	Floss and brush daily with fluoride toothpaste. Ask about dental sealants for kids. They can protect their new permanent teeth.

Gum disease

What is it	Who is at risk	How to prevent it
Gum disease is caused by plaque (a sticky film of germs) on teeth. It can harm the bones that support your teeth and even spread to other parts of your body.	Smokers, people with diabetes and people who don't brush or floss daily.	Brush and floss every day. Get regular cleanings at the dentist.

Tooth loss

What is it	Who is at risk	How to prevent it
Gum disease, cavities or accidents can cause adults to lose teeth. Losing a tooth can make it harder to eat and talk.	Older adults and people who don't get regular dental care.	Brush and floss every day. See a dentist for checkups and cleanings regularly.

Dry mouth

What is it	Who is at risk	How to prevent it
Saliva protects your teeth and mouth from harmful germs. Some medicines or health conditions can cause your mouth to make less saliva. Not drinking enough water can also cause dry mouth.	Older adults and adults who take certain medicines.	Sip water often. Try chewing sugar-free gum. Special mouth-wash could also help.



How to protect your child from lead at home

Lead is a metal that's found in some older houses, water pipes, soil and other everyday items.

Even small amounts can harm a child's brain, growth and learning. But these steps can help keep your kids safe.

Get your home tested. Was your home built before 1978? If so, it may contain lead-based paint. Contact your local health department about getting it tested for lead. Or, ask your landlord about lead.

Fix peeling or chipping paint. Hire a certified lead professional to repair paint safely. Cover peeling paint with duct tape or contact paper until repairs are complete.

Dust often. Lead can spread in dust. Clean your floors and windowsills often. Use a wet mop or rag to catch dust.

Watch for lead in water. Run tap water for a few minutes before using it. Use cold tap water for drinking, cooking and making baby formula.

Watch where your child plays. Soil near old homes may contain lead. Stop kids from playing in dirt and wash their hands often. Keep doormats outside your home. And take your shoes off at the door to avoid tracking dirt in the house.

Lead screening

You may not notice signs of lead poisoning right away. But a simple blood test can check your child's blood lead levels.

Children on Medicaid must be tested at 12 months and 24 months. Children ages 2 to 6 years old need testing if they never received one. Ask your child's doctor about lead testing or possible exposure.

Need a ride? Your plan covers rides to provider visits. Just call Modivcare at **1-866-527-9933 (TTY: 1-866-288-3133)** to schedule a ride. Be sure to call at least two business days ahead of your appointment.

How to tell if your child is being bullied

Bullying can happen to any child, at any age. Learn how to spot the warning signs — and how to support your child.



Bullying can take many forms. It can be physical, like hitting or pushing. Or it can be verbal or social. That can include teasing or leaving someone out. Bullying can also happen online — often out of sight from adults.

Kids don't always tell someone when bullying is happening. That's why knowing the warning signs can help you step in early.

Signs of bullying in young kids

- Unexplained bruises, cuts, or injuries
- "Lost" or damamged items
- Fear of going to school or riding the bus
- Frequent headaches or stomachaches
- Asking for help with things they used to do on their own

Signs of bullying in older kids

- Being more irritable or withdrawn at home
- Sudden change in friend groups or stopping contact with certain friends
- Quitting activities they used to enjoy
- Lower self-esteem
- Failing grades or more trouble at school
- Changes in eating habits, like skipping meals or overeating
- Spending much more or much less time on their phone or online

Keep in mind, your child might not show clear signs of being bullied. Check in with them often, even when things seem "fine."

What to do if your child is being bullied

Start by listening. Let them know it's not their fault, and you're glad they told you. Feeling believed and supported can help your child open up.

Ask gentle questions. Avoid rushing to fix everything right away. Some kids want advice. Others just want to talk.

You can also take action. If bullying is happening at school, reach out to school staff. Ask what they will do next. Keeping notes about what's happening and when can be helpful.

Get help right away if your child ever talks about hurting themselves, feeling hopeless or wanting to disappear.

Contact a healthcare provider or school counselor. You can also call or text **988**. Or chat at **chat.988lifeline.org** anytime.

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

What to know about substance use disorder

Many people struggle with alcohol or drug use. Learn the signs and how to get help.

Substance use disorder (SUD) is a medical condition. It's not a personal failure or lack of willpower.

SUD changes how the brain works. It makes it hard to control alcohol or drug use, even when it causes harm. With the right care and support, people can recover.

Learn the signs and treatment options. Then take the next step.

Signs of substance use disorder

Substance use can change how people think, feel and behave. Not everyone shows the same signs, but common ones include:

- Wanting to use alcohol or drugs every day or many times a day
- Needing more of the drug to feel the same effect
- Thinking about using or getting high most of the time
- Spending money you don't have on alcohol or drugs
- Doing risky things, such as driving while high or stealing
- Keeping using even when it causes problems with family, friends or coworkers
- Losing interest in activities you enjoyed
- Missing school or work, or having trouble at your job
- Changes in health, like low energy or weight changes



If you notice several of these signs, it may be time to talk with a health care provider.

Getting treatment

Substance use disorder is a disease. People usually cannot stop on their own without support. Treatments helps, especially when you start early.

Talk therapy: Counseling may take place one-on-one or in a group. A counselor can help you:
- Find triggers
- Understand your substance use
- Learn healthy ways to cope

Medications: Some medicines can lower cravings and ease withdrawal symptoms. That can help lower the chances of starting again.

Medication-Assisted Treatment (MAT): MAT combines medicine and counseling.

Your provider can help guide your care. If you ever end up in the ER for an overdose or mental health crisis, call your provider. It's best to see them within a week. That way, they can help plan the next steps and start your ongoing care.



After a mental health emergency: Why follow up care matters

Whether this happened to you or your child, you made it through the hardest part. Now let's talk about what comes next.

If your child was seen in the ER for a mental health concern, you are not alone. This is one of the hardest things a parent can go through. The good news is that what you do in the next few days can make a real difference.

The most important next step

Make a follow-up visit with your child's doctor within 7 days of going home. Even if your child seems okay, don't wait. Warning signs can come back quickly. Early care can stop another crisis before it starts.

How follow-up care helps

Seeing the doctor soon after an ER visit can help your child:

- Feel safer and more supported
- Manage big emotions or stress
- Lower the chance of going back to the ER
- Get back to daily life, like school and family time

What you can do right now

- Call your child's doctor today to set up a visit
- Watch for changes in mood, sleep, eating, or behavior
- Make sure your child takes any medicines the doctor ordered
- Write down questions before the visit so you're ready

Need help making an appointment?

Call the member services number on the back of your health plan card. A care manager can help you find a doctor and set up a visit fast.

If there is another emergency

If your child is in danger, call **911** or call or text **988**. It's free, private, and available 24/7.

You made it through a scary time. Help is still here, and healing is possible.

Extra support when you need it most

Living with a serious illness can be stressful and overwhelming. We offer the Community-Based Palliative Care (CBPC) Program to give extra support to members who need it.

Palliative care focuses on helping you feel better and live more comfortably. It supports your physical, emotional, and everyday needs while you continue seeing your regular doctors and getting your usual treatments. This care is not the same as hospice. You do not need to be at the end of life to receive palliative care.

Care is provided at home or in the community, not in a hospital. A trained care team works with you to understand your needs and goals.

How the Program Helps

Depending on your needs, the CBPC program may offer:

- Help managing pain or other symptoms
- Home visits from nurses or social workers
- Emotional and practical support for you and your caregivers
- Support with medications and care planning
- Help connecting to other helpful services
- A 24/7 phone line for urgent questions

Who May Qualify?

Members with serious health conditions that affect daily life may qualify. This includes adults and children with conditions such as:

- Heart disease
- Cancer
- Lung disease
- Kidney disease
- Diabetes
- Stroke

A healthcare professional will complete an assessment to see if the program is right for you. Call us at **1-855-232-3596 (TTY: 711)** to find out if you qualify or to get started.

More programs to support your health

Our population health management programs can help with things like:

- Managing a health condition
- Pregnancy care
- When to use urgent care
- What to do after a hospital stay
- Staying healthy and preventing health problems

You can learn more about our programs at **AetnaBetterHealth.com/newjersey/population-health-programs.html** or in your member handbook.

For most programs, we will automatically enroll you if you are eligible. You can choose to join or leave a program at any time by calling us at **1-855-232-3596 (TTY: 711)**.

Find more info about your plan at **AetnaBetterHealth.com/education/newjersey-info**.





Your statin starter guide

If you have high cholesterol, heart disease or diabetes, there's a good chance you're taking a statin. Statins are one of the most commonly prescribed medicines. According to one recent study, more than one in five adults is taking a statin. They can help lower your cholesterol and reduce your risk of heart attacks and strokes caused by blood clots.

If your doctor recently prescribed you a statin, you may have questions about this wonder drug. We've got answers.

How do statins work?

You get cholesterol from your diet, from foods like eggs and meat. But most of your blood cholesterol is actually made in your body by your liver.

Statins work by blocking the enzyme that your liver needs to make cholesterol. This means your body makes less of it. And that can help reduce your LDL cholesterol and lower your risk of heart attack and stroke.

How soon will it start working?

Statins typically start to work within a week. But you may not start noticing the benfits for four weeks or more. Your doctor will usually wait four to 12 weeks before checking your cholesterol again to see if it is lower.

To get the full benefit, be sure to follow your doctor's directions. You'll likely need to take a dose everyday. Some statins work better at night. Ask your doctor or pharmacist if there are any other specific instructions on when and how to take your statin.

What are the side effects?

Statins are highly safe and effective, though some people may have side effects. The most common side effect is muscle pain and weakness. Other side effects include digestive problems and be worse if you're taking multiple medications.

Talk to your doctor if you experience any side effects. They may lower your dose or switch you to a different statin. They may even tell you to stop taking the statin for a while. But don't stop taking it without talking to your doctor first.

If you find incorrect information in our Provider Directory, please let us know. You can select the "provider info correction form" link at the top of the results page, or go to **AetnaBetterHealth.com/newjersey/provider-info-form.html** to submit a form.

Keeping your child healthy during mental health treatment

Caring for a child with a mental health condition can bring questions and challenges. If your child takes antipsychotic medicine, it's important to support both their mental and physical health.

What are antipsychotic medicines?

Antipsychotic medicines can help children and teens manage some mental health conditions, such as:

- Attention deficit hyperactivity disorder
- Bipolar disorder
- Disruptive mood dysregulation disorder
- Oppositional defiant disorder
- Schizophrenia

Like all medicines, antipsychotics can cause side effects. Common side effects include weight gain, high blood sugar and high cholesterol. These can increase your child's risk of heart disease or diabetes.

The good news is that regular checkups and healthy habits can help keep your child healthy. Here's what you can do.

1 Keep regular doctor visits

Regular checkups help your child's doctor make sure the medicine is working as expected and watch for side effects. During these visits, your child's doctor may check height, weight and blood pressure. They may order blood tests as well to check cholesterol, blood sugar and more.

2 Give medicine as directed

Make sure your child is taking their medicines exactly as their doctor instructed. Ask the doctor if there's anything you're not sure of. If your child takes more than one medicine, confirm if it's safe to take them at the same time.

3 Help your child stay active

Physical activity helps children stay healthy. It may help lower the risk of some medicine side effects, too. Talk with your doctor before starting a new exercise program.

4 Ask about therapy and other support

Medicine is often just one part of treatment. Your child's doctor may recommend or other services to support your child's well-being. These may include:

- Cognitive behavioral therapy (CBT)
- Occupational therapy
- Speech therapy
- Family support services

5 Work with your child's care team

You know your child best. If you have questions or concerns, talk with your child's care team.



Aetna Better Health® of New Jersey

Nondiscrimination Notice

Aetna Better Health of New Jersey 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, sex, health status or need for health care services.

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
PO 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**.

This notice is available at the Aetna Better Health website: **AetnaBetterHealth.com/NewJersey**.

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Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak a language other than 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**)。

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.

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra no verso do seu cartão de identificação ou **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમોગુજરાતી બોલતા હો, તો ભાષા સહાય સોવાઓ મફતમાાં તમારા માટેઉપલબ્ધછો તમારા ID કાર્ડની પાછળના નાંબર પર અથવા 1-800-385-4104 (TTY: 711) પર કૉલ કરો.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number 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 riportato sul retro della tessera identificativa o il numero 1-800-385-4104 (TTY: 711).

ARABIC

م ل احظ ة: إذ إ ل ئ ن ت تت ح دث ال ع ربي ة ف إن ح دم إ ث إم س إع دة ال ل غ وي ة ت تت وف ر ل ك

م ج ا ً إ ت ص ل ع ل ى ال ر ق م ال م وج و د ف ي ظ ه ر ب ط اق ة ID أو

.1-800-385-4104 (TTY: 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).

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

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib pou ou gratis. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w lan oswa rele nan **1-800-385-4104** (TTY: **711**).

HINDI: ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं नि: शुल्क उपलब्ध हैं। अपने ID कार्ड के पीछे दिए गए नंबर पर कॉल करें या **1-800-385-4104** (TTY: **711**) पर कॉल करें।

VIETNAMESE: CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số có ở mặt sau thẻ ID của quý vị hoặc **1-800-385-4104** (TTY: **711**).

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URDU:

اگر آپ کو اپنی پالیسی کے بارے میں کوئی سوال ہو، آپ کو دعوی دائر کرنے میں مدد کی ضرورت ہو، یا آپ کو اپنی پالیسی میں تبدیلی کرنی ہو تو براہ مہربانی ہمارے کسٹمر سروس ڈیپارٹمنٹ کو 1-800-385-4104 (TTY: 711) پر کال کریں۔