

# Member Newsletter

SPRING 2019



## In this issue

Avoid Losing Your CHIP Coverage! .....	2	Change of Benefits.....	5
Formulary Update .....	2	An Important Message for Parents.....	5
Nurse Help Line.....	2	Transgender Health and Abuse.....	5
Vaping: Your Questions Answered.....	3	Fraud and Abuse.....	6
Talk to Your Child About Vaping's Dangers.....	3	Your Rights and Responsibilities.....	6
Information for Teens:		Check Out Our Events Calendar.....	6
What You Need to Know About Privacy.....	4	Ready to QUIT smoking? .....	6
Health Tips.....	4		



## **Formulary Update**

On February 1, 2019, Aetna Better Health of Pennsylvania made changes to the list of drugs that we cover. We began covering Admelog. Admelog is a fast-acting insulin used to treat type 1 and type 2 diabetes. We will no longer cover certain other insulins from our drug list. You may be contacted and asked to talk to your doctor about switching to Admelog.

## **Avoid Losing Your CHIP Coverage!**

### **Keeping your address current is required**

The Office of CHIP REQUIRES that your address is up to date with CHIP at all times.

All CHIP plans including Aetna Better Health Kids must now follow new CHIP requirements.

**If we receive returned mail for any child, CHIP requires we terminate the child's coverage right away.**

We will make attempts to contact your family by phone and correct the child's address on record. If we are not able to reach you to update your address, CHIP will terminate the coverage of the child immediately. We will send a termination notice.

If your child loses coverage you can contact us within 90 days to update your address. Once we have the correct address, we can reinstate your CHIP coverage. This is subject to CHIP policies.

If you are not sure if your address is current in our system, just call Member Services. You can reach us at **1-800-822-2447 (PA Relay: 711)**, 24/7.

### **Non-Formulary Drugs**

Humalog  
Humalog Pen  
Novolog  
Novolog Flexpen  
Apidra  
Apidra Solostar

### **Formulary Alternatives**

Admelog  
Admelog Solostar

Admelog contains the same drug as Humalog. Admelog works as well as Humalog and is just as safe. The dose is the same for Humalog and Admelog. If your doctor switches you from Humalog to Admelog, the dose should be kept the same.

Your pharmacy cannot substitute Admelog for Humalog or Novolog, so you need a new prescription from your doctor. Admelog comes in a vial or as a Solostar pen. If you were using fast-acting insulin vials before, you can safely switch to Admelog vials and if you were using a fast-acting insulin pen, you can safely switch to Admelog Solostar.



## **Nurse Help Line**

Aetna Better Health has a 24/7 Nurse Help Line just for members. Our highly trained nurses can answer your medical questions. Call us any time at the number on the back of your member ID card or **1-800-822-2447 (PA Relay: 711)**.



## Vaping: Your Questions Answered

The use of e-cigarettes, or vaping, has become a common alternative to smoking traditional tobacco. However, its long-term health effects are not yet fully known. Here are some common questions about vaping and how it compares to smoking regular tobacco.

### Q: How does vaping work?

**A:** Vaping refers to the use of electronic cigarettes, which are also known as vaporizers, vape pens, e-cigarettes, mods or electronic nicotine delivery systems (ENDS). E-cigarettes vary in shape and size, but they all contain a liquid that is heated until it turns into a vapor and then inhaled.

### Q: Is vaping addictive?

**A:** Vapor from e-cigarettes usually contains nicotine, a highly addictive chemical. Studies have also shown that some e-liquids contain other cancer-causing chemicals and toxins, heavy metals, and other addictive compounds.

### Q: What other health concerns are there?

**A:** Another major concern is the number of young people who use e-cigarettes. Multiple studies suggest that teenagers who smoke e-cigarettes are more likely to move on to tobacco or other drugs. This is because of the effect nicotine has on the brain's reward system. Nicotine is also dangerous for a teen's developing brain—it can cause problems with attention span and learning, and raise risks for mood disorders and long-term problems with impulse control.

### Q: Is vaping healthier than traditional smoking?

**A:** Vaping is not good for your health. However, it is less harmful for you than smoking if used as a complete tobacco replacement. Because vaping can encourage the brain to become more easily addicted to other drugs, experts recommend that you don't start using e-cigarettes if you have never smoked before.

### Q: Can vaping help you quit smoking regular cigarettes?

**A:** There is currently no sufficient evidence that e-cigarettes help smokers quit. In fact, some studies have found that people who tried to use e-cigarettes as a quit aid were less likely to quit smoking than those who didn't. There are seven other smoking cessation methods approved by the U. S. Food and Drug Administration that can help smokers quit effectively and safely.

**Sources:** Centers for Disease Control and Prevention; National Institute on Drug Abuse; U.S. Food and Drug Administration

## Talk to Your Child About Vaping's Dangers

E-cigarettes are wildly popular among kids. But no matter what you've heard, they're not safe for kids to use.

Kids' brains are still developing. Many e-cigs contain nicotine, which can hurt young brains. Nicotine is addictive too. And kids' still-maturing brains make them more vulnerable to addiction.

The nicotine in e-cigs can also make it harder for kids to concentrate and learn. What's more, e-cigs contain other harmful chemicals. When kids vape, they breathe in tiny particles that can harm their lungs.

### Time to talk

This is why it's so important to talk to your child about just how risky vaping is. But make it a conversation—not a lecture. If you lecture, your child might stop listening.

And your conversation doesn't have to be a one-time thing. You can keep talking.

### Not sure what to say?

Then you might try something like this: "Your brain is still developing. And lots of e-cigs have nicotine. That's the drug that makes regular cigarettes so addictive. Nicotine can mess with your brain development."

Or try this: "Whether you get nicotine from an e-cig or a regular one, it's still risky. I'm not trying to scare you. But I want you to have the facts. I just want you to be healthy."

**Sources:** American Academy of Pediatrics; Centers for Disease Control and Prevention





## Information for Teens: What You Need to Know About Privacy

### Who do you talk with when you need advice about your health and personal life?

While it's best to talk with your parents (or guardians), they might not be your first choice. If you are too embarrassed or worry about how your parents will react, it's important that you talk with an adult who can give you trusted advice, like your doctor.

Your doctor...

- Respects your privacy.
- Has answered all kinds of questions from other teens.
- Is an expert in health issues and will want to ask you private questions about your health to help you make healthy decisions.
- Can help you find a way to talk with your parents or other trusted adult(s) in your life.

The following are some questions teens have asked about providing privacy and their health concerns:

### Q: How do I talk with my doctor in private?

**A:** Just ask. Time can be set aside by your doctor to talk privately during almost every visit.

### Q: What can I talk about with my doctor?

**A:** You can and should talk with your doctor (or the office nurse) about ANYTHING and EVERYTHING.

Sometimes your doctor will ask questions about school, your friends, and family members. Sometimes your doctor will ask you personal things like how you're feeling or what you like to do in your free time.

The more your doctor knows about you, the better he or she can answer your questions or concerns.

### Q: Will my doctor tell my parents what we talked about?

**A:** Your doctor will keep the details of what you talk about private, or confidential. The only times when your doctor cannot honor your privacy is when someone is hurting you or you are going to hurt yourself or someone else. There are state laws that require doctors to share information when there is a concern about someone possibly getting hurt.

If this happens, you and your doctor will talk about how to share any information necessary to keep everybody safe.



## Health Tips

The following are ways you can take charge of your health:

- **Be honest.** Your doctor needs to know all the facts to best help you. This includes if you are on any special diets, are taking any medicines, or have any health problems.
- **Ask questions.** It's important that you understand the health information and advice you are receiving and that you can trust the source. Sometimes medical terms can be confusing, so don't be afraid to ask questions. No question is stupid!
- **Talk with your parents.** If it's possible, try talking with your parents. Your doctor may have suggestions on what you can say.
- **Keep in touch with your doctor.** Check in with your doctor once a year, not only when you are sick. Make sure your doctor has your current address and phone number. Keep your doctor's contact information too.
- **Be responsible.** Seek help and advice when you need it. Don't miss your appointments; reschedule visits when needed; and follow up with your doctor when you have questions.

## At your next visit, be sure to...

- Ask your doctor about what things can be kept confidential where you live.
- Tell your doctor if some of the things you talk about can be shared with your parents.
- Ask your doctor who has access to your medical records (paper and electronic) and if your records are secure.
- Discuss any privacy concerns if you communicate with your doctor by e-mail or on the phone.



## An Important Message for Parents

Now that your son or daughter is a teenager, his or her body and feelings are changing. It's important to keep a close relationship with your teen, but this also means encouraging the ability to make healthy decisions and allowing your teen to talk alone with the doctor at each visit. This will help your teen learn about himself or herself, develop a trusting relationship, and make healthy decisions. The doctor will encourage your teen to share information with you, but there may be some things he or she would rather talk about initially with the doctor, and that's OK. The most important thing is that your teen is talking with a responsible adult about his or her health concerns.

Primary source, accessed 12/24/18: <https://www.healthychildren.org/English/ages-stages/teen/Pages/Information-for-Teens-What-You-Need-to-Know-About-Privacy.aspx>; edited content.



## Change of Benefits

If there is a change to your Aetna Better Health benefits, we will notify you in writing at least 30 days in advance of the change. There are currently no benefit changes to report. Check out your Member Handbook for a list of all your benefits.



## Transgender Health and Abuse

Abuse can happen to anyone. One in four transgender people face abuse from a partner. One in two have been sexually assaulted at some point in their lives. Trans women and transgender people of color face higher risk. Many transgender people do not seek help for health issues or abuse because they do not feel safe.

Transgender people may not get the care they need because they feel like they cannot trust their doctor. Many doctors do not know the best way to work with a transgender patient. Some doctors will not work with people who are transgender. Often, transgender patients have to teach doctors about their needs, and that can be very frustrating.

Transgender people may have trauma from abuse and not feel safe asking for counseling. Health care may not cover things that they need, like trauma counseling or hormone therapy. They may not get screenings for STIs or other health issues. All of these things put transgender people at high risk for many serious health issues such as:

- Sexually transmitted infections
- Substance abuse
- Mental health issues
- Intimate partner and sexual violence

There are resources that can help transgender people get the help they need. The websites below can link transgender patients with help. Please also check for local support in your area for transgender health care needs.

<http://transcentralpa.org/>

<https://forge-forward.org/>

<https://transequality.org/>



## Fraud and Abuse

If you suspect fraud or abuse by a provider or an Aetna Better Health member you can report it. We have a hotline number that may be used to report a medical provider, facility or business for suspected fraud or abuse. The hotline number is **1-800-333-0119 (PA Relay: 711)**.

### Some common examples of fraud and abuse are:

- Billing or charging you for services that were not provided to your child.
- Offering you gifts or money to receive treatment or services.
- Offering you free services, equipment or supplies in exchange for your ID card number.
- Providing services that your child doesn't really need.
- Physical, mental or sexual abuse by medical staff.



## Help Stop Fraud, Waste, and Abuse

Health care fraud means getting benefits or services based on untrue information. Waste is when health dollars are not carefully spent. Abuse is doing something that results in needless costs. If you think you have seen or heard of fraud, waste or abuse happening, you have a right – and the duty – to report it. You can do so without leaving your name. Here's how:

Call the Aetna Better Health compliance hotline at **1-800-333-0119 (PA Relay: 711)**.

Use the fraud and abuse form on the website: [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa).



## Ready to QUIT smoking?

Talk with a Tobacco Treatment Specialist today. Just call the PA Free Quitline!

**1-800-QUIT NOW**

<https://pa.quitlogix.org>



## Your Rights and Responsibilities

### Your rights and responsibilities

Every year, we review and remind our members of their rights and responsibilities. You can get a complete copy of your rights and responsibilities at any time. Here's how:

- Go to [www.aetnabetterhealth.com/pa](http://www.aetnabetterhealth.com/pa)
- Call Member Services
- Look in your member handbook

For more information on rights and responsibilities, just call Member Services at **1-800-822-2447 (PA Relay 711)**. Aetna Better Health does not take action against members who exercise their rights.



## Check Out Our Events Calendar

Our Community Outreach team spends time in communities across our state supporting many local community events. We partner with groups that support our efforts of improving the health of our members and all Pennsylvanians.

You'll find our calendar of where we'll be on our website. Just go to [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa) and click on Events on the right side of the homepage. We hope to see you soon!

## Nondiscrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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)

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

- Qualified interpreters
- Information written in other languages

If you need these services, call Aetna at **1-800-385-4104** (PA Relay: **711**).

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, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Aetna Better Health  
ATTN: Complaints and Grievances Department  
2000 Market Street, Suite 850  
Philadelphia, PA 19103  
1-866-638-1232, PA Relay: 711

The Bureau of Equal Opportunity,  
Room 223, Health and Welfare Building,  
P.O. Box 2675,  
Harrisburg, PA 17105-2675,  
Phone: (717) 787-1127, PA Relay: 711,  
Fax: (717) 772-4366, or  
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Aetna and the Bureau of Equal Opportunity are 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, 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

**ENGLISH: ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (PA Relay: **711**).

**SPANISH: ATENCIÓN:** Si usted habla español, los servicios de ayuda de idioma, sin ningún costo, están disponibles para usted. Llamar al **1-800-385-4104** (PA Relay: **711**).

**RUSSIAN: ВНИМАНИЕ:** Если Вы говорите на русском языке, Вам предлагаются бесплатные переводческие услуги. Позвоните по номеру **1-800-385-4104** (PA Relay: **711**).

**CHINESE: 注意:** 如果您说普通话, 您可以免费获得语言帮助。请致电**1-800-385-4104** (听障专线: **711**)。

**VIETNAMESE: LƯU Ý:** Nếu quý vị nói [Tiếng Việt], chúng tôi sẽ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số **1-800-385-4104** (PA Relay: **711**).

### ARABIC:

**1-800-385-4104** يرجى الانتباه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم **1-800-385-4104** (إذا كنت تعاني من الصمم أو ضعف السمع فاتصل بخدمات الربط PA Relay على الرقم: **711**)

**NEPALI: ध्यान दिनुहोस्:** तपाईं नेपाली बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। **1-800-385-4104** मा फोन गर्नुहोस् (PA Relay: **711**)

**KOREAN: 주의:** 한국어를 사용하실 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104**(PA 중계 서비스: **711**)번으로 연락해 주십시오.

**MON KHMER: ត្រូវចងចាំ:** ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមហៅទូរស័ព្ទមកលេខ **1-800-385-4104** (PA Relay: **711**)។

**FRENCH: ATTENTION:** si vous parlez Français, vous pouvez bénéficier gratuitement des services d'assistance linguistique. Appelez le **1-800-385-4104** (PA Relay: **711**).

**BURMESE: ဂရုပြုရန် -** သင်သည် မြန်မာဘာသာစကားကိုပြောဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **1-800-385-4104** (PA ရီလေး - **711**) ကို ခေါ်ဆိုပါ။

**FRENCH CREOLE: ATANSYON:** Si ou pale Kreyòl Ayisyen, wap jwenn sèvis asistans pou lang, gratis, ki disponib. Rele nan **1-800-385-4104** (Sèvis Relè PA: **711**).

**PORTUGUESE: ATENÇÃO:** se falar Português, os serviços gratuitos de assistência linguística estão disponíveis para você. Ligue para **1-800-385-4104** (PA Ramal: **711**).

**BENGALI: মন দিয়ে দেখুন:** আপনি যদি বাংলা বলেন, আপনার জনস্ব বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-385-4104** (পিএ রিলে: **711**)।

**ALBANIAN: VINI RE:** Nëse flisni shqip, shërbime të ndihmës gjuhësore janë në dispozicionin tuaj, pa ndonjë pagesë. Telefononi **1-800-385-4104** (Personat me problem në dëgjim, PA Relay: **711**).

**GUJARATI: ધ્યાન આપો:** જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કૉલ કરો **1-800-385-4104** (PA રિલે: **711**).