



# Member Newsletter

Spring 2020



Pennsylvania's Children's  
Health Insurance Program  
**We Cover All Kids.**



[AetnaBetterHealth.com/Pennsylvania](https://AetnaBetterHealth.com/Pennsylvania)

Aetna Better Health® Kids

PA-20-04-02

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## Talking to Your Doctor About Your Relationship

Going to the doctor regularly is a good way to stay healthy. Doctors ask their patients questions that help identify problems. When problems are identified, doctors can help their patients get the things they need to start feeling better. Sometimes, doctors ask their patients questions about their relationships. They may ask questions like:

- Do you feel safe at home with your partner?
- Does your partner ever hit you or try to injure you?
- Does your partner try to control you physically, mentally, or financially?
- Does your partner ever threaten you, or make you do things you don't want to do?

Answering questions like these can make you feel nervous or embarrassed. If you are in a safe relationship, these questions may not seem important. For patients who are not in safe relationships, it can be helpful when the doctor asks these questions. Talking about abuse can be hard or scary. It can also be a good way to start feeling better. Sometimes, relationships that are unhealthy can cause other problems too, such as:

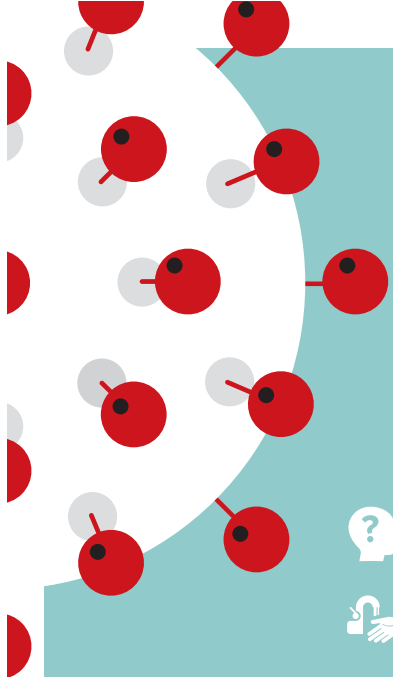
- Depression
- Anxiety
- Post-Traumatic Stress Disorder
- Traumatic Brain Injury
- High Blood Pressure
- Chronic Pain

When doctors ask about relationships, they can help with any of the problems the patient might have. They can also help connect you to people at the local domestic violence program for support. If you are experiencing abuse you can always call your local domestic violence program on your own, or use the resources below:

**Pennsylvania Coalition Against Domestic Violence: (717) 545 6400 (8:30.am - 4:30 pm)**

<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>

**National Domestic Violence Hotline:  
1-800-799-SAFE or 1-800-787-3224 (TTY)  
24/7 chat: <https://www.thehotline.org/>**



# DO'S & DON'TS

## of the coronavirus disease (COVID-19)

### Do:



Know the symptoms: coughing, fever, shortness of breath.



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.

### Don't:



Touch your eyes, nose and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Wear a face mask unless you're sick.



Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention



## Treating ADHD: Learning New Behaviors

A child with ADHD often acts up and tunes out. But you can show your child new ways to react to the world. This process takes time and practice. Working with a counselor may help.

### Coping skills

What things upset your child? Perhaps having to do chores or share toys sparks poor behavior. Try to work with your child each day. Assign a simple task. Or talk with your child about the tips below. Show your child how to respond to frustration and anger in useful ways. This can help him or her learn self-control.

### Reinforcing success

Children with ADHD have trouble learning from past events. Positive feedback helps make lessons stick. Offer praise when a job is well done. This helps your child mark the moment in his or her mind. Place a sticker on a reward chart to celebrate each success.

### Parent's role

Here are some ways you can help:

- Ensure that your child is seen by their Health Care Provider for all scheduled visits

to accurately assess symptoms, makes medications adjustments, etc.

- Teach coping skills after your child has taken a dose of medicine. Learning is more likely to happen at such times.
- Praise your child's success. Offer a smile and a hug, a positive comment, or a small reward.
- Set clear rules. Explain what will be taken away if those rules are not followed. Then, follow through.
- Try to stick to a routine. Prepare your child for any change in that routine.
- Help your child stay focused. For instance, avoid crowded, noisy places if they bother your child. Also, limit choices.

### Child's role

Here are some hints for your child:

- Try out new ways of dealing with people and places that bother you. When you are upset, you might talk, draw, write, throw a ball, or spend some time alone.
- Act like a STAR: Stop, Think, Act, and then Review.



## How Our Community Health Workers Help You

Are you aware that Aetna Better Health has Community Health Workers (CHW)? Our CHWs can help connect you with resources in your community. Below we share a little about how our CHWs have helped a member. Maybe they can help you today too!

Recently, our CHW Olgue, was assigned to help a member of her community who was greatly in need of care and resources. Olgue was able to spend some time with the member. She soon realized the member needed more support, so she was referred to an Aetna Better Health Case Manager, Sara.

Sara and Amanda joined the team and provided many resources and help the member too. They worked with the member for a couple of days. Then, the team reviewed the case with the member and agreed on the best plan with her.

What the CHWs learned is member's needs were greater than it seemed in the beginning. So together, a team effort helped to ensure this member could get the care she so badly needed. The Aetna team worked with the member and her family for 10 days in a row to share all options. They helped with community support, providers, specialists, and next steps to take.

After days of working and talking, the CHWs and the member's family were able to support our member. She then moved forward with what seemed scary at first. She was able to take steps towards living a healthy and fulfilled life.

This story is a great example of how you too can work with a CHW to move forward and live a healthier life!



## Seeking Medical Care When It's Not An Emergency

Urgent Care Clinics are places you or your children can go to when your Primary Care Provider (PCP) office is closed. You may need immediate medical attention that is not life threatening.

When to visit an Urgent Care clinic: There are some conditions that need immediate medical care but are not an emergency. This is when you might visit an Urgent Care Clinic. Some of these conditions include:

- A fever that won't go away
- A rash that won't go away
- A pulled or strained muscle
- Vomiting or diarrhea that doesn't stop
- Urinary Tract Infection (bladder infection)
- Sprains
- Flu
- Colds
- Sore throat
- Upset stomach
- Earaches

Know ahead of time where your closest Urgent Care Clinic is located. You can search for Urgent Care Clinics on our website at [aetnabetterhealth.com/pennsylvania](https://aetnabetterhealth.com/pennsylvania) or call Member Services at 1-800-822-2447 (PA Relay: 711). When it's an emergency: In an emergency, call 911 or go to the nearest Emergency Department. Emergencies are conditions that include:

- Chest pain
- Stroke
- Difficulty breathing
- Heavy bleeding
- Bad burns
- Gunshot or stab wounds.



## Quality improvement at Aetna Better Health® of Pennsylvania

Our Quality Management department wants to make sure you get good care and services.

That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us

Our quality improvement activities each year include:

- Contacting you to remind you to get care (like well-child checkups)
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information
- Ensuring your doctor has all the information needed to care for you or your child

We have many more quality programs. You can call Member Services at 1-800-822-2447 or PA Relay: 7-1-1 to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing. You can also read updates on our website at [aetnabetterhealth.com/pa/members/quality](https://aetnabetterhealth.com/pa/members/quality).

# Pennsylvania WIC families can now receive eWIC cards! No more paper checks!

**THE eWIC CARD IS AN EASY AND CONVENIENT WAY TO USE YOUR WIC BENEFITS. WIC HELPS PREGNANT WOMEN, NEW MOMS, INFANTS AND CHILDREN UNDER AGE 5 GET NUTRITION EDUCATION AND HEALTHY FOODS.**

An eWIC card is used to purchase WIC approved foods at WIC authorized grocery stores. It is like a debit card.



- The food benefits for every WIC participant in your family will be put on a single eWIC card.
- You will assign a Personal Identification Number (PIN) the first time you get an eWIC card.
- Every time you purchase

a WIC approved food, the item will be deducted from the balance on your eWIC card.

**Sign up for WIC today and get your eWIC card!**

**Go online to [www.pawic.com](http://www.pawic.com) or call 1-800-WIC-WINS (1-800-942-9467).**



PA WIC is funded by the USDA.  
This institution is an equal opportunity provider.



## **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 a language other than 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：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-822-2447 (TTY: 1-800-628-3323)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-822-2447 (TTY: 1-800-628-3323).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-822-2447 (رقم هاتف الصم والبكم: 1-800-628-3323).

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरु निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-822-2447 (टिटिवाइ: 1-800-628-3323) ।

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

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-822-2447 (TTY: 1-800-628-3323)។

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

**သတိပြုရန် -** အကယုၣ် သဠည ဝုမန္တစကား ကို ဝေပုဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆွဲကြိုပေးပါမည်။ ဖုန်းနံပါတ် 1-800-822-2447 (TTY: 1-800-628-3323) သို့ ဝေခင့်ဆိုပါ။

**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 fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-822-2447 (TTY: 1-800-628-3323).

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-822-2447 (TTY: 1-800-628-3323).