

# Aetna Better Health® Kids Member Newsletter

SUMMER 2018



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## Mental Health Awareness

What's the difference between mental health and mental illness? Many people confuse mental health with mental illness, but they're actually two different things. A person's mental health may include some type of mental illness.

Let's face it, life isn't perfect for anyone, and good mental health comes from knowing that we can cope with whatever life sends our way. Mental health is about the quality of our life and being able to find balance between the many parts of our lives – family, school, social life, relationships, activities, spiritual beliefs and so on.

It's almost impossible to have perfect mental health. Life is full of ups and downs, and everyone will face difficult and stressful situations. The cool thing is that we can all work at improving our mental health in the same way that we can change and improve our physical health. By developing strong relationships with people that can support us and learning more healthy coping skills we can build good mental health one step at a time.

Being mentally well can also help prevent mental illness which can start to show up in the teen years or younger.

[teentalk.ca/learn-about/mental-health-2/](http://teentalk.ca/learn-about/mental-health-2/)

# Recognizing depression in children and teens



Maybe your 10-year-old is the class bully. Or your teenage daughter ignores her curfew. These actions might be normal signs of growing up. They also may signal depression. Depression is a serious problem in both children and teens. Treatment can help.

## What is depression?

Depression is a mood disorder that affects the way you think and feel. The most common symptom is a feeling of deep sadness. People who are depressed also may feel hopeless or that life isn't worth living. At times, depression may lead to thoughts of suicide or death.

## Depression in children

Children as young as age 6 may have feelings of deep sadness. But they can't always express the way they feel. Instead, your child may:

- Eat more or less than normal
- Sleep more or less than normal
- Seem unable to have fun
- Think or speak about suicide or death
- Seem fearful or anxious
- Act in an aggressive way
- Use alcohol or other drugs
- Complain of stomachaches or other pains that can't be explained.

## Depression in teens

It can be hard to spot depression in teens. It's normal for them to have extreme mood swings. This is the result of their changing hormones. It's also just part of growing up. If your teen is always depressed, you should be concerned.

Other signs of depression include:

- Drug or alcohol use
- Problems in school or at home
- Frequent episodes of running away
- Thoughts or talk of death or suicide
- Withdrawal from family and friends
- Unplanned pregnancy
- Hostile behavior or rage
- Loss of pleasure in life
- Not caring about activities once enjoyed.

## What you can do

Depressed children and teens can be helped with treatment. Talk with your child's healthcare provider, or check with your local mental health center, social service agency, or hospital. Assure your child or teen that their pain can be eased. Offer your love and support. If your child or teen talks about death or suicide, seek help right away.

## Resources

National Institute of Mental Health  
866-615-6464  
[www.nimh.nih.gov](http://www.nimh.nih.gov)

National Alliance on Mental Illness  
800-950-6264  
[www.nami.org](http://www.nami.org)

Mental Health America  
800-969-6642  
[www.mentalhealthamerica.net](http://www.mentalhealthamerica.net)

National Suicide Prevention Lifeline  
800-273-8255 (1-800-273-TALK)  
[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)





## Kids need their vaccines to attend public school

Vaccines – also known as immunizations – save lives. They work by prompting the body to make special proteins called antibodies. These antibodies protect against dangerous diseases.

Below are the immunization requirements for kids to attend public school in Pennsylvania.

School students now have 5 days from the first day of school to either:

- Have all the required shots
- Have completed the first shot in a series and a written scheduled catch-up plan signed by a health care provider
- Have documented exemptions.

## Don't Wait. Vaccinate.

Contact your health care provider today to make sure your family stays on track for immunizations.

If this information isn't given to your student's school by the fifth school day, he or she may not be allowed to enter their school on the sixth school day.

Vaccines help protect children against 14 serious childhood diseases, like whooping cough and measles. These vaccine-preventable diseases can be very serious, especially in young children. Make vaccines part of your child's regular school physical.

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## Preventive dentistry is for everyone, especially kids



Preventive dentistry means regular six-month checkups and a healthy smile for your child. You should begin regular dental visits when your child's first tooth comes in or by age 1.

### Preventive dentistry for children includes:

- Seeing the dentist every six months
- Brushing at least twice a day
- Flossing daily
- Getting Fluoride
- Applying sealants
- Eating a proper diet.

Dentists have known for a long time that having a healthy mouth helps you have a healthy body.

### Children with healthy mouths:

- Chew more easily
- Learn to speak clearly
- Have better general health
- Have confidence in their appearance.
- The earlier your child begins visiting the dentist the better. Checkups will help your child be cavity-free.



Schedule your child's dental visit today. Call DentaQuest at 1-888-307-6548 (PA Relay: 711).



## Your rescue inhaler

Take it wherever you go

Here's something you always need by your side: Your asthma quick-relief medicine or rescue inhaler.

This medicine can stop asthma symptoms and attacks. It works quickly to relax the tight muscles in your lungs to help you breathe better again.

There are different types of quick-relief medicines. One is called Albuterol. Your doctor can help decide which one is right for you.

### Know your inhaler

It's important to use your quick-relief medicine the right way. Ask your doctor or nurse to show you how.

And know when to use your inhaler. It works best when you first start to have asthma symptoms, like coughing or shortness of breath. Some people need to use their inhaler before they exercise too. This helps prevent asthma symptoms during activity.

If you find that you use your inhaler more than twice a week, let your doctor know. This could mean you need a change in your asthma treatment plan.

Finally, don't forget to take your inhaler with you when you travel.

Visit the website of the National Heart, Lung, and Blood Institute to learn more: [www.nhlbi.nih.gov/health](http://www.nhlbi.nih.gov/health). Click on "Lung."

Sources: American College of Asthma, Allergy & Immunology; National Institutes of Health



## Lead poisoning: 5 ways to protect children



It takes work to keep kids safe. But if you're a parent, you know it's worth it.

One thing you might not know, however, is that keeping kids safe includes protecting them from lead.

Lead is a poisonous metal that's harmful to kids' health. Years ago—before people knew it was dangerous—it was put in paint. That means that in older housing, kids might come in contact with it.

They may chew on painted surfaces or paint chips, for example. Or as paint breaks down, it may contaminate dust in your home. That dust can get on toys or other things kids put in their mouths.

### To protect your family:

1. If your home was built before 1978, ask your health department how to get it tested for lead.
2. Keep kids away from peeling paint or surfaces they might chew on.
3. If your home is being updated, keep kids out until work is complete.
4. Wash children's hands and toys often.
5. Regularly use a wet mop on bare floors. Wipe windowsills and window wells with a wet cloth.

Sources: Centers for Disease Control and Prevention; National Institute of Environmental Health Sciences



## Fall is the time to get a flu shot

Your flu shot is a covered benefit.

### It's easy to get your flu shot

Just call your Primary Care Provider (PCP). You may be able to get a flu shot with a nurse visit at your PCP office. You can also visit [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa) for a list of retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go.

### You may need a pneumonia shot too

You may be at risk for complications from the flu if:

- You're over 65
- You have a chronic condition like asthma, diabetes or lung disease.

Ask your doctor about a one-time pneumonia shot. It will give you extra protection during flu season.



Questions? Just Member Services at 1-800-822-2447 (PA Relay: 711) or visit [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa).

### Did you know?

Every adult and child six months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year.



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## Your privacy matters



We understand the importance of keeping your child's personal and health information (PHI) secure and private. We are required by law to provide you with the Notice of Privacy Practices. This notice tells you of your child's rights about the privacy of your PHI. It tells you how we may use and share your child's personal information. You can request a copy at any time.

Both Aetna Better Health® Kids and your providers make sure that all member records are kept safe and private. You can access our privacy policy at [aetnabetterhealth.com/pennsylvania/privacy-policy](https://aetnabetterhealth.com/pennsylvania/privacy-policy). If you have any questions, Member Services can help. Just call 1-800-822-2447 (PA Relay: 711).

## Health Tip

Write down questions as you think of them. Take that list with you to your child's next appointment.



## Well-Child visits: A healthy idea



**Q: Why take a healthy child to see the doctor?**

**A: To help keep him or her feeling well.**

It has the ring of a riddle, but it's good advice. What are called Well-Child visits can go a long way toward helping your child stay healthy.

Well-Child visits are regular checkups. How often they occur usually depends on a child's age. Your doctor will want to see your baby every month or so for a while. For an older child, yearly checkups may be enough.

### Here are three reasons why Well-Child visits are a good idea:

1. These checkups let your doctor see how well your child is growing.
2. They are a good way to make sure your child is up-to-date on vaccinations.
3. They give you a chance to talk with your doctor about anything that's on your mind. That's hard to do if you made an appointment because your child is sick.

Source: American Academy of Pediatrics

## Get online access to many CVS Pharmacy services

Now Aetna Better Health members can access pharmacy benefits information online. Just log into the CVS Portal.

Here's how to log in to the CVS portal:

1. Access the secure member web portal at <https://medicaid.aetna.com/MWP/login>
2. Log in or register
3. Select Pharmacy Services under Tasks at the bottom of your home page
4. Click on CVS
5. You will be sent to the CVS Pharmacy website.

Once you are on the CVS site you can:

- Manage prescription refills or get help with a new prescription
- Get drug costs
- Get drug information such as drug interactions
- Set up medication mail orders
- Find a network pharmacy and much more.

Check it out today! You'll be glad you did.



## Our provider network continues growing to serve you

### More providers means more choices

We are excited to tell you about new providers in our network. This growth means more choices for your family. We have added providers in specific areas across the Commonwealth. You'll have even more choices of Primary Care Providers (PCP) and specialists in these areas.

Check out the list below.



### Lehigh Valley and Hazleton area

- Lehigh Valley Hospital
- Lehigh Valley Hospital - Hazleton
- Lehigh Valley Hospital – Muhlenberg
- Lehigh Valley Physician Group.



### North Central Pennsylvania

- UPMC Cole including the following Regional Health Centers:
  - Bowman Health Center
  - Central Potter Health Center
  - Eldred Health Center
  - Emporium Health Center
  - Galeton Health Center
  - Northern Potter Health Center
  - Port Allegany Community Health Center
  - UPMC Cole Shinglehouse Health Center
  - Westfield Health Center
- UPMC Susquehanna including the following hospitals:
  - UPMC Susquehanna Divine Providence
  - UPMC Susquehanna Lock Haven
  - UPMC Susquehanna Muncy
  - UPMC Susquehanna Soldiers and Sailors
  - UPMC Susquehanna Sunbury
  - UPMC Williamsport.



### Philadelphia area

- Mercy Health System including the following hospitals:
  - Mercy Fitzgerald Hospital
  - Mercy Philadelphia Hospital
  - Nazareth Hospital
- St. Mary Medical Center
- St. Mary Rehab Hospital.



### South Central Pennsylvania

- Penn State Health St. Joseph.



### West Virginia

- Weirton Medical Center.



### Need help finding a network provider?

Just visit our website at [aetnabetterhealth.com/pa/find-provider](https://aetnabetterhealth.com/pa/find-provider). You can also call Member Services at 1-800-822-2447 (PA Relay: 711).



## Check out our community events calendar



Our Community Outreach team spends time in communities across our state supporting many local 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 home page. We hope to see you soon!

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## What is an Advance Directive?



Staying healthy is a goal we all want. However, sometimes things happen all of a sudden. It's always good to prepare for things we don't expect. Advance Directives help you be prepared.

Advance Directives are instructions about your medical care if you are not able to make those decisions. An Advance Directive becomes your voice when you can't say what you want or speak for yourself.

### **Advance Directives can also say who makes medical decisions for you when you can't.**

There are two kinds of Advance Directives:

- A Living Will is a document that says what medical care you want or don't want. It is used in the event that you are not able to speak for yourself.
- A Health Care Power of Attorney is a legal document that says who can make medical decisions for you. It is also used when you are not able to speak for yourself.

For more information about Advance Directives, just visit our website: [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa). Go to the For Members page, and then click *Information*, then on *Advance Directives*.

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## Your child's Rights and Responsibilities

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

- Go to [aetnabetterhealth.com/pa](https://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.

This newsletter is published as a community service for the friends and members of Aetna Better Health Kids, 2000 Market St., Suite 850, Philadelphia, PA 19103.

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.

Contact us: 1-800-822-2447, option 1 or TTY PA Relay: 711  
[aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa)

## 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 ပြန်မာဘာသာစကားကိုပြောဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **1-800-385-4104** (PA ရိုလေး - **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**).

## 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>.

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