

Aetna Better Health® Kids

Member Newsletter

WINTER 2019



February is National Dental Month so we are highlighting your dental benefits and dental health issues!

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Early Oral Healthcare is Necessary for Healthy Smiles

Your child needs to see a dentist every six months, when you see the first tooth (or latest by the age of one). Almost all mouth problems can be avoided with good homecare and regular dental visits. Oral health is not just about the teeth, but the health of the whole mouth. To avoid problems such as decay, infection, possible speech delays or feeding or chewing problems, make an appointment with a dental provider. If you need help finding a dentist, contact SKYGEN USA at **1-800-822-2447 (PA Relay: 711)**.

Baby bottles: One cause of early childhood tooth decay (cavities) is from children drinking milk or juice from a bottle or a sippy cup for long periods of time. Disease begins as early as the age of 1 and causes pain, infection and other problems. Follow these steps to prevent tooth decay in your child:

- If your child goes to bed with a bottle, be sure to only put water in it.
- Only give milk or juice during meals or snack time.
- Teach your child to drink from a cup or a sippy cup as soon as possible, or by 1 year of age.
- After feedings, keep your baby's mouth clean by using a moist wash cloth before they have teeth.
- And use a baby toothbrush in the morning and at night time when they start to have teeth.
- Once your child starts to have contacts between their teeth, you need to also floss between their teeth.

Sealants: Sealants can help to protect your child's teeth. A sealant is a thin coating that is placed on the top of the back teeth. Sealants can help to protect teeth from plaque and acids that attack the teeth and cause cavities. All children should have sealants placed on the back teeth as soon as the adult tooth comes out. This can happen as early as the age of 5 and latest by the age of 6 years old. Sealants are easy to apply, aren't painful and only take a few minutes to apply. Be sure to ask your child's dental provider about sealants.



Dental visit tips: Keep your child's dental appointment. If you can't get to your appointment, call the dentist's office to let them know as soon as possible. And reschedule as soon as you can to avoid long gaps for your child's visit.

Share with your child the good reasons for going to the dentist. And avoid using words like "hurt" and "pain" when talking about the dentist.



Did you know?

Your child's school or child care center may also offer dental visits. To find out and to register for a school dental visit, just call Smile Pennsylvania Mobile Dentists at **1-800-409-2563**.



The Age One Dental Visit

Years ago, dentists recommended that parents bring their child to the dentist for an initial visit by age 3. That has changed. The American Academy of Pediatric Dentistry, American Dental Association and American Academy of Pediatrics now recommend a dental visit for children when the first tooth appears or by the age of 1 latest.

Dental disease knows no age limit, and can begin attacking teeth as soon as they appear. More than 1 in 4 children has had a cavity by age 4, and many get cavities before age 2. Most dental problems can be prevented or more easily treated in the early stages.

The age 1 dental visit is also meant to provide information to the parents and guardians about the importance of oral health and home care for their toddler's mouth and to get information on the importance of preventive checkups.



To find a dentist who cares for very young children, first call the office and ask at what age they recommend a first visit. Look for one that suggests by age 1 or when the first tooth appears. You can also ask your regular dentist for a recommendation, or visit the American Academy of Pediatric Dentistry's website at <http://aapd.org> and click on "Find a pediatric dentist."



Good News About Your Dental Benefits

You may be surprised to know how much the health of your mouth and teeth can affect your whole body. That's why we're pleased to remind you that we now cover all levels of cleaning, including all kinds of deep cleanings, for all our members of all ages.

What is periodontal disease?

This disease is a common chronic infection of the gums and the bone under and it can get worse over time. It can cause swollen, bleeding painful gums. When this disease is severe, it can cause severe bone loss and cause loss of the tooth.

These deeper levels of cleanings get rid of bacteria and controls infection.

This is important for all members, especially for pregnant members, members with diabetes, and members with certain heart conditions, as well as other conditions.

In addition to periodontal services, you will still have the same great covered benefits you have always had, including:

- All preventive care
- Dental checkups every 6 months
- X-rays
- Cleanings (of any kind) every 6 months
- Fillings
- Much more

Haven't been to the dentist lately? Be sure to schedule your 6-month dental checkup and cleaning with your dentist soon! Remember, there are no costs or copayments for covered dental services by a participating dentist.



Decisions About Health Care

When Aetna Better Health Kids makes decisions about what health care option may be right for your child, we consider many factors.

We make decisions:

- Based on your current coverage
- How right the care and services are for your child
- Without rewarding practitioners or other staff for denying care requested
- Without giving financial incentives to our employees or providers to reduce which services your child gets

You can get information on physician incentive plans anytime. You just need to call Member Services at **1-800-822-2447 (PA Relay: 711)**.



Keep an Eye Out for Vision Problems

Your child's eyesight is a window to the world, so take good care of it. Talk to your child's primary care physician (PCP). Ask if you should schedule an appointment with an eye doctor in the Superior Vision network.

Check the Aetna Better Health Kids member handbook for details on vision benefits. You can find the handbook at aetnabetterhealth.com/pa/members/chip/handbook. You can also call Superior Vision Member Services at **1-800-428-8789** for assistance.

Did you know diabetes can hurt your child's vision?

Aetna Better Health covers tests and screenings for members with diabetes such as diabetic eye exams. This exam checks for vision problems that can lead to blindness. Vision changes caused by diabetes can be helped by:

- Good blood sugar control
- Regular appointments with your child's PCP

Be sure to schedule an exam with your child's eye doctor at least once a year if your child has diabetes. And follow up with your child's PCP regularly!



Keep Your ID Card Safe

Here's a question: Where's your child's member ID card?

You need it if you seek any type of health care for your child. It tells your provider the health plan your child has. It also helps make sure your child's claim is paid correctly. It's good to keep it with you.

And there's another reason to keep it in a safe place; you don't want anyone else to use it. Call Member Services right away at **1-800-822-2447 (PA Relay: 711)** if you lose your child's ID card or it's stolen.

Be sure to show all of your child's ID cards to your doctors and pharmacy. It tells them that your child has benefits under the CHIP program.



Abuse and Opioid Addiction

Pennsylvania is number four in the U.S. for drug overdose deaths.¹ Victims of abuse are at high risk for drug use and death. An abuser might keep a victim from getting help. If help is found it might be refused if a victim:

- Seeks shelter or other help while on drugs
- Is hard to work with due to drug use²
- Does not show up at appointments
- Does not take prescribed medicine
- Returns to using drugs

An abuser may introduce and keep a victim addicted to drugs to control them. They may also keep drugs from their victim once addicted³ to punish them. Victims may fear worse abuse if they do not use drugs or obey the abuser. Drug use may mean the victim cannot work in order to move out or buy things they need or want. An abuser may keep a victim on drugs to justify their abuse. As a result the victim may be labeled crazy. An abuser may also keep a victim on drugs and sell the victim for sex or other work. They may risk losing custody of a child to their abuser.⁴

Being a victim of abuse is traumatic even if the abuse was in the past. Victims may use drugs to cope with emotional or physical pain related to abuse. The abuser may not allow the victim to attend a Narcotics Anonymous meeting. If able to go to a meeting they may fear seeing their abuser or people who will tell their abuser they were there⁵ and risk more abuse, relapse or death.

Victims of abuse who use drugs can receive domestic violence services at a local PCADV program. To find the program nearest you visit <http://pcadv.org> and use the Find Help map on the home page.

To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233)**. For **TTY 1-800-787-3224**.

A teen may call the National Dating Abuse Helpline to talk to a teen or adult: **1-866-331-9474 (TTY 1-866-331-8453)** or visit the websites: <http://www.loveisrespect.org> or <http://www.thatshotcool.com>.

References:

¹Rich Lord, CDC: Pennsylvania among four states hardest hit by overdoses, Pittsburgh Post-Gazette, Dec. 21, 2017, <http://www.post-gazette.com/news/health/2017/12/21/CDC-releases-opioid-overdoses-deaths-data-figures-surge-fentanyl/stories/201712210100>

²Carole Warshaw, MD, Rachel White-Domain, JD, *How Gender Stereotypes and Stigma Associated with Mental Health and Substance Use Impact Survivors of Domestic Violence & Sexual Assault*, National Center on Domestic Violence Trauma and Mental Health, December 2014.

³*Id.*

⁴PCADV. *Domestic violence and the opioid crisis*, The Jurist, July 2018. https://mailchi.mp/a3637083b48a/news-for-judges-about-domestic-violence-1319813?e=9c997b02bd#_ftn4

⁵*Medication and Counseling Treatment*, Substance Abuse and Mental Health Services Administration, Rockville, MD, September 28, 2015, <https://www.samhsa.gov/medication-assisted-treatment/treatment#medications-used-in-mat>



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.



Aetna Better Health Kids Formulary Drug List

Prescription drugs are often an important part of your child's health care. As an Aetna Better Health Kids member, your child has certain prescription drug benefits. Aetna Better Health Kids covers prescription drugs and certain over-the-counter drugs with a prescription.

Check out our formulary to find out if a drug your child takes is covered. A formulary is a list of drugs that Aetna Better Health Kids covers. The formulary can change. You can see the formulary and a list of added or removed drugs at aetnabetterhealth.com/pa/members/pharmacy.

If you have any questions about a drug that is not listed, call Member Services at **1-800-822-2447 (PA Relay: 711)**.



New Technology for Medical Procedures

At Aetna Better Health Kids, we're always looking at new medical procedures and methods to make sure our members get safe and high quality medical care. A team of doctors reviews new health care technologies and decides if they should become covered services. Investigational technologies, methods and treatments that are being researched are not covered services.

To decide if new technology will become a covered service, we will:

- Study the purpose of each technology
 - Review medical literature
 - Determine the potential impact and benefits of a new technology
 - Develop guidelines on how and when to use the technology
-



Developmental Delay and Autism Testing for Young Children

All children should be tested by their doctor for **developmental delay** at ages **9 months, 18 months and 30 months**. Children should also be tested for **autism** at **ages 18 and 24 months**. Doctors and nurses use developmental and autism screenings to tell if children are learning basic skills when they should, or if they might have problems. These screenings are made up of a series of questions for the parent and some observations made by the doctor. They are normal, preventive tests that every child should receive when they are young. With treatment and support, children with developmental delay or autism can grow, learn and thrive.

Parents who have questions about their child's development can call the CONNECT Helpline at **1-800-692-7288**. The CONNECT Helpline locates resources and provides information to families about child development.



Case Management Services

Some members have special health care needs and medical conditions. Aetna Better Health Kids Case Management includes nurses and social workers who work with many health care providers, agencies and organizations to get the services and the care that you need.

Our Case Management team can help you learn more about your condition. They can help you and your provider make a care plan that is right for you. They can also connect you to support services for tobacco cessation and weight management issues related to obesity.

We want to help! Call Member Services and ask to speak to someone on our Case Management team.

Your membership in the Case Management program is voluntary. You can opt in or opt out at any time. Just call us at **1-800-822-2447 (PA Relay: 711)**.



Member Rights and Responsibilities

Aetna Better Health Kids members have certain rights and responsibilities. To learn more about your rights and responsibilities you can:

- Look in your Member Handbook
- View them on our website at aetnabetterhealth.com/pa/members/chip/rights-and-responsibilities
- Call Member Services at **1-800-822-2447 (PA Relay: 711)**



Why WIC Works For You: Military Families

WIC has great benefits for all military families **including families moving overseas**. WIC offers an Overseas Program to civilian employees, Department of Defense contractors, family members and members of the uniformed services. Eligibility for the overseas program is the same as the Stateside WIC program! WIC Overseas counselors will determine your eligibility at the first appointment and once your family is certified by a counselor, you can enroll in the program.

Stateside? All you need to do is set up an appointment using www.pawic.com and WIC counselors will take care of the rest!

The WIC program offers nutritious food, tips on how to prepare a balanced meal, nutrition and health screenings and provides other resources to help you and your family lead healthier lives. No matter where your military family is, let us evaluate your eligibility and help keep your family healthy!



To see if you are eligible for the WIC Program or to make an appointment, visit www.pawic.com or call **1-800-WIC-WINS**.

1. <https://tricare.mil/wic>



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: ប្រសិនបើលោកអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នក ដោយឥតគិតថ្លៃ។ 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 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**).