

Aetna Better Health® Kids

Member Newsletter

SUMMER 2019



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Care Management Services

Some members have special health care needs and medical conditions. Aetna Better Health Kids Care 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 Care 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 Care Management team. Your membership in the Care 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).



Your 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)



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 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.

You'll find a link to information on our privacy practices at the bottom of the Home page. If you have any questions, Member Services can help. Just call 1-800-822-2447 (PA Relay: 711).



Stay in Touch

Member Services is available 8 a.m. to 5 p.m., Monday through Friday at 1-800-822-2447 (PA Relay: 711). Our friendly, knowledgeable staff can answer any of your questions about your health plan, benefits and services, locations of doctors, facilities, pharmacies, and more. If you need a translator, call us. We'll connect you with a service that can translate any language. This service is available at no cost to you.



Website

Our easy-to-use website gives you access to all the information you need:

- Current member handbook
- Covered and non-covered benefits
- Health and wellness information and services
- Rights and responsibilities
- Online provider directory to find a Primary Care Provider (PCP), specialist and other providers

We also have a secure portal to help you use your benefits and services. You can set up your own account and log in any time. Visit aetnabetterhealth.com/pa.



Nurse Line

You have access to a nurse 24 hours a day, 7 days a week to answer your physical health care questions. If you can't reach your PCP, the nurses can give you helpful advice on how to help your child feel better and stay healthy. Call 1-800-822-2447 (PA Relay: 711) and follow the prompts.





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 (PA Relay: 711) 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.



Important Information for Parents and Guardians

The information in the Aetna Better Health® Kids Member Handbook helps you be an active and informed member. It can help when making your child's health care choices. The latest Member Handbook is on our website, aetnabetterhealth.com/pa.

You can also call Member Services if you need a Member Handbook. Just call 1-800-822-2447 or (PA Relay: 711). If you need help with language or translation services, just call us. It's available at no cost to you.



Talk to Your Teen 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*



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



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. Getting treatment at an in-network Urgent Care Clinic is a covered benefit. You can search for Urgent Care Clinics on our website at aetnabetterhealth.com/pa 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



Get the Most From Your WIC Farmers' Market Nutrition Program Checks



Summer is just around the corner, and you know what that means! The Women, Infants and Children (WIC) Farmers' Market Nutrition Program (FMNP) checks are coming soon, and we want you to get the most from this valuable benefit.

Did you know...

- The FMNP checks are provided by the Pennsylvania Department of Agriculture. The WIC offices distribute the checks to eligible WIC participants in Pennsylvania to purchase locally grown fresh fruits and vegetables.
- FMNP checks can be used from June 1st through November 30th at local farmers' markets that accept the checks.
- WIC participants who are pregnant, postpartum or breastfeeding, and children who are at least 2 years old by December 31st of the current year are eligible to receive FMNP checks.
- Fresh fruits and vegetables must be grown in Pennsylvania to be purchased with FMNP checks.
- You can learn more about which fruits and vegetables can be purchased with FMNP checks through this link: <https://www.pawic.com/documents/Farmers%20Market%20Food%20List.pdf>.
- You can search for farmers' markets near you that accept FMNP checks through this link: <https://www.pameals.pa.gov/MealsPublic/FarmMarkets/MarketSearch.aspx>.
- Other items sold at farmers' markets such as baked goods, ciders, jams and jellies cannot be purchased with FMNP checks.

Find a farmer's market nearby and enjoy some fresh, healthy, Pennsylvania-grown fruits and vegetables! For questions about the availability of FMNP checks, contact your local WIC clinic. **It is important to know that you will need to pay the difference if your purchase exceeds the value of your FMNP check(s). Change will not be provided if you do not use the full amount of the check(s).**

Get started online at pawic.com or call 800-942-9467 to apply for WIC benefits. PA WIC is funded by the USDA. This institution is an equal opportunity provider.





Back-to-School Checkups

Parents, here's a great way to help your kids start the new school year right: Make sure you schedule a checkup with their doctor.

All kids need routine (usually once a year) exams to help them stay healthy. And the back-to-school season can be a good time for one.

Checkups for kids and teens

During a regular checkup, the doctor may:

- Examine your child and check his or her blood pressure. The doctor also may check for health issues kids sometimes have. These may include vision problems, type 2 diabetes or high cholesterol.
- Check your child's height and weight to make sure he or she is growing and developing on track.
- Talk about any stress your child may have as the school year begins. The doctor can also answer questions about things like alcohol, drugs or depression.
- Make sure your child's shots are up-to-date. Kids may need certain immunizations to enter school. These vaccines help protect kids from diseases that can make them very sick. Some disease outbreaks have happened at schools.
- Help your child stay safe in sports. If your child plays sports, he or she may get a sports physical through the school. But that doesn't take the place of his or her yearly checkup, which may also cover some aspects of sports, like how to avoid injuries.

Make sure a health checkup is on your back-to-school list. Call your child's doctor to schedule a checkup today.

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

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 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**).

