



## Aetna Better Health<sup>®</sup> of Pennsylvania

Member Newsletter

Summer 2018



# A smart life

## Manage your health on your phone



Members with smartphones (both iPhones and Androids) can download our Aetna Better Health mobile app. By using this app, you can:

- Find or change your primary care provider
- View or request a new ID card
- Find a specialty provider
- View your medical and pharmacy claims
- Send a message to Member Services
- View your benefits

You can get the Aetna Better Health app at the App Store or Google Play.

## 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](http://aetnabetterhealth.com/pa) and click on "Events" on the right side of the homepage. We hope to see you soon!



## 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 protect against dangerous diseases.

The immunization requirements for kids to attend public school in Pennsylvania have changed.

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

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

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. Vaccine-preventable diseases can be very serious, especially in young children.

Make vaccines part of your child's regular school physical.



**Don't wait. Vaccinate.**  
Contact your health care provider today to make sure your family stays on track for immunizations.

# Start your kids on a heart-healthy path

You're there to help your children with their homework, and you remind them to brush their teeth.

But have you helped them do something good for their hearts lately?

You may think that only grown-ups need to be concerned about having a healthy heart. But it's never too early to start establishing a heart-healthy lifestyle for your children too.


Here's why: Even though kids rarely get heart disease, the process leading to adult heart disease—the gradual buildup of fat, cholesterol and other substances in arteries—can actually begin in childhood. This can put kids at future risk for a heart attack, or even a stroke, when they grow up.





And the chances of that happening increase when kids develop heart disease risk factors such as obesity, type 2 diabetes, high cholesterol or high blood pressure.


## Share the love


Why not take the time this summer to make changes that can help your kids—and the whole family—beat back heart disease? Give these suggestions a try:

 **Serve up good eats.** Saturated fats and trans fats can raise the risk of heart disease. When shopping for your family, choose foods that are lower in saturated fat—such as lean meat and low-fat milk, yogurt and cheese—and limit foods that have trans fats—such as cookies, cakes, crackers and frozen pizza.

 **Aim to serve five fruits and veggies** a day, and cut back on sweetened drinks. Make sure plenty of healthy food choices are available at home.

 **Invite your kids into the kitchen.** Let your kids help you prepare healthy meals. It's a great way to teach them about good food choices.

 **Encourage exercise.** Kids who are 6 years and older need 60 minutes of daily activity. Make being active a family affair. Go on walks or bike rides; play sports together; or engage in fun, active games (hoops, anyone?) with your kids.

 **Get your children checkups.** Along with assessing overall health, a doctor can check a child's weight, blood pressure and cholesterol. Be sure all the adults in the family get their checkups too.

*Sources: American Academy of Pediatrics; American Heart Association; UptoDate*

# 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 (PCPs) and specialists in these areas.

Check out the list at right.



**Need help finding a network provider?** Just visit our website at [aetnabetterhealth.com/pa/find-provider](https://aetnabetterhealth.com/pa/find-provider) or call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1).

## 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
- **WellSpan** Good Samaritan Hospital

## West Virginia:

- **Weirton** Medical Center

## 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*

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





## 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 call Member Services at **1-866-638-1232** (PA Relay: 7-1-1) 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.

## Get online access to many CVS



## Pharmacy services

Now Aetna Better Health members can access pharmacy benefits information online. Just log in to 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.

# 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
- Flossing
- Fluoride
- Sealants
- Proper diet

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



**Call DentaQuest today** at **1-888-307-6548** (PA Relay: 7-1-1) to schedule your child's dental visit.

## 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 to help your child be cavity-free.



## Your rights and responsibilities

As an Aetna Better Health member, you have specific rights and responsibilities. You can get a complete copy of your 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 **1-866-638-1232** (PA Relay 7-1-1). Aetna Better Health does not take action against members who exercise their rights.

## 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.

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



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



### **Contact us**

at the number on the back of your ID card or  
**1-866-638-1232**  
(PA Relay: 7-1-1).



This member newsletter is published as a community service for the friends and members of Aetna Better Health, 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.

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## 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។ ដូចហៅទូរស័ព្ទមកលេខ **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 စကားဆိုရာ 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 জন্য 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**).