



Aetna Better Health[®] of Pennsylvania

Member Newsletter

Fall 2019



Care for you

Care management

Help when you need it most

Some members have special health needs and medical conditions. Aetna Better Health case management includes nurses and social workers to support these members.

Case management works with health care providers, agencies and organizations. They make sure you get the services and care that you need. These services include:

- Access to doctor appointments
- Transportation
- Community resources to help with food, housing, employment and utilities

Our case management team can help you learn more about certain conditions. They can help you and your provider make a care plan that's right for you. These conditions include:

- Pregnancy
- HIV, hepatitis C
- Developmental disability
- Chronic conditions like diabetes, heart disease or asthma



We want to help!

Call Member Services at the number on the back of your ID card or at **1-866-638-1232** (PA Relay: 7-1-1) and ask to speak to someone on our case management team. You may also call the Special Needs Unit directly at **1-855-346-9828**. Case management is an opt-in program. This means you can choose to join or leave the program at any time.



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

Thinking about e-cigs? Think again

Vaping, or using e-cigarettes, may seem harmless. But it's far from it.

A few things you should know before you try it out:

- E-cigs contain nicotine. That's the addictive chemical that hooks people on smoking.
- The high amount of nicotine in e-cig cartridges poses a poisoning hazard. That's something to think about if you spend time around kids.
- Teens who try e-cigs may be more likely to use tobacco later. In fact, e-cigs are now the most commonly used form of tobacco among youth in the U.S.
- Some research suggests that e-cigs may be less harmful for smokers than traditional cigarettes when used as a complete replacement. But other studies have found that both e-cig vapor and e-cig devices can contain harmful chemicals.

Sources: American Lung Association; National Institute on Drug Abuse; U.S. Food and Drug Administration

Talk to your doctor if you want to quit smoking. He or she can steer you to products that have been proven to help. E-cigs remain a risky habit and not the best way to stop smoking, if that's your goal.



If you get a survey — please respond

Sometimes we send surveys to our members to get opinions about how we are doing or how our providers are doing. If you receive a survey, please respond. Your honest responses help us know how we are doing and how we can be even better for you, our members.




Making a positive impact: WIC in the real world

Submitted by Alyssa Dicker, Bureau of WIC, student intern from Millersville University

Thankful. That's the word Aimee, from Coopersburg, uses to describe the 11 years her family has been enrolled in the WIC program.

Aimee is the proud mother of six children, ranging from 6 months old to 11 years old, including a set of twins. WIC has been helping her family ever since their first child and has been a staple in their life and their family's overall health and nutrition.

 **To learn more** about WIC, go to **pawic.com** or call **1-800-WIC-WINS (1-800-942-9467)**.

As busy moms like Aimee know, life only gets busier with each child.

"Though I have six kids, each is different, and it's helpful to have people who studied nutrition to help you out. At the appointments, it's especially helpful to have guidelines to help your child stay on track," Aimee says.

She's grateful WIC monitors each child individually, so they not only get nutrition information, but specific healthy foods for each child. Aimee appreciates how the nutritionists help her set goals, cook creatively, understand the impact of too much sugar and replace unhealthy options with healthy ones.



What does WIC in the real world look like?

WIC partners with moms like Aimee and her family to help them live happy and healthy lives. WIC offers professional nutrition advice, helps families save on grocery bills, accommodates special needs and shows they care for each family, all while making a positive impact.

they went from a full-time salary to unemployment while he looked for a new job.

“We had to learn how to budget our food, but WIC made it so that we didn’t need to budget certain food items,” says Aimee.

A strong partnership

Aimee recognizes that WIC cares about moms like her. Since nutrition plays a vital role in overall health, WIC partners with moms to help them maintain healthy pregnancy and postpartum weights so they can feel their best — both physically and emotionally.

Despite her strong support system at home, Aimee is glad WIC nutritionists ask if moms are content, especially since many are dealing with postpartum depression.

“WIC helped remind me to take care of myself. If I can’t take care of myself, I can’t take care of others,” says Aimee.

With all the ways WIC helps and cares about Aimee and her family, Aimee says that, more than anything, she is grateful.

“WIC is a community of people helping children grow and be healthy; we’re thankful. I don’t expect anything, but I’m thankful they’re there because they care. It’s great they’re here for moms who need it,” says Aimee.



Being an experienced parent, Aimee knows her teaching is only as good as her example. With help from WIC, Aimee can confidently model healthy eating habits for her children. She knows if she doesn’t eat well, her children won’t either. The nutrition advice goes a long way in their household, but it’s just the beginning of why Aimee is thankful.

Aimee’s 6-month-old has allergies and needs a specific type of formula, which is difficult to obtain. With a doctor’s note, Aimee was able to get the formula at WIC, and it is now shipped directly to her home. She was also glad to have WIC when her husband was discharged from the Army and

Screening for developmental delays and autism spectrum disorders

At Aetna Better Health, we care about the mental and physical health of your child. Did you know that all children should be tested by their doctor for developmental delays at ages 9 months, 18 months and 30 months and be tested for autism at ages 18 and 24 months? It is important that these screenings take place at certain ages during your child's development.

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 can help track developmental milestones and are made up of a series of questions

or checklists for the parent to answer. They ask questions about motor skills (for example, crawling, standing, etc.) and social skills (for example, speaking and playing with other children).

They are normal, preventive screenings that every child should receive when they are young. These can be done at your child's well-child exam.

If a developmental delay or an autism diagnosis is made, your doctor can assist you with getting the help that your child may need. With this help, children with developmental delays or autism can grow, learn and thrive.


If you have any questions or concerns about your child's development or behavior, you may always talk to your child's doctor.

You may also ask for additional screenings to be done. Your doctor might request additional screenings if your child is at risk. Some factors that may make your child at risk include being a premature baby or having a brother or sister with autism.

Help is available

We're here to help. If you feel your child needs assistance, you can call our Special Needs Hotline at **1-855-346-9828** and speak with a case manager. You can also call the CONNECT Helpline at **1-800-692-7288**. The CONNECT Helpline locates resources and provides information to families about child development.

Please refer to the following Aetna Better Health of Pennsylvania member website link for more information: aetnabetterhealth.com/pennsylvania/assets/pdf/member/APPROVED_MemHandbook_Rev042319_FINAL.pdf.

 **You may also call** Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1).





Complaints and grievances

We take member complaints and grievances very seriously

We want you to be happy with services you get from us and our providers. If you're not happy, we want you to let us know. Filing a complaint or grievance will not affect your health care services or Medicaid eligibility. We want to know what is wrong so we can make our services better.

How to file a complaint

If you have a complaint, please contact us. If you want a Member Advocate, we'll help. You can file a grievance by:

- Calling us toll-free at the number on the back of your ID card or at **1-866-638-1232** (PA Relay: 7-1-1)
- Asking and giving permission for your provider to file a grievance for you
- Writing to us at:

Aetna Better Health of Pennsylvania, Complaint and Grievance Department
2000 Market St., Suite 850
Philadelphia, PA 19103
Fax number: **860-754-1757**

How to file a grievance

We must approve many services ahead of time in order to pay for them. If we decide not to pay for a service, we'll write to you and tell you why. We'll send you a Notice of Action letter if we:

- Decide not to approve a request for a service
- Approve only part of a request for a service

The Notice of Action letter will tell you the reasons. If you don't agree with it, you can file a grievance. You must send your appeal to us in writing. You can call us first at **1-866-638-1232** (PA Relay: 7-1-1) or at the number on the back of your ID card. However, **you must follow up by sending your grievance in writing within 60 days.**

You can write to us at:

Aetna Better Health of Pennsylvania, Attn:
Complaint and Grievance Department
2000 Market St., Suite 850
Philadelphia, PA 19103
Fax number: **860-754-1757**



Be prepared with an advance directive

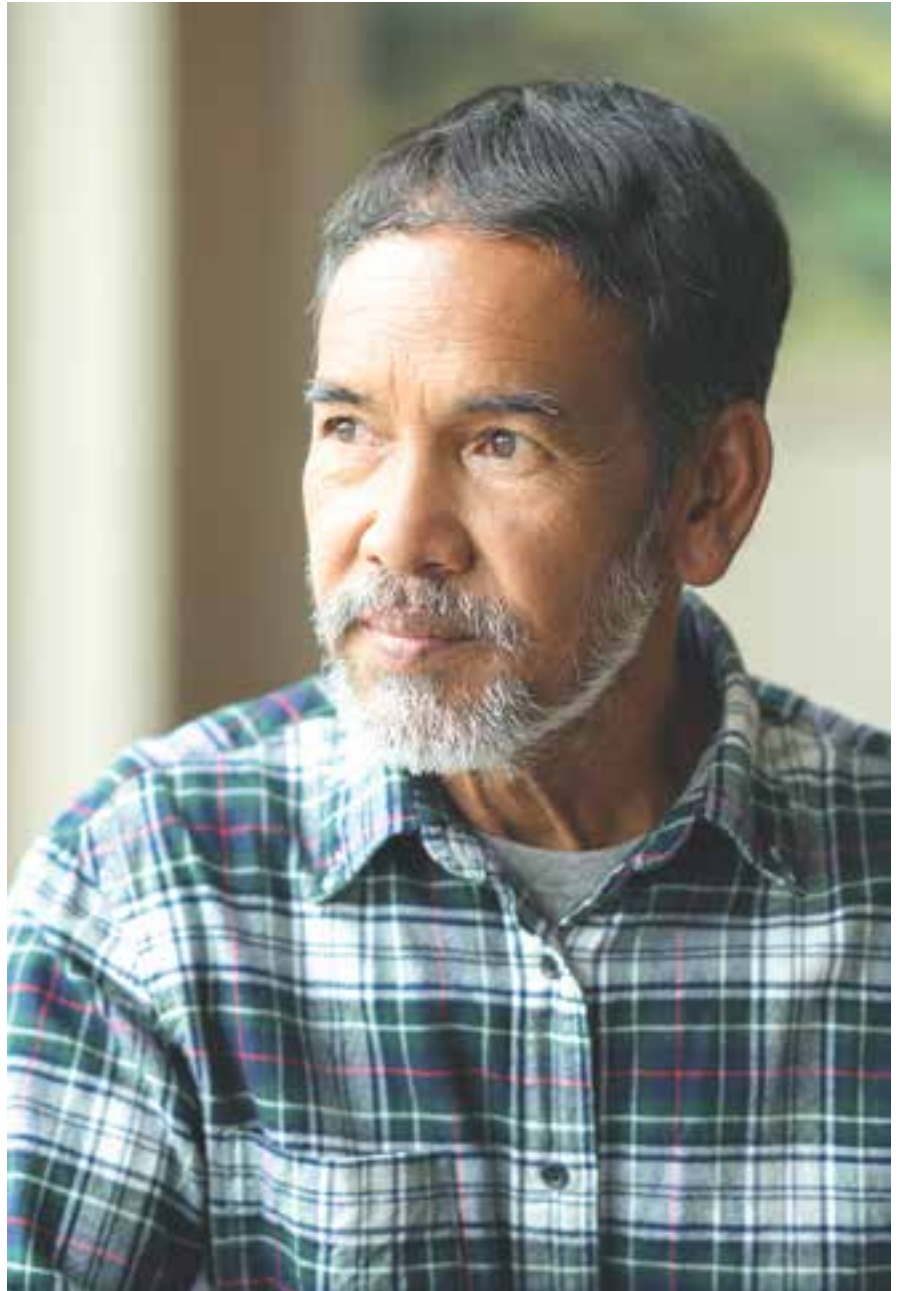
Staying healthy is a goal we all want. However, sometimes things happen all of a sudden. It's always good to prepare for things we don't expect.

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/pennsylvania.



New technology for medical procedures

We want to make sure our members get safe, up-to-date, high-quality medical care. We have a team of doctors who review new health care technologies. This team decides if the new procedures and methods should become covered services. We don't cover technologies, methods and treatments that are still under research.

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

- Study the purpose of each technology
- Review medical literature
- Look at the impact and benefits a new technology could have
- Develop guidelines on how and when to use the technology

Is your child moving from pediatric to adult care?

You've seen your child pass many milestones. Now he or she is nearing adulthood. And there's a milestone coming up you may not have thought about. Your child will need to switch from pediatric to adult care — and may need to find a new doctor.

This change should occur between the ages of 18 and 21. You can help your child prepare by making sure he or she knows the answers to these questions:

- What kind of health insurance do I have?
- Do I know my medical history?
- What medicines do I take and why?
- Am I allergic to any medicines?


We have trained professionals on staff to help you. We'll work with you to get the right care for your child's special needs. Call us at **1-866-638-1232** (PA Relay: 7-1-1) or at the number on the back of your ID card.



Aetna Better Health's formulary drug list

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

Check out our formulary to find out if a drug that you take is covered. A formulary is a list of drugs that Aetna Better Health covers. The formulary can change. The formulary is on our website. You can see the formulary and a list of added or removed drugs at aetnabetterhealth.com/pennsylvania.

 **If you have any questions** about a drug that is not listed, call Member Services toll-free at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 7-1-1). We're available 24 hours a day, 7 days a week.

aetnabetterhealth.com/pa

Make my visit better

Fill out this form before you visit your provider
to help you make the most of your appointment.



This visit is for (patient name):



Appointment date and time:



Reason for visit:



Provider name:



Medications I take (Remember to list medications that do not need a prescription,
such as vitamins or aspirin):



Questions I need to ask:



Instructions I was given:

Does the provider want to see me again?

Yes No



Appointment date and time:



Protecting sexual health

Couples should always feel safe talking about sex. People in a relationship should feel safe asking their partner to use condoms. Using condoms is the best way to prevent a sexually transmitted infection (STI). If a partner refuses to use condoms, they are at risk for spreading an STI. If an STI is not treated, it can cause serious health problems.

One in five women being abused by a partner report that they were forced to have a baby. Some said their partner hid their birth control pills or poked holes in condoms. Others said their partner said things to make them feel scared to use birth control. Forcing someone to have a baby is never okay. It is a sign of an unhealthy relationship.

If you are with a partner who wants to have a baby and you don't, there are some forms of birth control that are easy to hide.

- Plan B/emergency contraception
- Depo Provera
- IUD
- Nexplanon

Make sure you talk to your doctor about which birth control option is best for you. Remember that none of these will prevent an STI. If you are worried about STIs, talk to your doctor about getting tested. If your partner is making you feel unsafe or forcing you to have sex before you are ready, use these resources to find help:

- pcar.org/help-pa/find-services
- pcadv.org/find-help/find-your-local-domestic-violence-program
- loveisrespect.org/for-yourself/contact-us
- plannedparenthood.org/get-care/our-services



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 newsletter contains general health information that 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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PA-19-08-26

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 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: ရန်ပုံရှင် - 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. કોલ કરો **1-800-385-4104** (PA રિલે: **711**).