



Aetna Better Health[®] of Pennsylvania

Member Newsletter

Winter 2020

A photograph of a woman with a high ponytail, wearing a white t-shirt and dark pants, leaning over and kissing a young girl on the cheek. The girl is looking up at the woman with a happy expression. The background is slightly blurred, showing what appears to be a room with some items on a table.


Happiness


How to manage asthma in the winter


Brrr! It's cold out there. And that can be a problem when you have asthma.


The reason? Cold, dry air can irritate the breathing tubes in your lungs, which may trigger asthma symptoms such as wheezing, coughing and shortness of breath.

If your asthma often gets worse in winter, you can reduce your symptoms by following these tips:

 Take your asthma medicines just as directed. This includes any daily controller medicines your doctor has prescribed. Keep your quick-relief inhaler with you at all times. Consider using it 20 to 30 minutes before participating in any cold-air activities. And use it right away if your symptoms flare.

 Keep an eye on weather forecasts when planning exercise or other outdoor activities. If it's going to be very cold, try to move your workouts indoors where it's warmer.

 Cover your nose and mouth with a scarf when you do go outside. This will warm the air you breathe in before it enters your lungs so that it's less likely to trigger your asthma. It will also help if you practice breathing in through your nose and out your mouth.

 As always, ask your doctor if you have questions about how to keep your asthma in check.

Sources: American Lung Association; Asthma and Allergy Foundation of America



Dental health: Don't skip brushing — or checkups

Regular dental visits are important for people of all ages. Plaque forms from food and causes cavities. But brushing and flossing doesn't get rid of all of it. Having your teeth cleaned will remove what's left behind.

Your dentist can also catch problems early, when they're easier to treat. For example, cavities are easier to fill when they're small. And gum disease can be reversed if caught early.

When to see the dentist

Follow your dentist's lead on how often to go. Here's what experts usually recommend:



Babies. Take your baby to the dentist after the first tooth sprouts. The American Dental Association says babies should see a dentist before turning 1.



Children. Most kids should see the dentist every six months.



Adults. Most adults should go every six months. Your dentist may suggest going more often if you're at higher risk for gum disease.

Sources: American Dental Association; National Institutes of Health

During your visit

Tell your dentist if you've had a change in your health. Medical conditions may affect your teeth, especially if you have:

- Tooth sensitivity
- Puffy or bleeding gums
- Persistent bad breath
- Pain or swelling in your mouth
- Dry mouth
- Diabetes, heart disease, an eating disorder or HIV
- A family history of tooth decay or gum disease
- A history of smoking or tobacco use

Mental illness and abuse

When someone is being abused, they can feel helpless, nervous or very sad. Even after the abuse stops, it can take a long time to feel better. Memories of being abused can make it hard to feel good again. Sometimes, being abused can cause a mental illness. A mental illness is a disorder that affects mood, thinking and behavior.

Some examples are:

- Depression
- Anxiety
- Post-traumatic stress disorder (PTSD)
- Eating disorders

Abuse can also make a mental illness worse. People who are abusive can do things that make it hard to manage a mental illness — things like:

- Hiding or stealing medication
- Canceling doctor appointments
- Denying the mental illness exists
- Blaming abuse on the mental illness

If you have a mental illness and someone does these things, it is not okay. No one should make you feel bad about your mental illness or keep you from getting help. Mental illness is a common issue for many people. Most forms of mental illness are able to be treated.

A doctor can help find medication that will help. It can also help to talk to a counselor who understands abuse and mental illness. Talking about the feelings and memories about abuse can make it easier to manage a mental illness.



Resources

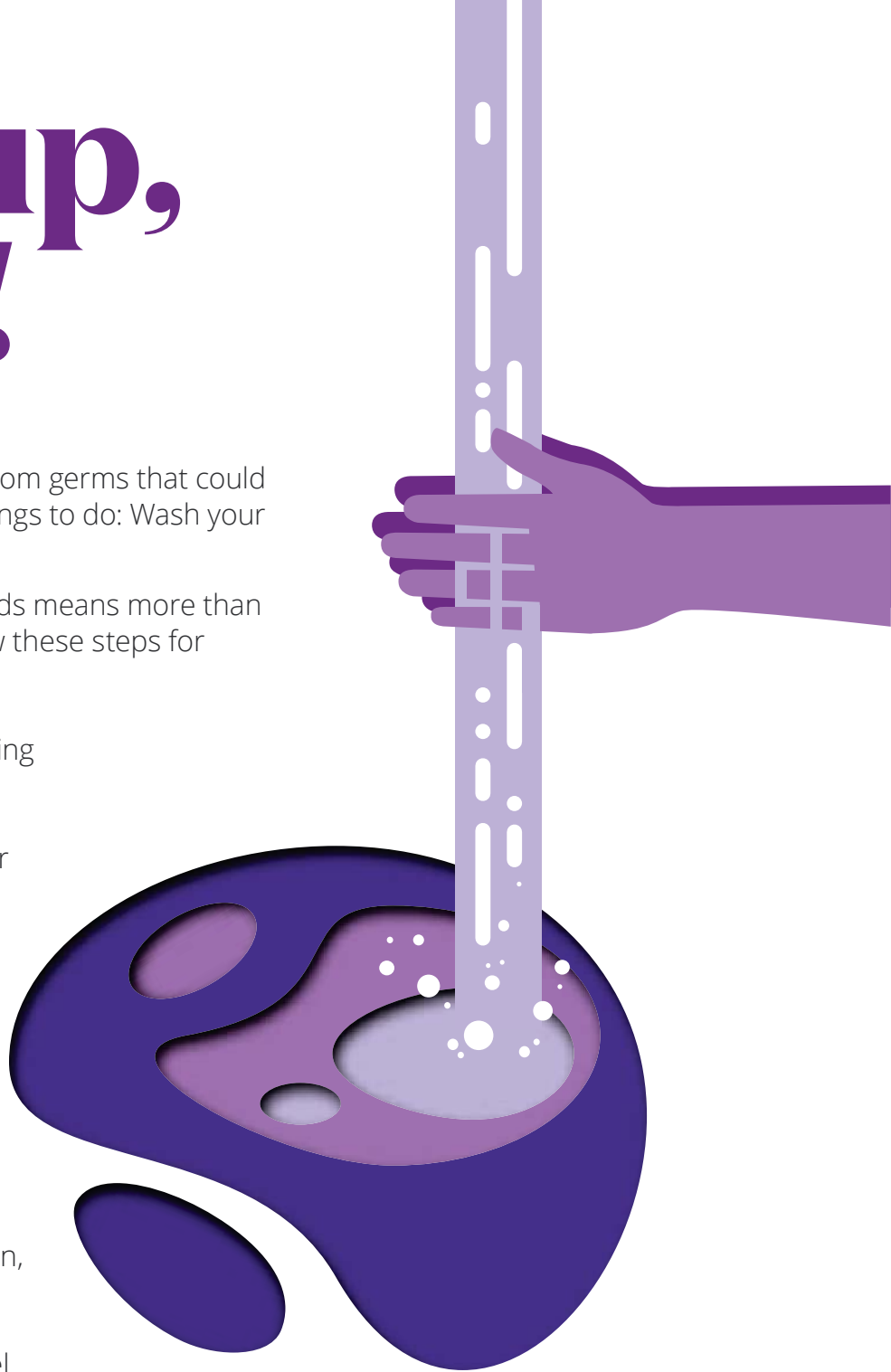
- The National Alliance on Mental Illness: **NAMI.org**
- The Pennsylvania Department of Human Services (mental health services): **DHS.PA.gov/Citizens/MentalHealthServices**
- The National Domestic Violence Hotline: **1-800-799-7233**
- The Pennsylvania Coalition Against Domestic Violence: **PCADV.org**

Wash up, please!

One of the best ways to protect yourself from germs that could make you sick is also one of the easiest things to do: Wash your hands often.

But make no mistake — washing your hands means more than quickly waving them under a faucet. Follow these steps for washing your hands well.

- 1 Wet your hands** with clean, running water. Apply soap.
- 2 Work up a lather** by rubbing your hands together with the soap. Be sure to clean the backs of your hands, between your fingers and under your nails.
- 3 Scrub your hands** for at least 20 seconds. You can time yourself by humming the song "Happy Birthday" twice.
- 4 Rinse your hands** well under clean, running water.
- 5 Dry your hands** with a clean towel. Or air dry them.



Source: Centers for Disease Control and Prevention

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.



Thinking about vaping? Think again

Vaping may seem harmless. But it's far from it. A few things you should know before you try it out:

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

Talk to your doctor if you want to quit smoking. He or she can steer you to products that have been proved to help.

Vaping remains risky — and not the best way to stop smoking, if that's your goal.

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



Vapes are now the most commonly used form of tobacco among youth in the U.S.

New technology for medical procedures

At Aetna Better Health, 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. They decide if these 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



Aetna Better Health 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 the Aetna Supplemental Formulary and the Statewide Preferred Drug List to find out if a drug you or your child takes is covered. A formulary is a list of drugs that Aetna Better Health covers. The formulary can change.

If a drug your doctor says you need is not on the formulary but is medically necessary, your doctor can submit a prior authorization to Aetna to get it approved.

On [AetnaBetterHealth.com/pennsylvania/members/pharmacy](https://www.aetna.com/betterhealth/pennsylvania/members/pharmacy), you can view:

- A list of added or removed drugs
- The Statewide Preferred Drug List
- Our Supplemental Formulary

Have any questions about a drug that is not listed? Just call Member Services at the number on the back of your member ID card or at **1-866-638-1232** (PA Relay: 7-1-1).

Why kids (and all members) need a flu vaccine

If you're wondering if your child really needs a flu shot, consider these facts:

The flu is **MORE DANGEROUS** to kids than the common cold.

Every year millions of kids get sick with the flu, **THOUSANDS ARE HOSPITALIZED** from it and some even die from the flu.

Children younger than 5 years old and those with long-term health problems like asthma and diabetes are at **HIGH RISK OF FLU-RELATED COMPLICATIONS**. Those include pneumonia, bronchitis, and sinus and ear infections.



When and how to vaccinate



Getting vaccinated against the flu is the best way to prevent it.



Everyone 6 months and older needs a flu vaccine every year.



Flu shots and nasal spray flu vaccines are both options for vaccination.



A yearly flu shot is a covered benefit you can get at no cost! Call your doctor and schedule your flu shot today!

Source: Centers for Disease Control and Prevention

Member rights and responsibilities

Aetna Better Health 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/Pennsylvania/members/medicaid](https://www.aetna.com/members/medicaid)**.



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

[AetnaBetterHealth.com/Pennsylvania](https://www.aetna.com/Pennsylvania)



Special Needs Unit and case management services

Some members have special health care needs and medical conditions. Aetna Better Health Special Needs Unit and case management teams can help you. The teams include nurses and social workers. They work with many health care providers, agencies and organizations. They will help you to get the services and the care you need.

Our Special Needs Unit and case management teams will help you learn more about your condition. They will 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!

You can reach out to our Special Needs Unit 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 our Special Needs Unit at **1-855-346-9828** (PA Relay: 7-1-1). We are here to help you!



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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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: 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: ध्यान आपो: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કોલ કરો **1-800-385-4104** (PA રિલે: **711**).