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

Aetna Better Health® of Pennsylvania

Healthy and safe summer travel.

 Summertime is here, and COVID-19 rules are starting to loosen. Maybe you are thinking about doing some fun travel this summer with friends and family. Whether you are traveling on a bus, on a train or by car, here are some ways to do so while also keeping safe and healthy. Let's go!

Traveling by bus or train

Traveling by bus or train can be a great way to see the sights on the way to your destination and also allow you to relax. Here are some tips on how you can arrive at your destination feeling refreshed!

- Bring comfort items with you for your trip, such as a pillow for neck support or a sweatshirt in case you are cold.
- Sitting for long periods of time can cause sore muscles. Be sure to stand every hour to stretch your arms and legs.
- If you are not fully vaccinated, wear a mask while on the bus or train and throughout your trip. You may still want to wear a mask, even if you are fully vaccinated.
- Wash your hands or use hand sanitizer throughout your trip, and be sure to bring extra in your bag.

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Member Newsletter

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Healthy and safe summer travel.

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- Bring cleaning wipes in your bag, and clean any seat-back trays that you may use to put food on.
- Prepare for your trip by packing some healthy snacks and drinks, such as fruit, mixed nuts, granola bars, water and teas without sugar.
- If your trip on the bus or train is long, take time to rest, read books or nap.

Traveling by car

Traveling by car allows you some more flexibility in your schedule and what you can bring for your trip. Follow these tips for a successful road trip!

- Make stops along the way for stretching and moving.
- Bring a cooler with ice packs, snacks and drinks. This will prepare you for a long ride ahead or for areas where there may not be a rest stop.
- Keep hydrated along your ride with drinks that are low in sugar, such as water or teas without sugar.
- Get plenty of sleep before starting your drive.
- If you feel tired and can no longer focus on driving, be sure to pull off the road to a safe location where you can rest until you feel safe to drive again.
- Keep sanitizer in the car to use at rest stops or before having snacks.
- Have items available in the car that keep you focused and awake, such as music, podcasts or recorded books.



We're here!

You finally arrive at your destination, and you are ready to get vacation started. Here are a few more tips to make this the best vacation ever!

- Keep hydrated in the summer sun. Try to drink at least eight glasses of water a day.
- If you will be out in the sun, be sure to wear sunscreen with an SPF of at least 15 and reapply it every two hours.
- Try to not be in the sun during the hottest parts of the day (around noon to 4 PM). If you must be, try wearing a sun hat, long sleeves and sunglasses in addition to sunscreen.
- Consider continuing to wear a mask in areas with lots of people or tight quarters out in public.
- See the city on foot! Try to walk around your destination instead of driving to see more sights and get great exercise.
- Try cooking a few meals where you are staying, versus eating out. This helps to save money and control for healthy ingredients.

Most important, be safe and have fun! Enjoy your travels!

Traveling outside the United States?



If your travel takes you outside of the United States, we recommend checking [CDC.gov/Coronavirus/2019-NCov/Travelers/Index.html](https://www.cdc.gov/Coronavirus/2019-NCov/Travelers/Index.html) for information before your trip.

Additionally, the Centers for Disease Control and Prevention's (CDC) webpage will give you the rules about COVID-19 testing before returning to the United States.

- Be sure to check the CDC webpage listed above before and after travel.
- Follow the guidelines for COVID-19 testing before and after travel if they apply to you.
- Check with your primary care physician or Office of Travel Medicine at your local hospital to find out if you need specific vaccines for your trip (e.g., typhoid, malaria, yellow fever, etc.).



Oral cancer awareness.

Tobacco use of any kind — including cigarettes, cigars, pipes, chewing tobacco and snuff, among others — can increase one’s risk of oral cancer.

Did you know?

- There is no such thing as a “safe” or “safer” tobacco product.
 - Tobacco contains nicotine, which is addictive and can cause harm to a developing brain.
 - All tobacco — smoked, dipped or rolled — is harmful.
- The smoke inhaled from a burning cigarette can contain a mix of over 70,000 harmful chemicals.
- People who use “spit,” chew or smokeless tobacco have a higher risk of mouth and throat cancer.
- Hookah tobacco has high levels of carbon monoxide that can cause mouth, lung and bladder cancer.
- E-cigarettes, “e-cigs,” vape pens, mods and pods do not contain “harmless vapor.” They contain chemicals, including nicotine — as much as five packs’ worth in some pod mods.
- Cigars and cigarillos: Cigar users can be exposed to nicotine without fully inhaling, through fingers and lips.

See your dentist twice a year for an oral cancer examination during your routine dental exams

- Oral cancer screening is an examination performed by a dentist looking for signs of cancer or precancerous changes in your mouth.

- The goal of oral cancer screening is to identify mouth cancer early; as with all cancers, when caught early it may make the treatment outcome more successful

How you prepare

- Oral cancer screening doesn’t require any special preparation. Oral cancer screening is typically performed during a routine dental appointment.

What you can expect

- During an oral cancer screening exam, your dentist looks over the inside of your mouth to check for red or white patches or mouth sores. Using gloved hands, your dentist also feels the tissues in your mouth to check for lumps or other abnormalities. The dentist may also examine your throat and neck for lumps.

Some dentists use special tests in addition to the oral exam to screen for oral cancer.

 Need help making a dental appointment? If you need help finding a dentist, call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

5 tips for keeping your smile healthy this summer.

☰ Check out these simple summer tips to have a healthy mouth and teeth.

1. Stay hydrated and drink lots of water from the tap.

- Most tap water contains fluoride that can keep your teeth strong.

2. Skip the sugary drinks.

- There are lots of new seasonal summer drinks. Don't forget to check the labels for sugar content. Many contain a surprising amount of sugar.
- Keep clear of carbonated drinks. They can wear down your teeth.
- Some drinks, like lemonade, are both acidic and sugary.
- Make some iced tea! Tea contains compounds that suppress bacteria. It can slow down tooth decay and gum disease. Just remember, don't add sugar!

3. Use a straw.

- Straws help reduce exposing your teeth to sugar.
- It's better for your teeth to drink your drink over a short time. The longer you sip on a drink, the longer you are exposing your teeth to sugar and acid.



Make your back-to-school dental appointments early. Some schools require back-to-school dental visits for certain ages. It is a good idea to make your child's appointment soon to avoid the back-to-school rush. Go to www.MouthHealthy.org/en/babies-and-kids/questions-for-school-dental-exam for questions to ask at the visit.

4. Protect your teeth while playing sports.

- Use an over-the-counter mouthguard if playing contact sports this summer! This will keep your teeth protected from accidental injury.

Time for a dental checkup?



Is your child overdue for a dental visit? It's as simple as picking up your phone and making a teledentistry visit today!

You may be aware that we cover teledentistry for emergency dental services. For Medicaid members between the ages of 2 and 20, we now cover a visit with a dental hygienist by phone or video to check in and make sure your child is taking care of their teeth. The hygienist can help you and your child "brush up" on a few pointers to keep their teeth in their best shape. Contact your provider today, or call Member Services at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card.



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: 711) 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.

Member rights and responsibilities.

We strive to treat you with respect and dignity. We do not discriminate against members based on age, race, sex, religion, national origin or any other reason that's against the law. Our providers must also follow the same standards.

You have certain rights and responsibilities as well. Knowing them helps you get the covered services you need. You'll find your rights and responsibilities listed in your Member Handbook and on our website, **AetnaBetterHealth.com/Pennsylvania**. Click on "Member Information." Then click on "Rights & Responsibilities." If you have any questions or would like a copy of your rights and responsibilities, call us at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card.



Urgent vs. emergency.

Where do you go when you need medical care quickly — say for a bump, a bruise or a bellyache? Urgent care centers can manage many minor illnesses and injuries. But some symptoms call for emergency care.

Go to urgent care for mild or minor:

- Allergic reactions or rashes
- Cuts, burns or wounds
- Headaches
- Illnesses, such as colds, sore throats, earaches and low-grade fevers
- Injuries, such as back pain, sprains and strains
- Nausea or vomiting

Play it safe. If you think you have something serious or life-threatening, seek emergency care right away.

Call 911 or go to the ER for:

- Allergic reactions with trouble breathing, hives or swelling
- Chest pain that lasts for more than a few minutes
- Difficulty breathing
- Heavy bleeding, severe burns or deep wounds
- High fever with a headache or stiff neck
- Injury to the neck, spine or head, especially with other symptoms
- Passing out, fainting or seizures
- Poisoning or overdose
- Serious injuries, such as broken bones
- Severe and persistent vomiting or diarrhea
- Sudden severe headache or pain, such as in the jaw or arm
- Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech

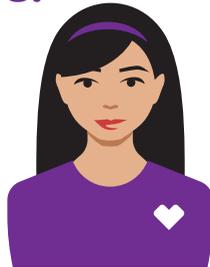


Visiting an in-network urgent care clinic or hospital is a covered benefit. You can search for a list of urgent care clinics or hospitals on our website at [AetnaBetterHealth.com/Pennsylvania/find-provider](https://www.aetna.com/betterhealth/pennsylvania/find-provider) or call Member Services at the number on the back of your ID card or at **1-866-638-1232** (PA Relay: 711)

For routine care like checkups, you should make an appointment with your primary care doctor.

Making sure you get the right care.

We know that you want to feel sure you are getting the right care and services in the right place and at the right time. This is called utilization management (UM).



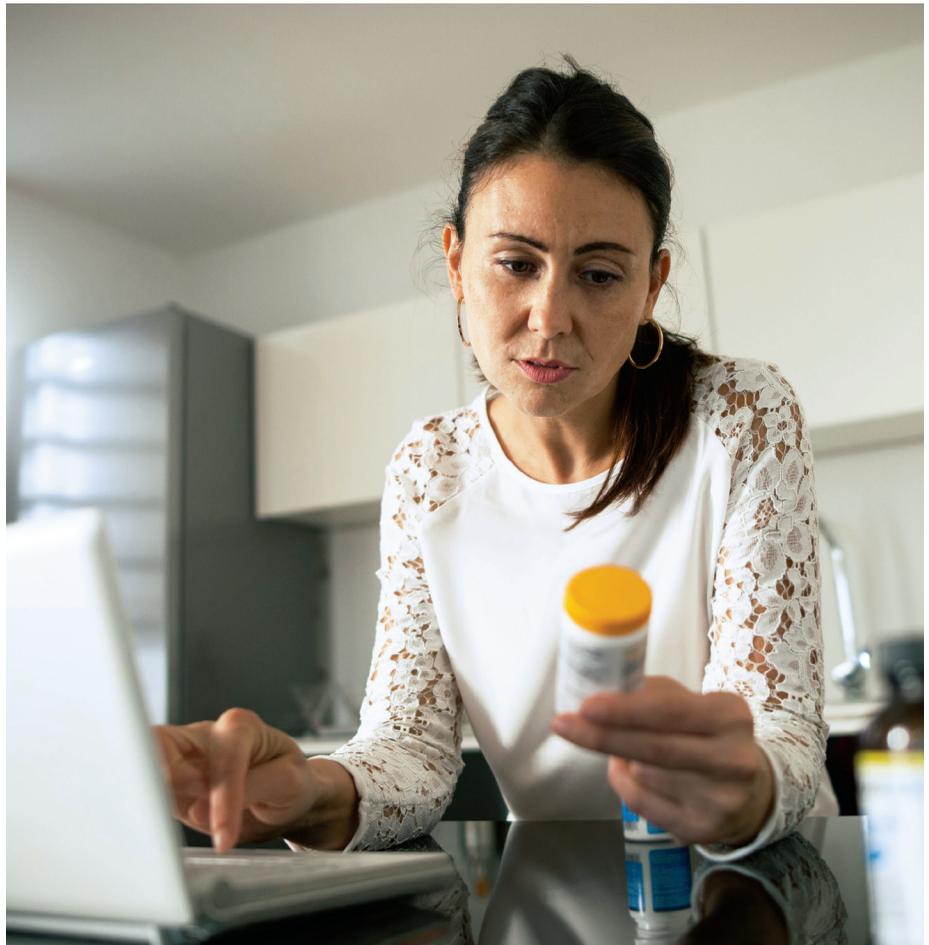
Our UM Program and staff can help you and your doctors make decisions about your health care.

But we also look at ways to make the most out of your health outcomes and manage costs.

If you ever need to contact someone on our UM staff, don't forget that they:

- Are available at least eight hours a day during normal business hours for inbound, collect or toll-free calls about UM issues
- Can receive inbound communication about UM issues after normal business hours
- Identify themselves by name, title and organization name when initiating or returning calls about UM issues

Remember, you can also access TDD/TTY services or language assistance to discuss UM issues. Call the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



Aetna Better Health formulary drug list.

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](https://www.aetna.com/betterhealth/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: 711). We're available 24 hours a day, 7 days a week.

Questions about your benefits?

Here's how to reach us.

By phone:



Just call Member Services toll-free, 24 hours a day, 7 days a week, at the number on the back of your ID card or at **1-866-638-1232** (PA Relay: 711).

After hours:



You can contact us any time for urgent issues. Just call us at the number on the back of your ID card or at **1-866-638-1232** (PA Relay: 711), and we'll connect you to the help you need.

Website:



AetnaBetterHealth.com/Pennsylvania. Click on "Contact us."

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 primary care provider, 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.

If you have a hard time seeing, hearing, reading or speaking English, we have services available to help you communicate with us. You can call PA Relay: 711 toll-free.



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/Pennsylvania**.



Our friendly, knowledgeable staff can answer any of your questions about the health plan, benefits and services; locations of doctors, facilities and pharmacies; and more.



Depression: The role exercise, nutrition and sleep play in the battle.

Although there have been great advances in the development of antidepressant medications, medication alone may not be enough for those who suffer from depression. Exercise, proper nutrition and getting the right amount of sleep are vital to overcoming depression and in preventing it. Here are some ways you and your family can feel your best mentally.

 **Exercise.** Improves self-esteem, reduces stress and anxiety, and improves sleep.

Physical activity is a natural mood booster. Through play and exercise, your body's production of endorphins (your brain's feel-good chemical) is increased, leaving you feeling less anxiety and stress and even feeling less physical pain. Exercising for 20 to 30 minutes a day will increase energy and improve mood.

- Find an activity you enjoy. Exercise should be fun, not a chore (e.g., bike riding, swimming, dancing, taking a walk/hike with someone, gymnastics, martial arts, rock climbing, etc.).
- Add a variety of exercises into your child's schedule to avoid boredom.

 **Nutrition.** Proper nutrition that provides the necessary vitamins and minerals plays a role in the prevention of depression, irritability and mood swings. Calcium, iron, magnesium, selenium and zinc are key nutrients for a healthy mind and body.

- Eliminate (or eat in moderation) sugary foods and caffeine (sodas, candy, chips, etc.).
- Replace sweets with fruits and whole-grain carbohydrates.

- Eat at least three meals daily, including breakfast.
- Eat lean protein several times a day.
- Drink plenty of water (at least six 8-ounce glasses each day).
- Eat leafy greens for folic acid.

 **Sleep.** The proper amount of sleep can help prevent mood swings, irritability, anxiety, depression, fatigue, impaired memory and impaired judgment.

Here are the general daily amounts of sleep recommended by experts:

- Newborns (0 to 3 months) — 14 to 17 hours
- Infants (4 to 11 months) — 12 to 15 hours
- Toddlers (1 to 2 years) — 11 to 14 hours
- Preschoolers (3 to 5 years) — 10 to 13 hours
- School-age kids (6 to 13 years) — 9 to 11 hours
- Teenagers (14 to 17 years) — 8 to 10 hours
- Adults (18 and older) — 7 to 9 hours

To help you and your family get enough sleep:

- Have a sleep schedule. Go to bed at the same time each night and wake at the same time each day.
- Remove distractions or stimuli from the room, such as a cell phone, TV or radio.
- Find activities that help you and your family relax and calm down before bedtime, such as coloring or reading a book.

Resources.

Crisis Text Line
CrisisTextLine.org

The National Alliance on Mental Illness
1-800-950-6264
NAMI.org

National Institute of Mental Health
1-866-615-6464
NIMH.NIH.gov

Mental Health America
1-800-969-6642
MentalHealthAmerica.net

National Suicide Prevention Lifeline
1-800-273-8255 (1-800-273-TALK)
SuicidePreventionLifeline.org

- Avoid large meals right before bed. A light snack is fine, but try to avoid a full stomach at bedtime.

The mind and body are connected and need to be cared for simultaneously. Remember to get fueled, moving and rested!





Living with human immunodeficiency virus (HIV).

People living with HIV may face intimate partner violence. A recent study shows that one in four adults with HIV has experienced intimate partner violence. People abusing someone living with HIV might:

- Threaten to tell others about their HIV status
- Limit access to medicine
- Keep someone from going to the doctor
- Insist that no one else would love them
- Scare them by saying they will cancel their health insurance

Some people living with HIV can be abusive to their partners. They may make their partner feel that they cannot leave them. They might force them to have unprotected sex. Here are resources available to help survivors:

- Domestic violence programs have information about local resources. These resources might be able to help with medical needs. They can discuss housing options. They can talk about safe next steps.
- Survivors may want to get tested for HIV. Call **1-800-232-4636** to find a testing site. The website **GetTested.CDC.gov** also has this information.

Some people may not want to go to a testing site, or they live too far away from one. People might be able to get a test sent to them. To learn more, visit **GetMyHIVtest.com**. For questions about how these at-home tests work, call **1-866-436-6527**.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential.

PCADV.org/Find-Help/Find-Your-Local-Domestic-Violence-Program

The National Domestic Violence Helpline: **1-800-799-SAFE (7233)** or to chat: **TheHotline.org**

 Pennsylvania's free and confidential AIDS Factline can be reached at **1-800-662-6080**.

Important information for members, parents and guardians.



The information in your Member Handbook helps you be an active and informed member. It can help when making your or your child's health care choices.

The latest Member Handbook is on our website, **AetnaBetterHealth.com/Pennsylvania**. You can also call Member Services if you need a Member Handbook. Just call the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

You can also call us to request the Member Handbook in another language or format. It's available at no cost to you.

The Member Handbook includes:

- Your rights and responsibilities
- Information about our quality and case management programs
- Privacy information
- Our key utilization management process
- How to access care and services
- Pharmacy benefits, formulary and medication prior authorization process
- Co-payments and charges that members are responsible for
- Process to use a non-participating provider, including restrictions
- How to obtain language services
- How to submit a claim
- How to access information on practitioners
- How to choose a PCP and specialist
- Care after normal hours
- ER care, **911** services

- Care when out of service area
- How to file a complaint or grievance
- How we evaluate new technology
- How to report fraud and abuse, and more



Contact us at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

This member newsletter is published as a community service for the friends and members of Aetna Better Health, 1425 Union Meeting Road, Blue Bell, PA 19422. 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
1425 Union Meeting Road
Blue Bell, PA 19422
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។ ត្រូវហៅទូរស័ព្ទមកលេខ **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 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 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**).