

Welcome to FamilyCare Central (FCC)



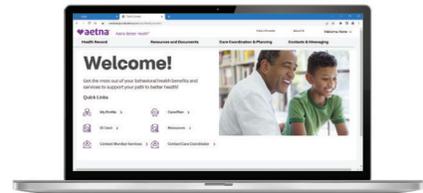
FamilyCare Central (FCC) is the new and improved member portal for Aetna Better Health® Kids (CHIP). It offers easy tools to keep you healthy and learn about the health resources you can use. FCC also supports your care coordination needs.

How can FCC help you?

- Find a provider
- View your claims and medications
- Contact member services
- View your care team and care plan
- Contact care coordinator
- Find resources available in your community
- Access the payment center to pay your CHIP premium

FCC supports your path to better health!

FCC allows all of your support team to be able to see your most important health information in one place. When everyone has access to the same information, then your care team can make sure they are offering the best solutions for you.



How to sign in

- Visit our website at [AetnaBetterHealthKidsPA.com](https://www.aetnabetterhealthkids.com)
Click the purple Log In button at the top of the page

- The **Secure Member Login** page will open
 - Enter your User name
 - Enter your Password
- Click the Secure Log In button

Once you are logged in, the FCC landing page will look like the image above.

AetnaBetterHealthKidsPA.com
1-800-822-2447 (TTY: 711)



Aetna Better Health® Kids
A CHIP Health Plan

Frequently asked questions

Why does this portal look different?

We've updated the portal to give you a cleaner, more user-friendly experience. All of your child's information is still there, but the new design makes it easier to find what you need quickly.

Will the way I access my child's benefits or health information change?

The information you can access will stay the same, but it will be organized more clearly in FamilyCare Central. You will still be able to view your ID Cards, messaging, eligibility information, claims, pharmacy claims, make co-payments, etc.

Do I need to create a new account to use FamilyCare Central?

No. You can sign in using the same username and password you already use for the old portal. Your information and settings will automatically carry over, so you can start using FamilyCare Central right away.

What new features will I have in FamilyCare Central?

FamilyCare Central includes care coordination information. If your child is enrolled in care management, you can see the care manager's contact information and your child's care plan.

Will I lose any features or information I had in the old portal?

No. You will keep all the same features you currently use. None of the features are going away. In fact, you will gain access to additional care coordination information to help you better understand your child's health.

If I owe a monthly CHIP premium, am I able to pay it on the portal?

You can find the link to the Aetna Better Health Kids Payment Center on the main page of the portal as soon as you log in.

How can I access the payment center?

Scan the QR code or use the link below.



<https://secure.directbiller.com/db-payer-ui/#/>

If you have questions, please call Member Services at **1-800-822-2447 (TTY: 711)**.

We are here to help.

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. **Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered. Call Aetna Better Health® Kids at 1-800-822-2447 (TTY: 711).**

Aetna Better Health Kids complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or 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, sex gender, gender identity or expression or sexual orientation, health status or need for health care services.

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-385-4104 (TTY/PA RELAY: 711) or speak to your provider.

ATENCIÓN: Si habla otro idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. También, están disponibles sin cargo ayudas y servicios auxiliares apropiados para brindarle información en formatos accesibles. Llame al 1-800-385-4104 (TTY/PA RELAY: 711) o hable con su proveedor.

ВНИМАНИЕ: Если вы говорите на языке, отличном от английского, то вам доступны бесплатные услуги перевода. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также доступны для вас бесплатно. Звоните по номеру 1-800-385-4104 (TTY/PA RELAY: 711) или обратитесь к своему поставщику услуг.