



Trust



AetnaBetterHealth.com/Pennsylvania

Aetna Better Health® of Pennsylvania

Quality improvement at Aetna Better Health® of Pennsylvania.

Our Quality Management department wants to make sure you get good care and services.

That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us

Our quality improvement activities each year include:



Contacting you to remind you to get care (like well-child checkups)



Sending you postcards or newsletters about health topics



Reviewing the number, quality and kinds of services you receive



Reminding your doctors and you about preventive health care



Making sure you're continuing to get the care you need



Checking that your calls are answered quickly and that you get the right information



Ensuring that your doctor has all the information needed to care for you or your child

We have many more quality programs. You can call Member Services at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing. You can also read updates on our website at AetnaBetterHealth.com/Pennsylvania/members/quality.

Member Newsletter
Spring 2021

PA-21-03-03



We now cover teledentistry visits for dental emergencies.

Dental emergencies happen all the time. We want to make sure your dentist can provide care during the COVID-19 pandemic. So we now temporarily cover teledentistry visits for dental emergencies.

Teledentistry is a virtual dental visit. Virtual visits allow you and your dentist to meet safely, in real time, from almost any location. These visits may occur over phone or video. Your dentist will determine the right virtual platform for your visit. After the teledentistry visit, your dentist may say that you need in-person treatment in the dentist's office.



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

Now search providers by race/ethnicity.

Ever wish you could know which race or ethnicity a provider is when you are using our online provider search? Now, you can! In addition to the languages spoken at a provider's office, you can see the provider's race or ethnicity. This is just another way Aetna Better Health is making sure you can find the provider that is just right for you and your family!

Provider Name	Service Address	Driving Miles	Specialty
Hsieh, Christine, MD	833 Chestnut St Ste 301 Philadelphia, PA 19107 (215) 955-7190	0	Family Practice
Ages Served: 0 - 99			

Provider Information
Service Location
Office Hours
Handicap Accessibility
Languages and Training
Hospital Affiliations
Service Area
Group Affiliation

Gender: Female
County/Service Areas: Philadelphia
Ethnicity/Race: ASIAN/PACIFIC
NPI: 1932127230
State License Number: MD067722L
Website:

Specialty
Family Practice
Board Certified

View Details

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Telemedicine: A virtual visit for better health.

When they landed on the moon in 1969, Neil Armstrong and the Apollo 11 crew made history in a way you may not know: The astronauts were wearing devices that allowed NASA to monitor their health in space.

That was an early example of telemedicine. Today, it has taken a strong hold in health care down here on Earth. More doctors and patients use it every day to connect.

Nice to see you, doc!

Telemedicine is sometimes called telehealth. It uses computers, phones and mobile devices to deliver health care

from a distance. With this techy treatment style, you might video chat, email or text your doctor from home about a new symptom or a chronic condition. Devices may even send real-time data to your doctor about your heart rate, blood pressure or blood sugar.

Telemedicine may not work for every person or situation. But it has proved useful for a wide range of reasons. For instance:

- Some seniors can't leave home. They may find video chats with their doctors a good way to get care.
- Your doctor may use it to consult with a specialist after

seeing you. Together they could look at your test results to create a treatment plan.

- Diabetes patients may send their blood sugar and blood pressure readings to a nurse. This may help them spot problems early.

The future is now

Because it's easy and low-cost, telemedicine is a growing trend. There are now at least 200 networks and 3,500 service sites in the U.S. It has the potential to grow even bigger because of the pandemic. And it may help with shortages of doctors in both rural and urban areas.



Talking to your teen about drugs.

Parents often have to have tough talks with their teens. And one of the most challenging topics for many parents is the use of drugs, including alcohol, marijuana and other substances like prescription medications.

If you are a parent of a teen, you may be unsure how to begin that conversation — or that your teen will even listen. But it's important to let your teen know how you feel about drugs, because research shows that you play a pivotal role in preventing your child from using them.

Here are some tips from experts about how to handle that talk

Decide what you want to say. Have a plan in mind before you talk. Be prepared to discuss what your rules are. Make those rules clear, simple and specific, like no drugs or alcohol use.

Find a time that works for both of you to have a serious conversation. You want to be able to focus entirely on your child. Choose a neutral location with few distractions for the talk, and be sure everyone turns off their phones and other devices.

Discuss consequences. Let your teen know there will be consequences if rules about



drug use are broken. Keep in mind that small consequences are better than drastic ones. Be sure to praise your child when rules are followed.

What do you do if, despite this talk, you think your teen is using drugs?

Let them know you have suspicions. Don't accuse. Let them know you're concerned. Tell them why you're worried. For example, you've found drugs or an empty pill bottle. Or you've noticed they've been acting differently.

Stay calm. Your child may try to argue with you. They may accuse you of spying on them

or of being crazy. Remain in control of your thoughts and actions. If the discussion is getting too heated, postpone it for another time.

Remind your child of how you feel. That includes reinforcing that you love them and you don't want them to use drugs.

Consider getting help from your child's doctor. A child who is using drugs or alcohol may need to be assessed for a substance use disorder.

Source: National Institute on Drug Abuse

Are your kids up to date on their vaccines?

Once upon a time in the U.S., diseases made a lot of children very sick.

Those diseases aren't as common as they used to be, thanks to vaccines. But most are still around — and they could be a risk again. That's one of the best reasons to make sure your children get their recommended shots on time.

Safe and sound

Vaccines help kids safely build immunity to dangerous diseases. One example is measles. It's a very contagious illness that can cause kids to be very ill or even die. Measles was eliminated in the U.S. in 2000. But since then, new outbreaks have occurred among people who were not vaccinated.

Vaccines also help prevent other diseases, like whooping cough, chickenpox and meningitis.

Protecting your child is important. But there's another reason kids need their vaccines. It helps protect other members of your family and your community too.

So which vaccines might your child need? That depends on things like their age and vaccine history.

To see what's recommended, check out the Centers for Disease Control and Prevention's charts here: **[CDC.gov/Vaccines/Schedules](https://www.cdc.gov/Vaccines/Schedules)**.

Additional source: American Academy of Pediatrics



 Talk to your child's doctor if you have questions about vaccines.

Part of your back-to-school list.

Back-to-school checkups are a good time to make sure your kids' vaccines are up to date.

Because of COVID-19, school schedules may look different in many communities. But shots are still important. That's true whether your kids are being home-schooled, attending part time or back on a regular school schedule.



Out-of-service care when you're away from home.

Aetna Better Health of Pennsylvania's service area is the state of Pennsylvania. If you're traveling or out of the service area, you're only covered for emergency services. Routine care outside of the state or country isn't covered by Medicaid.

If you're out of the service area and need health care services, call your primary care provider. She or he will tell you what to do. (You can also call us to check if you're out of the service area.)

If you're not in Pennsylvania and you think your or your child's life is in danger, go to the closest ER. Show your Aetna Better Health of Pennsylvania ID card, your Medicaid ID card and any other insurance ID cards you have to the ER staff. If you or your child gets services in the ER and is admitted to the hospital, have staff call us at **1-866-638-1232** (PA Relay: 711) or at the number on the back of your ID card.



Out-of-network services.

We have a large network of providers and services. If you need a service that you can't get in our network, and it is not an emergency, your primary care provider (PCP) must get approval from us first. Only your PCP can make this request. It's not something you can do yourself. If approved, we will cover the services. If you have questions, please call us.



Seeking medical care after hours (non-emergency).

You can call your primary care provider (PCP) for non-emergency medical problems 24 hours a day, 7 days a week. On-call health care professionals will help you with any care and treatment you need.

Aetna Better Health of Pennsylvania has a toll-free nurse hotline at **1-866-638-1232** (PA Relay: 711) that you can also call 24 hours a day, 7 days a week. A nurse will talk with you about your urgent health matters.



How to get emergency care.

If your life is in danger, you should always call **911** or go to the nearest emergency room (ER). If you need transportation to the hospital, call **911**. The hospital does not have to be in our network for you to get care. If you're not sure it's an emergency, call your primary care provider (PCP).

You should only use an ER for real, life-threatening emergencies. An emergency is the sudden onset of severe medical symptoms, such as severe pain. These symptoms are serious and could result in:

- Loss of life or serious harm to you or another person
- A pregnant woman becoming very ill and possibly losing her unborn child
- Some bodily functions ceasing to work
- Serious harm to any body organ or part

Examples of emergencies are:

- Sharp chest pain
- Choking
- Bleeding that won't stop
- Passing out
- Poisoning
- Drug overdose
- Severe burns
- Extreme shortness of breath
- Broken bones
- Severe spasms or convulsions
- Sudden loss of feeling or not being able to move



Domestic violence and financial abuse.

Abusive people often use money to control the people they hurt. Abusers use money to control partners. This type of abuse also happens in families. Abusive people might:

- Get credit using their partner's information.
- Limit money for food, medicine, or other needs.
- Steal benefit checks or cards.
- Lie about bills being paid.
- Force a person to quit or lose their job.
- Not pay child support.

This is the most common or experienced form of abuse. Leaving an abuser is dangerous. It is not an option for everyone. Abusers can use money to hurt people who leave. Help is available for people who stay and those who leave. Here are some groups that might be able to help:

- Domestic violence programs have information about local resources. These resources might be able to help with housing. They may have resources for food and medicine. They can talk about safe next steps.
- The National Network to End Domestic Violence (NNEDV) has a program that helps rebuild credit. It is called the Independence Project.

- The National Foundation for Credit Counseling gives free education about money and debt.
- Utility companies can sometimes help. Survivors may be able to get bills put in their name. Some companies offer repayment plans.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are confidential: **PCADV.org/Find-Help/Find-Your-Local-Domestic-Violence-Program**

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

NNEDV's Independence Project: **NNEDV.org/wp-content/uploads/2019/07/Library_EJ_Independence_Project_Brochure_updated-2018.pdf**

The National Foundation for Credit Counseling: **NFCC.org**



Do's and don'ts

of the coronavirus disease (COVID-19).



Do:



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.



Don't:



Touch your eyes, nose and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention

Suicide: Know the warning signs and get help.

Would you be able to tell if someone you cared about was at risk for suicide? That's a crucial question. Taking one's own life is the 10th leading cause of death in the U.S.

Most people who kill themselves are deeply conflicted about ending their lives. They wish there was another choice. But they're in so much emotional pain that they see no other option.

Suicide doesn't discriminate. People of all ages — from children to seniors — and all ethnic backgrounds are at risk. And while men are more likely to die from suicide, women are more likely to attempt it.

What to watch for

It's important to know the warning signs for suicide. Take them seriously, especially when someone talks about suicide. It's a myth that most people who talk about suicide won't do it. Nearly everyone who attempts it gives a verbal cue. For example, they might say, "If I see you again," "I'd be better off dead," or "There's no way out."

There are other warning signs to take seriously too. Get help if someone:

- Seeks out guns, pills, knives or anything else that could be used for suicide.
- Is obsessed with death. For example, they might write poems about it.
- Appears hopeless or feels trapped.
- Expresses self-loathing or shame.
- Is self-destructive or reckless.
- Withdraws from family and friends.
- Has dramatic mood changes.
- Says goodbye as though they won't be seen again.
- Gets their affairs in order. For example, they might make a will.

Also be aware that certain people are more vulnerable to suicide than others. Risk factors include:

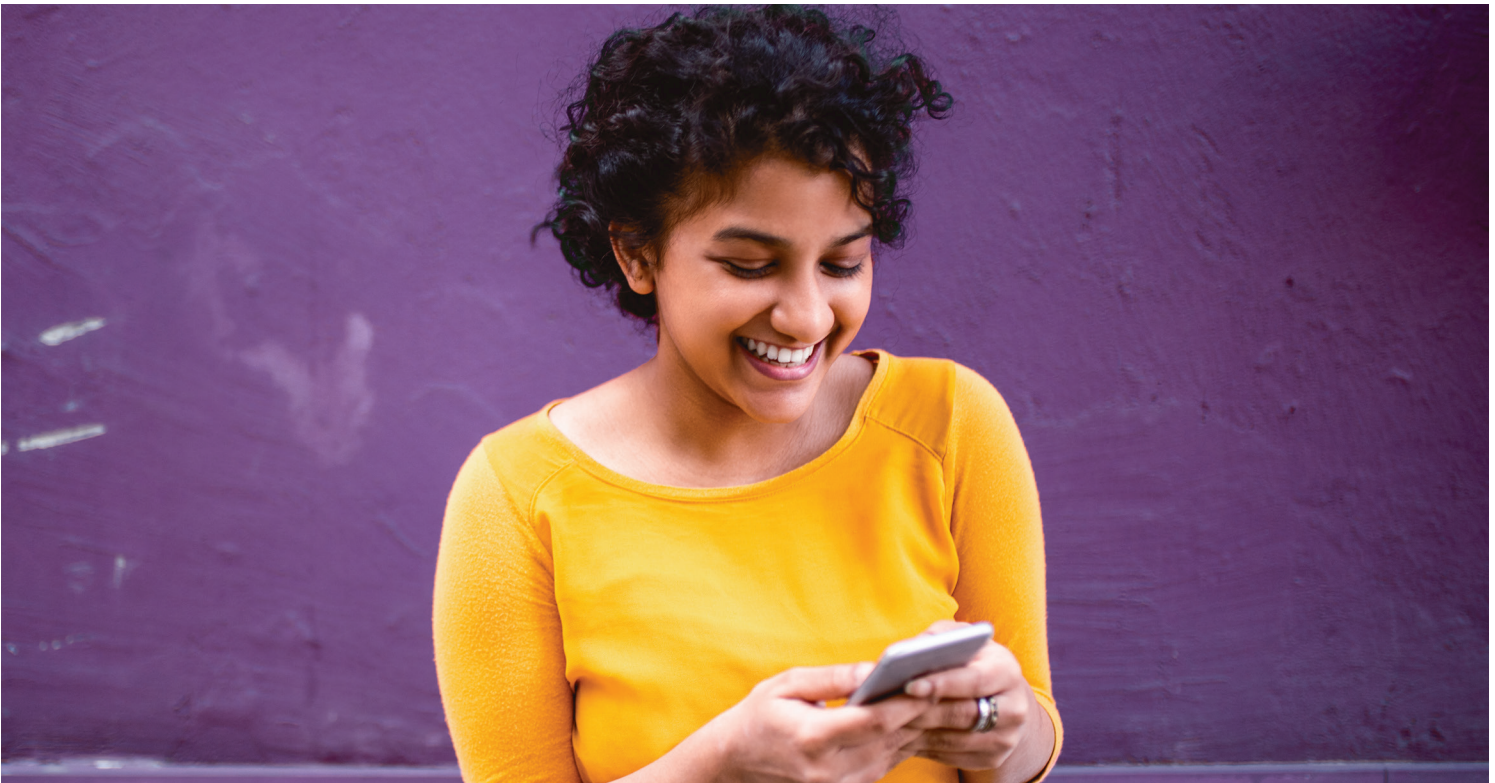
- Mental health problems, such as depression, alcoholism or drug abuse.
- Past suicide attempts.
- A family history of suicide or abuse.

Sources: American Association of Suicidology; Centers for Disease Control and Prevention; HelpGuide.org; National Institute of Mental Health



Take action.

If there's any chance you know someone who's considering suicide, get them to the nearest emergency department or call **911**. Don't leave them alone. And remove any weapons or potentially deadly objects while you wait for help.



Use your voice.

Share your ideas and improve your plan.

Now you can join the Health Education Member Advisory Committee (HEMAC). HEMAC meets at least four times a year to review plan facts, share ideas and talk about changes or new programs.



To join, just call **1-866-638-1232** (PA Relay: 711). Or you can fill out an application at **AetnaBetterHealth.com/Pennsylvania**.

Share your ideas and improve your plan.

PA WIC Experience Virtual Tour.

The Pennsylvania Women, Infants, and Children (PA WIC) program has been busy working on new ways to connect with you and your family!

Welcome to the PA WIC Experience Virtual Tour — go to **Experience.PAWIC.com** to come inside the WIC Virtual Kitchen Classroom.

Encourage your children to play our games while learning more about nutrition and the PA WIC program.

For more information or to schedule an appointment at your local WIC clinic, call **1-800-WIC-WINS (1-800-942-9467)** or go to **PAWIC.com/OnlineApplication.aspx** to apply.

Fraud and abuse.

If you suspect fraud or abuse by a provider or an Aetna Better Health member, you can report it. We have a hotline number that may be used to report a medical provider, facility or business for suspected fraud or abuse. The hotline number is **1-800-333-0119** (PA Relay: 711).

Some common examples of fraud and abuse are:

- Billing or charging you for services that were not provided to your child
- Offering you gifts or money to receive treatment or services
- Offering you free services, equipment or supplies in exchange for your ID card number
- Providing services that your child doesn't really need
- Physical, mental or sexual abuse by medical staff



Help stop fraud, waste and abuse.

Health care fraud means getting benefits or services based on untrue information. Waste is when health dollars are not carefully spent. Abuse is doing something that results in needless costs. If you think you have seen or heard of fraud, waste or abuse happening, you have a right — and the duty — to report it. You can do so without leaving your name. Here's how:



Call the Aetna Better Health compliance hotline at **1-800-333-0119** (PA Relay: 711).



Use the fraud and abuse form on the website: **AetnaBetterHealth.com/Pennsylvania.**

You can also contact the Pennsylvania Department of Human Services Medical Assistance Provider Compliance Hotline by:

- Calling **1-866-379-8477** (includes TTY service)
- Submitting the form at **expressforms.pa.gov/apps/pa/DHS/MA-Provider-Compliance-Hotline**



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៖ ប្រសិនបើលោកអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នក ដោយឥតគិតថ្លៃ។ ដូច្នេះហៅទូរស័ព្ទមកលេខ **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: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા છો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કોલ કરો **1-800-385-4104** (PA રિલે: **711**).