



Eat well



AetnaBetterHealth.com/Pennsylvania

Aetna Better Health® of Pennsylvania

An easy and convenient way to use your WIC benefits

The Women, Infants, and Children (WIC) program helps pregnant women, new moms, infants and children under age 5 get nutrition education and healthy foods.

An eWIC card is an easy and convenient way to use your WIC benefits. The card is used to purchase WIC-approved foods at WIC-authorized grocery stores. It is like a debit card.

- The food benefits for every WIC participant in your family will be put on a single eWIC card.
- You will assign a personal identification number (PIN) the first time you get an eWIC card.
- Every time you purchase a WIC-approved food, the item will be deducted from the balance on your eWIC card.

PA WIC is funded by the USDA. This institution is an equal opportunity provider.

Pennsylvania WIC families can now receive eWIC cards. No more paper checks!



Sign up for WIC today and get your eWIC card. Go online to **PAWIC.com** or call **1-800-WIC-WINS (1-800-942-9467)**.

Member Newsletter

Spring 2020

PA-20-04-03



Treating ADHD: Learning new behaviors

A child with attention-deficit/hyperactivity disorder (ADHD) often acts up and tunes out. But you can show your child new ways to react to the world. This process takes time and practice. Working with a counselor may help.

Coping skills

What things upset your child? Perhaps having to do chores or share toys sparks poor behavior. Try to work with your child each day. Assign a simple task. Or talk with your child about the tips below. Show your child how to respond to frustration and anger in useful ways. This can help him or her learn self-control.

Reinforcing success

Children with ADHD have trouble learning from past events. Positive feedback helps make lessons stick. Offer praise when a job is well done. This helps your child mark the moment in his or her mind. Place a sticker on a reward chart to celebrate each success.

A parent's role

Here are some ways you can help:

- Ensure that your child is seen by their health care provider for all scheduled visits to accurately assess symptoms, make medication adjustments, etc.
- Teach coping skills after your child has taken a dose of medicine. Learning is more likely to happen at such times.
- Praise your child's success. Offer a smile and a hug, a positive comment, or a small reward.
- Set clear rules. Explain what will be taken away if those rules are not followed. Then, follow through.
- Try to stick to a routine. Prepare your child for any change in that routine.
- Help your child stay focused. For instance, avoid crowded, noisy places if they bother your child. Also, limit choices.

The child's role

Here are some hints for your child:

- Try out new ways of dealing with people and places that bother you. When you are upset, you might talk, draw, write, throw a ball or spend some time alone.



Act like a STAR: Stop, Think, Act
and then Review.



Do's and don'ts

of the coronavirus disease (COVID-19)

✓ Do:



Know the symptoms: coughing, fever, shortness of breath.



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



What does social distancing mean?

You can't read or listen to the news right now without hearing the term "social distancing." But what exactly does it mean? And how might it affect your family?

Social distancing is a way of slowing down the spread of an infectious disease like COVID-19. It means limiting how we interact with other people to lower the chances of sharing the virus.

For venues like schools, movie theaters and churches, social distancing may mean closing temporarily. For individuals, it means avoiding large groups and trying to stay at least 6 feet away from other people.

Why 6 feet? COVID-19 seems to be spread by droplets coughed or sneezed into the air. If you're too close to someone who coughs or sneezes, you might breathe in the droplets and become infected.

How to do it

We all need to work together to slow the spread of COVID-19. Here's how you can help:

- Stay home, except for essential activities like grocery shopping or exercising.
- When you're out in public, stay at least 6 feet away from others.

- Avoid large gatherings.
- Limit visitors to your home.

Sources: Centers for Disease Control and Prevention; Substance Abuse and Mental Health Services Administration

Coping with the distance

Social distancing can feel stressful or lonely. Try some of these tips to help you relax and cope with all that's happening:



Stay connected with family and friends via phone, email, video chat, text messaging or social media.



Try taking deep breaths, stretching or doing things you enjoy, like hobbies or reading.



Talk about your feelings with loved ones and friends.



Do your best to stay hopeful and positive. You might try keeping a journal where you can write down things you are grateful for or things that are going well.

Washing your hands thoroughly helps prevent infections

Shaking hands. Lending a hand. Holding hands. Our hands are just right for all kinds of wholesome activities. Unfortunately, they're also very good at spreading germs.

That's why proper handwashing is so important, especially with diseases like COVID-19 around.

In addition to other preventive measures — like avoiding contact with people who are sick, disinfecting surfaces and not touching your face — the Centers for Disease Control and Prevention recommends that people wash their hands often to help stop the spread of respiratory diseases such as COVID-19.

Kill more germs — wash your hands the right way

Washing your hands the right way involves more than a small dab of soap and a quick rinse under the faucet.

Here's how to do it right:

- Get your hands wet and soapy. Use clean, running water — either cold or warm.
- Rub hands together and scrub every surface. Don't forget the backs of your hands, between your fingers and under your nails.
- Continue rubbing for at least 20 seconds and then rinse with running water.
- Dry off with a clean towel or, if none is available, just let your hands air-dry.

Practice proper handwashing often. It's especially important to wash before, during and after handling food and before and after caring for someone who is sick or injured.

Also, wash up after blowing your nose, coughing or sneezing; using the toilet or changing a diaper; handling an animal, pet food or animal waste; or touching garbage.



A backup plan

If there's no soap or water, it's OK to use an alcohol-based hand sanitizer. Be sure it contains at least 60% alcohol.

Sanitizers have limitations, though. They won't kill all the germs, and they may not be as effective when hands are visibly dirty. So when you have the option, choose soap and water.



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 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).

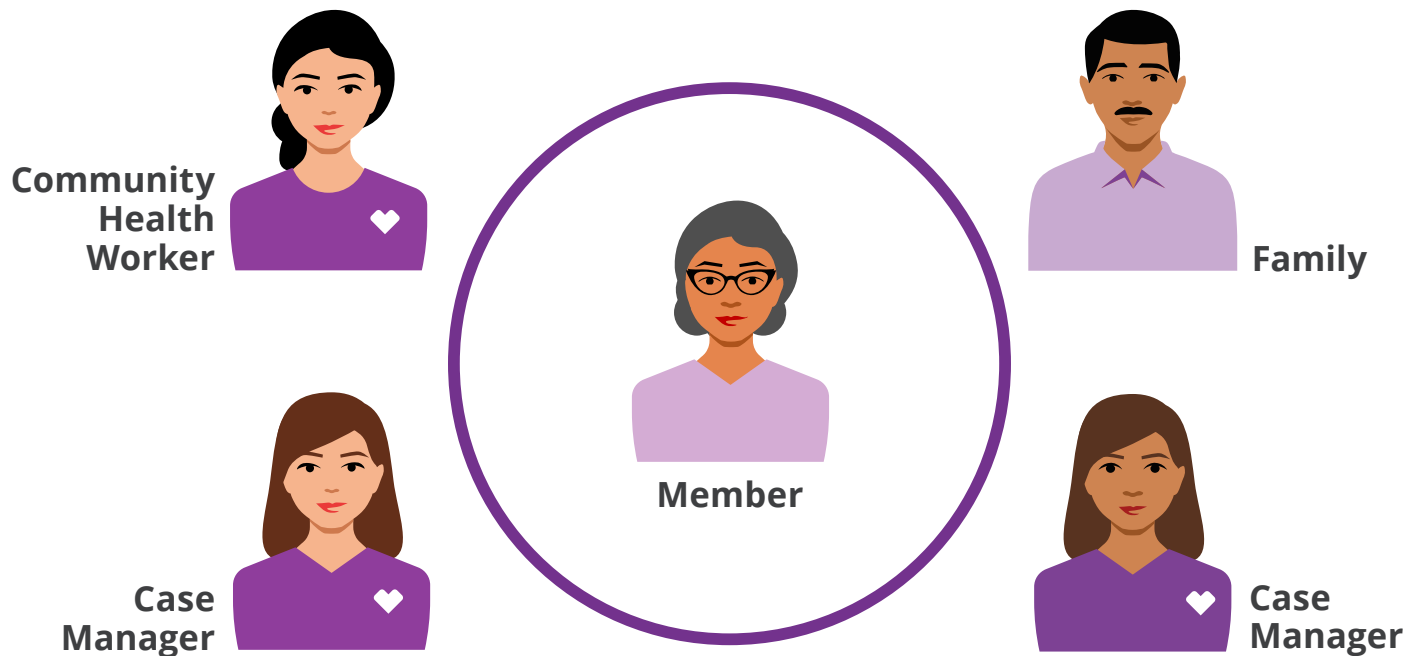
You should only use an ER for real, life-threatening emergencies. An emergency is the sudden onset of severe medical symptoms, such as severe pain. These symptoms are serious and could result in:

- 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

Working as a team to help a member



How our community health workers help you

Are you aware that Aetna Better Health has community health workers (CHWs)? Our CHWs can help connect you with resources in your community. Below we share a little about how our CHWs have helped a member. Maybe they can help you today too!

Recently, our CHW Olguine was assigned to help a member of her community who was greatly in need of care and resources. Olguine was able to spend some time with the member. She soon realized the member needed more support, so she referred her to an Aetna Better Health case manager, Sara.

Sara and Amanda, another case manager, joined the team and provided many resources to help the member. They worked with the member for a couple of days. Then, the team reviewed the case with the member and agreed on the best plan with her.

What the CHWs learned was that the member's needs were greater than it seemed in the beginning. So together, a team effort helped to ensure that this member could get the care she so badly needed. The Aetna team worked with the member and her family for 10 days in a row to share all options. They helped with community support, providers, specialists and next steps to take.

After days of working and talking, the CHWs and the member's family were able to support our member. She then moved forward with what seemed scary at first. She was able to take steps toward living a healthy and fulfilled life.

This story is a great example of how you too can work with a CHW to move forward and live a healthier life!

Talking to your doctor about your relationship

Going to the doctor regularly is a good way to stay healthy. Doctors ask their patients questions that help identify problems. When problems are identified, doctors can help their patients get the things they need to start feeling better. Sometimes, doctors ask their patients questions about their relationships. They may ask questions like:

- Do you feel safe at home with your partner?
- Does your partner ever hit you or try to injure you?
- Does your partner try to control you physically, mentally or financially?
- Does your partner ever threaten you, or make you do things you don't want to do?

Answering questions like these can make you feel nervous or embarrassed. If you are in a safe relationship, these questions may not seem important. For patients who are not in safe relationships, it can be helpful when the doctor asks these questions. Talking about abuse can be hard or scary. It can also be a good way to start feeling better. Sometimes, relationships that are unhealthy can cause other problems too, such as:

- Depression
- Anxiety
- Post-traumatic stress disorder
- Traumatic brain injury
- High blood pressure
- Chronic pain



Help is here

When doctors ask about relationships, they can help with any of the problems the patient might have. They can also help connect you to people at the local domestic violence program for support. If you are experiencing abuse, you can always call your local domestic violence program on your own, or use the resources below:

Pennsylvania Coalition Against Domestic Violence:

- **717-545-6400** (8:30 AM–4:30 PM)
- **PCADV.org/Find-Help/Find-Your-Local-Domestic-Violence-Program**

National Domestic Violence Hotline:

- **1-800-799-SAFE (1-800-799-7233)** or
TTY: **1-800-787-3224**
- 24/7 chat: **TheHotline.org**

Outreach calls

From time to time, you may get texts or phone calls from member outreach specialists who represent Aetna Better Health. These calls or texts are made to help you schedule appointments for preventive care and gather information to better serve you. We'll help you set up your family's well visits, dental visits and

other appointments. These visits can help you stay healthy. Your doctor will provide health tips and get to know you better.

If you don't want to be contacted in the future, you can let the representative know and you'll be removed from our contact list. If you'd like more information, just call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



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 the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711) 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](https://www.aetna.com/members/quality)**.



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, 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: ရန်ပြုရန် - 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**).