

Hello to Health

Aetna Better Health® of Texas — your Texas STAR, CHIP and STAR Kids health plan

Welcome
to your new health plan

Know where to go for care

Answers to common questions

Stay healthy

 **aetna**™



TEXAS
Health and Human
Services



TEXAS STAR
Your Health Plan ★ Your Choice

TEXAS STAR Kids
Your Health Plan ★ Your Choice

aetnabetterhealth.com/texas

86.22.302.0-TX (5/19)



Hello to benefits

Dear member,

Welcome, and thank you for choosing Aetna Better Health® of Texas. Everything we do starts and ends with you, our member.

At Aetna, we know health is more than feeling good. So we're excited to offer you a plan that takes care of the whole you — body, mind and spirit. From our nurse line to our value-added services, we're focused on your total health and wellness.

Membership in our health plan comes with access to our service delivery areas. This means more choices as we join you on your health journey. Our caring Member Services team is ready to serve your special needs.

You can ask questions anytime. We're here 24 hours a day, 7 days a week. Just call us toll-free at the following numbers:

Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant)
CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant)
Medicaid STAR Kids: **1-844-STRKIDS (1-844-787-5437)**

For members who are deaf or hard of hearing, you can call us toll-free at **1-800-735-2989**.

You can always find answers in your member handbook, online at **aetnabetterhealth.com/texas** or on our mobile app, Aetna Better Health.

We look forward to providing you with your health care benefits.

To your health,

Jay N. Powell, *chief operations officer*
Aetna Better Health of Texas

What's inside

4 All for you
Key benefits and services



6 The right care at the right time
Know where to go for care

Explore more

13 Healthy you
Check up on your health

16 Healthy and happy
Feeling great starts with you

20 Take good care
Answers to renewal questions

22 Let's get local
Resources in your neighborhood

24 Your recovery can start today
Support for overcoming addiction

30 All smiles
Learn more about dental care



10 You and baby
Have a healthy pregnancy and baby



All for you

Benefits you won't want to miss

With our plan, you and your kids have access to some special services.



Get a ride when you need it

If you need a ride to your doctor's office, the Medical Transportation Program (MTP) can help. Call MTP to schedule a ride at least two work days before your appointment. If you need to cancel a ride, call MTP at least one work day before your appointment. MTP can also help with money for gas for someone who drives you to an appointment. These drivers can be your family members, neighbors or other volunteers.

To learn more about MTP, or to make a reservation, call:

- **1-877-633-8747**, MTP Logistics (Bexar)
- **1-855-687-3255**, MTP Logistics (Tarrant)

LogistiCare takes requests for routine transportation by phone Monday through Friday from 8 a.m. to 5 p.m.

Your 24-hour nurse line

As a member of Aetna Better Health, you can talk to a nurse when you have health questions. You can call the nurse line 24/7 — at no cost to you.

- Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant)
- STAR Kids: **1-844-STRKIDS (1-844-787-5437)**
- CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant)
- TTY/TDD: **1-800-735-2989**

- ▼ If you have an emergency, please call **911**.
- For members who are deaf or hard of hearing, you can call us toll-free at **1-800-735-2989**.



The right care at the right time

Save time and stress

Know when to use
the emergency room (ER)

We've all been there — feeling sick or
in pain but not knowing who to call or
where to go. Whether it's for a sick child
or an accident, the right care can
save you time and stress.



Think of your PCP for most needs

Your primary care physician (PCP) can treat many health issues at an office visit. Your PCP will help you with all of your medical care, including checkups, medicine and medical supplies. If it's after hours, try calling anyway. The medical office may have an answering service or person that can direct you to a provider on call.

Don't forget to try to keep up with your preventive care. Checkups and screenings are the best way to keep you and your family healthy. Please schedule an appointment with your doctor within 60 days of becoming our member.

You can even get a ride to planned PCP or health visits — it's covered. Please see the Medical Transportation Program (MTP) description on page 5.

See your PCP:

- When you are out of medicine
- If you have questions about your medicine
- When you have an earache, cough, cold, fever or sore throat
- When you have a minor injury, burn or cut
- For routine asthma care
- When you need vaccines



Use urgent care for non-emergencies when you can't see your PCP

What if you have an urgent health concern? It's not a true emergency, but you can't see your PCP right away. This is the right time to use an urgent care or after-hours center. Colds, flu and earaches are some examples. Urgent care can save you time. You'll want to follow up with your PCP after using urgent care.



Choose the ER for life-threatening emergencies only

A true emergency is the right time to use the ER. Chest pain, nonstop bleeding, broken bones, seizures and overdoses are good examples. See more in the table on the next page. Just remember, a visit to the ER can take a lot of time and can be stressful, too. You'll want to follow up with your PCP after an ER visit. It's also a good idea to call your health plan at one of the numbers below:


- Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant)
- STAR Kids: **1-844-STRKIDS (1-844-787-5437)**
- CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant)
- **1-800-735-2989** (for the hearing impaired)



Talk to a doctor by smartphone, tablet or computer

Another benefit we offer is a video visit with a provider. It can be with either a physical health provider or a mental health provider. And it's at no cost to you.

Know where to go for care

 Go to urgent care*	 Go to the nearest ER or call 911*
<ul style="list-style-type: none"> • Allergies • Bronchitis • Sinusitis • Colds and flu • Sore throats • Diarrhea • Earaches • High blood pressure • Lower back pain • Minor cuts and burns • Minor bruises and rashes • Minor eye injuries • Most headaches • Some infections or low-grade fevers • Sports injuries • Sprains • Nausea and stomachache (not usually emergencies) • Vomiting 	<ul style="list-style-type: none"> • Severe burns or wounds • Severe allergic reactions • Severe, sudden or unusual headache • Broken bones • Chest pains or pain in arm or jaw • Childbirth labor (when there is no time for safe travel to a hospital) • Choking or breathing problems • Danger of losing limb or life • High fever with headache or stiff neck • No ability to move • Nonstop bleeding or throwing up blood • Passing out (blackouts) or seizures • Poisoning or drug/medicine overdose • Suicide attempts • A broken natural tooth • A permanent tooth falls out • Very bad pain in the gum around a tooth, with fever • Oral and/or facial swelling, and/or infection • Acute prolonged facial swelling
<p>PCP phone/address:</p>	
<p>Preferred urgent care phone/address:</p>	
<p>Preferred ER phone/address:</p>	

*Not complete lists. Call the 24/7 nurse line if you're not sure about the kind of care you need. Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant). STAR Kids: **1-844-STRKIDS (1-844-787-5437)**. CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant). TTY/TDD: **1-800-735-2989**.



Manage your health on the go

With the Aetna Better Health mobile app, you can get on-demand access to the tools you need to stay healthy. It's easy. Just download the app to your mobile device or tablet.

Using the app, you can:

- Find a doctor
- View or request your member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other details

How to download the app

You can download the app from the Apple® App Store® and Google Play™ media store. It's free to download. This app is available on certain devices and operating systems.

Apple is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google LLC.



You and baby

Helping you have a **healthy pregnancy**

Service coordination and case management

Our service coordinators and case managers can help you with:

- Setting up appointments
- Getting a ride to appointments
- Signing up for text reminders
- Learning about good foods and exercise
- Connecting to community resources like Women, Infants, and Children (WIC)

Maternity baby shower program

Our Aetna Better Health baby showers are held every two months in the Tarrant area only. These showers are open to all our members who are expecting. The showers are held in our Aetna® Arlington, TX, office.

If you attend, you'll receive:

- Information on prenatal/postpartum education and community resources
- Diapers and wipes
- An Aetna bib
- Small baby toys

To view our shower schedule and RSVP, go to **aetnabetterhealth.com/texas/wellness/women/pregnancy**.

Prenatal program

Our special prenatal program offers a package of diapers, baby wipes and a gift bag (\$50 value) at no cost when a pregnant member completes ten prenatal and one postpartum visit to the doctor. The program helps you and your baby stay healthy. You will need to call us at the toll-free number on your ID card to claim your package.

Health tips and reminders sent to your cell phone

Sign up for free personalized text messages with Text4baby. You'll get reminders about doctor visits. You'll also get health tips on your baby's growth.

After your baby is born, we'll send you reminders about well-child visits and shots. You'll get tips about good food choices and what to expect as your baby grows. Plus, it can help you feel better physically and mentally, which means you can conquer your to-do list and take on the world.

To sign up, text **BABY** to **511411** or visit **text4baby.org**.

Prenatal checkups

Prenatal checkups are usually done:

- **Weeks 4 – 28:** one checkup each month
- **Weeks 28 – 36:** twice a month
- **Weeks 36 to birth:** every week



Good nutrition

Babies need vitamins to grow and be healthy. Your doctor may prescribe prenatal vitamins. You can also get them without a prescription. Take one that has folic acid, iron and other vitamins and minerals.

Drink a lot of water

How much is a lot? Try checking your urine. It should be pale yellow or colorless. And you shouldn't feel thirsty. Just try to avoid drinks with caffeine and sugar.







Healthy you

Check up on your health

Preventive care is one of the best ways to keep you and your family healthy. It's easy to get started with preventive care. Just get your wellness exam. It can give you peace of mind and help your PCP find any health problems early, when they are most treatable.

Be proactive with your health by following these steps:

1. Choose your PCP.

You can search for a PCP at aetnabetterhealth.com/texas/find-provider, or just call the numbers below anytime:

- Member Services at Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant)
- Medicaid STAR Kids: **1-844-STRKIDS (1-844-787-5437)**
- CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant)
- **1-800-735-2989** (for the hearing impaired)

2. Call your PCP, make an appointment and get your wellness exam.

3. Get a ride to your wellness exam.

You can get a ride — it's covered through the Medical Transportation Program (MTP). Please go to page 5 for more information on MTP.



Get moving, get motivated

Getting in shape doesn't have to involve a personal trainer or fighting for space at the gym. You can get a good workout by doing some simple exercises in your home.

Reap the benefits of regular exercise

Exercising on a regular basis helps keep your mind and body healthy, from head to toe. On the next page, there are workouts you can do right at home. Just cut out each card and follow the instructions. Make sure you talk to your doctor about if these exercises are safe for you.

Ways to stay motivated

Working out is no piece of cake. Half the battle is getting off the couch. But once you go, there's no better feeling. Here are some tips to get moving:



Buddy up

Grab a workout buddy. Research shows that exercising with a pal makes it easier to get up and moving. Exercising together makes it feel like less of a task and more enjoyable.



Track your progress

You can keep a notepad handy and write down your daily fitness goals. It's a great way to track your progress and see how far you've come.



Set your mind to it

Start by setting goals that are realistic, and stick with them. Find at least three 30-minute time slots a week you can block off for physical activity.

Nine non-gym exercises you can do at home



Chair squat

Stand in front of your chair. Lower yourself down until your butt hits the edge. Stand back up.



Superman/Superwoman

Lie on your stomach with your arms overhead. Gently raise your arms and legs off the ground. Return to starting position. Repeat.



Child's pose

Start on all fours, then bring your knees and feet together as you sit your butt back to your heels and stretch your arms forward.



High knees

Stand with your feet hip-width apart. Run in place, bringing your knees up toward your chest as high as possible while pumping your arms.



Side-lying hip abduction

Lie on your side with your arm under your head. Gently raise your leg and then return to starting position.



Cat-cow

Start on your hands and knees. Inhale as you drop your belly. Lift your chin and chest, and gaze up toward the ceiling. Exhale and round your back toward the ceiling.



Standing calf raises

Exhale and slowly lift your heels off the floor, keeping your knees extended and without rotating your feet. Use your hands on the wall to support your body.



Donkey kicks

Start on your hands and knees. Pull your right knee toward your chest. Kick your right leg up toward the sky, and then back down. Repeat on other side.



Soup-can bicep curls

Curl right arm with soup can up toward shoulder on exhale. On inhale, bring right arm back down by side to starting position. Repeat on other side.

Healthy and happy

Feeling great starts with you

Get your checkup — it's covered

It's important to get regular checkups — even when you're not sick. Checkups can help your PCP find or prevent health problems early. This is when they are easiest to treat.

Your PCP covers a lot in a short time

What happens during a checkup or well visit? Your doctor will give you a complete exam, checking things like height, weight, hearing and vision. You can ask questions and discuss any health concerns. Don't be shy. The answers can help you stay healthy.

Well-child checkups

Regular well-child checkups are available for children, teens and young adults, birth through age 20. Checkups can help:

- Find health problems before they get worse and harder to treat
- Prevent health problems that make it hard for children to learn and grow like others their age
- Your child have a healthy smile

Your child can get:

- Regular medical checkups starting at birth at no cost to you
- Dental checkups starting at 6 months of age at no cost to you





Protect yourself, protect your family

We cover flu shots for our members. Get yours today.

Every adult and child 6 months of age and older needs a flu shot every year. Why? The flu virus is always changing. If you got a flu shot last year, it won't protect you this year.

It's easy to get your flu shot

Just call your primary care provider (PCP). You may be able to get one with a nurse visit at the PCP office. Or you can visit [aetnabetterhealth.com/texas](https://www.aetnabetterhealth.com/texas) for a list of retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go.

Take extra steps to stay healthy

You can also help protect yourself and others from the flu by:

- Washing your hands often
- Not touching your eyes, nose and mouth
- Covering your mouth and nose when you sneeze or cough
- Staying home when you're sick

Questions? Call Member Services at:

- Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant)
- STAR Kids: **1-844-STRKIDS** (**1-844-787-5437**)
- CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant)
- **1-800-735-2989** (for the hearing impaired)

Or visit [aetnabetterhealth.com/texas](https://www.aetnabetterhealth.com/texas).

What to do if your child has a cold

When should we get help?

You should see your child's PCP or go to urgent care (when you can't see the PCP) for:

- A fever in an infant 2 months old or younger
- A fever of 102 degrees or higher at any age
- Breathing problems
- No desire to eat or drink
- Ear pain
- Extra crankiness or sleepiness
- A cough that lasts longer than 2 weeks
- Symptoms that are getting worse

When should we go to the ER?

Go to the ER when your child has:

- Trouble breathing
- Blue lips
- A high fever with a headache and stiff neck
- A high fever that doesn't get better with medicine

What can I do about my child's cold?

A cold has to run its course. Your child can drink plenty of fluids. Warm drinks help calm the throat. Getting plenty of rest helps, too.

What medicine can I give my child for a cold?

Colds can last up to two weeks but usually go away without medicine. Talk to your child's PCP before using an over-the-counter medicine. The medicines listed below don't work for a cold and may cause serious problems for children:

- Decongestants
- Antihistamines
- Aspirin (acetylsalicylic acid or ASA)
- Antibiotics

What if I need more help?

Call your child's PCP with questions. You can find a doctor at aetnabetterhealth.com/texas. Click on "Provider Search." Or just call us at:

1-800-245-5380 (Tarrant CHIP)

1-866-818-0959 (Bexar CHIP)

1-800-306-8612 (Tarrant Medicaid)

1-800-248-7767 (Bexar Medicaid)

1-800-735-2989 (TTY)

You can also get health advice from the 24/7 nurse line.





Why

vaccines are important for your children

Vaccines help protect your child from many infections. Infections can cause serious health problems. Your provider will give vaccines during your child's well-child exam, if needed. Be sure to bring your child's vaccine record to every visit.

- ! Day care centers and schools require all children to be up to date on vaccines.

A photograph of two young boys walking on a paved path outdoors. The boy on the left is standing, wearing a blue and brown striped t-shirt, dark pants, and glasses. He has a green backpack and is holding a light blue skateboard and a blue helmet. The boy on the right is sitting in a red wheelchair, wearing a maroon long-sleeved shirt and dark pants. He has a blue backpack and is holding a basketball. The background shows trees and a bright, sunny sky. The text "Take good care" is overlaid in the center in a white serif font.

Take good care

How to renew your child's coverage

It's important to renew your child's Medicaid coverage on time. If not, your child's coverage could end. Here's how it works:

- The Texas Health and Human Services Commission (HHSC) will mail you a renewal packet two months before your child's coverage is due to end.
- The application will have some of the information filled in for you, but you'll need to take care of the rest.
- There are three ways to renew CHIP/Children's Medicaid — online, by mail or by fax.

Renew it, don't lose it. For more information, call **2-1-1** or visit **yourtexasbenefits.com**.



Farmworker program

Do you travel from place to place to work on farms or ranches? We want your children to get the health care services they might need. We can help you plan for checkups and vaccines that may be due when you are working out of the area. Call us at the number on the back of your ID card for more information.

Routine checkups

Regular visits to a PCP are important, even if your children are healthy. Well-child checkups are available at no cost to our members. Babies, children and teens all need checkups. Follow this schedule:

Well-child checkup schedule

- | | | | | |
|-----------------------------------|------------------------------------|------------------------------------|------------------------------------|--|
| <input type="checkbox"/> 2 weeks | <input type="checkbox"/> 6 months | <input type="checkbox"/> 15 months | <input type="checkbox"/> 30 months | <input type="checkbox"/> 5 to 20 years:
Annually
within 30 days
of birthday |
| <input type="checkbox"/> 2 months | <input type="checkbox"/> 9 months | <input type="checkbox"/> 18 months | <input type="checkbox"/> 3 years | |
| <input type="checkbox"/> 4 months | <input type="checkbox"/> 12 months | <input type="checkbox"/> 24 months | <input type="checkbox"/> 4 years | |

Do you need more information on your child's coverage?

Call Member Services at the numbers below:

- Medicaid (Tarrant): **1-800-306-8612**
- Medicaid (Bexar): **1-800-248-7767**
- CHIP (Tarrant): **1-800-245-5380**
- CHIP (Bexar): **1-866-818-0959**
- STAR Kids: **1-844-STRKIDS (1-844-787-5437)**
- TTY/TDD: **1-800-735-2989**

Let's get local



Our community outreach department can normally be found in the neighborhoods attending health fairs and local events geared toward educating existing and potential members about our plan.

In addition to providing an overview of our plan, community outreach educates people on STAR/CHIP/STAR Kids, well-child checkups, renewal of benefits and accelerated services for children of traveling farmworkers. Check out these additional services our outreach team offers.



Aunt Bertha

Get information about local programs in Texas. It's easy to find the help you need — visit [aetna-tx.auntbertha.com](https://www.aetna-tx.auntbertha.com) to search.



Provider education

Education sessions for provider offices to assist in the identification of children of traveling farmworkers in order to help them receive the health care services their child/children may need.



Member education

One-on-one education session with a member that must be conducted in a private room at the provider's office. Community outreach will normally coordinate a date/time with a provider when multiple members are scheduled.

For more information on our value-added services and programs, please call **1-877-751-9951**.

Your recovery can start today

Get the support you need for overcoming addiction



Addiction is real, but treatable. If you or someone you know is struggling with a substance use disorder, you're not alone. Most people facing addiction can benefit from treatment, no matter how bad the problem may seem.

Addiction and recovery treatment services

Your plan covers a range of treatment options. Our providers offer outpatient/inpatient care and medication-assisted therapy. Your health care team will work with you to find the best program for you. There are special programs for females and expectant moms.

For help with benefits and provider referrals, please call Member Services. These calls are confidential.

- Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant)
- Medicaid STAR Kids: **1-844-STRKIDS (1-844-787-5437)**
- CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant)
- **1-800-735-2989** (for the hearing impaired)



Help for Texans

Outreach, screening, assessment and referral centers can assist people seeking help for a substance use disorder. You can access immediate and confidential help 24/7 by calling **1-877-541-7905**.

Drug Free Texas

Drug Free Texas is the official prevention program for Texas. You can learn more at **hhs.texas.gov/services/health/prevention/drug-free-texas**.



Texas smoking cessation programs

Free help to quit tobacco

We offer a program for our members (age 12 years or older) who would like help to quit tobacco. The program includes an assessment and counseling. Members 18 years of age and older can receive nicotine replacement products with a prescription from their PCP. If you buy a nicotine replacement product, please call us at the toll-free number on your ID card to find out where to send your receipt.

You may also wish to check out some other smoking cessation programs:

SmokefreeTXT

Visit smokefree.gov/smokefreetxt-keywords to learn more.

Texas Quitline

Call **1-877-YES QUIT (1-877-937-7848)**, or visit yesquit.com to learn more.

Nicotine Anonymous

Request a free starter kit at **1-877-879-6422**, or email info@nicotine-anonymous.org for local group meetings. Learn more at nicotine-anonymous.org.





Stay mindful



A healthy mind is just as important as a healthy body. And we want you and your family to be healthy as a whole — in both mind and body. Mindfulness means staying in the present and paying attention to whatever is happening in the moment. It means being aware and keeping an open mind. We've put together a few suggestions below to help you relieve stress, relax and focus on what's important.

Calm your mind

Try this simple mindfulness exercise anytime, anywhere.

- 1 →
 - 2 →
 - 3 →
 - 4 →
 - 5 →
 - 6
- Stop and place your feet on the ground.
- Feel your feet in contact with the floor.
- Bring your attention to your breathing.
- Follow your breath in and out seven times.
- Notice how you feel now.
- Try this three times each day.

Make mindfulness

a part of your day



It's easy to bring mindfulness into your daily routine. Try these quick ideas if you're feeling stressed.

Do one thing at a time. It's easy to get overwhelmed with tasks — choose one and work from there.

Listen and stop what you're doing. Spend a minute listening to the sounds around you.

Think about how you feel at the moment. Accept your feelings, thoughts and sensations.

Get moving and hit the gym, grab your yoga mat or just stretch and walk around.

Pause and breathe before reacting to anything.

Schedule "you" time. Block off 15 minutes a day to do something just for you.

Enjoy a meal and pay attention to everything about the food you are eating.

Need help?

If you feel totally overwhelmed or stressed, know you aren't alone. We're here to help you if things just aren't going right. Here's who to call:

Crisis Hotline

Crisis help is available to you 24/7 by calling the number on the back of your ID card.

National Suicide Prevention Lifeline

Call **1-800-273-8255** for free, confidential support 24/7.

Texas Youth Hotline

Call **1-800-989-6884**. Trained volunteers are ready to help 24/7.

Don't feel like talking?

Text TALK to **741741** to reach a trained crisis counselor from the Crisis Text Line for free, 24/7.

Text **512-872-5777** to reach the Texas Youth Hotline. You may also chat online at **www.dfps.state.tx.us/youth_hotline**.

Call **911** in an emergency.

All smiles

Get your teeth checked

Dental care is very important to your overall health. Checkups twice a year can help your dentist find any problems early, when they are easiest to treat. An untreated cavity can lead to pain and infection.



Protect your pearly whites

Follow these tips from the American Dental Association:

- Brush your teeth twice a day. Don't rush — take your time.¹
- Practice good technique. Hold your toothbrush at a slight angle. Gently brush with short back-and-forth motions. Be sure to brush the outside, inside and chewing surfaces of your teeth. And don't forget your tongue.¹
- Keep your toothbrush clean. Always rinse your brush with water. And let it air-dry before you use it again.¹
- Floss daily.

When's the right time for a first checkup?

When a child gets their first tooth or before a first birthday. Then, go every six months after that. You can get two preventive dental visits per year for kids under age 20. And you don't need a referral to see a dentist or a dental specialist.

¹Mayo Clinic staff. Oral health: brush up on dental care basics. Mayo Clinic. Available at: [mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20045536](https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20045536). Accessed September 13, 2018.



Make brushing fun

It's not always easy to get kids to brush their teeth. But if you make it fun, you'll make it happen. Letting kids choose a special toothbrush and toothpaste is a good start. To make brushing last at least 2 minutes, try singing or humming a song. You can also set a timer — whatever you need to do. Be sure to use only a pea-size amount of fluoride toothpaste for children ages 3 to 6. And “spit, don’t swallow” is a good rule to follow.

When do I start dental checkups for my child?


- Dental checkups should start when a child gets their first tooth or before a first birthday.
- Dental checkups should be done every six months unless the dentist needs to see your child more often.
- You do not need a referral from your PCP.
- Children under 6 months of age can get dental services in an emergency.

The more you know ...

Providers in your network

Learn about listed providers

You may want to know more about your provider. Check your Provider and Pharmacy Directory. It's available at aetnabetterhealth.com/texas. Or you can request a printed copy be mailed to you by calling Member Services. You can find out if the provider is taking new patients or if the office is accessible. You can also find the basics, like:

- Provider name, address and phone number
- Provider specialty and board certification (look for  showing certification)
- Provider spoken languages, and other details

Not seeing a provider listed?

Just call Member Services at one of the below numbers. We have the most current information about network providers.

- Medicaid STAR: **1-800-248-7767** (Bexar), **1-800-306-8612** (Tarrant)
- Medicaid STAR Kids: **1-844-STRKIDS (1-844-787-5437)**
- CHIP or CHIP Perinate: **1-866-818-0959** (Bexar), **1-800-245-5380** (Tarrant)
- **1-800-735-2989** (for the hearing impaired)

Hospital care is covered

You're covered if you have an emergency and need hospital care. You're also covered if you need planned hospital care. This includes surgery or other procedures. Just be sure to get approval first (prior authorization). You'll also want to use a hospital that is one of our network providers.

Here are some things we review about your hospital stay:

- The care you get — we want to be sure you're getting the care you need and that it needs to be in a hospital.
- The hospital notes about all the days you spent there — we need the notes to approve payment; otherwise we may not approve payment.

Some things can affect payment for hospital care. You will not be responsible for payment even if we tell the hospital we will not pay. Questions? Just call Member Services at the number on your ID card.

Go online to learn more

Need to learn more about your plan benefits, services and limits? Just go online for quick answers at aetnabetterhealth.com/texas. Click on "For Members." Then, click on "Handbook."

When you go online, you can learn how to get health care services and medicines. You can also file a claim for payment, submit a complaint or appeal a decision. Curious about how we assess new technology? Just go online at aetnabetterhealth.com/texas.

Know your rights and responsibilities

As a member, you have rights. You also have responsibilities. These are things you need to do. Need help with your rights and responsibilities? Just call Member Services. You can also get a copy of them.

Know your rights

Some of your rights include:

- Treatment with respect and dignity
- Nondiscrimination based on age, race, sex, religion, national origin or any other reason that's against the law
- The ability to suggest changes to your rights and responsibilities

Our providers must respect these rights, too.

Know your responsibilities

You have some responsibilities. Follow what you and your provider agree to do. Be sure to make follow-up appointments. If your provider prescribes medicine, take it. And follow your provider's instructions for your care.

Learn more in your handbook and online

You can learn more about your rights and responsibilities in your member handbook. You can also visit aetnabetterhealth.com/texas.

Help stop fraud

Fraud, waste and abuse are widespread in the health care industry and generally result in the increase of health care costs. Aetna Better Health of Texas is dedicated to fighting fraud, waste and abuse through its Fraud Prevention Program. This program is designed to detect and eliminate health care fraud, waste and abuse.

The most common types of health care fraud, waste and abuse are:

- Billing for services never provided
- Billing for more expensive services than were actually provided
- Incorrectly stating a diagnosis to get higher payments
- Performing unnecessary services to get higher payments
- Misrepresenting noncovered procedures as medically necessary
- Selling or sharing a member's identification number for the purpose of filing false claims

To report suspected fraud or abuse, call our fraud and abuse hotline at **1-866-519-0916** or the Office of the Inspector General (OIG) Hotline at **1-800-436-6184**. You may also fill out the fraud, waste and abuse form on our website at aetnabetterhealth.com/texas. Our Fraud Prevention department will review the information and will maintain the highest level of confidentiality as permitted by law.

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

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 or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is 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, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Multi-language Interpreter Services (Texas)

TTY:711

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: **711**) تماس بگیرید.

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104** (TTY: **711**)までご連絡ください。

LAOTIAN: ເຂົນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (TTY: **711**).



Use your voice

Share your ideas and improve your plan

Everyone can improve, right? Now you can join the **Member Advisory Group (MAG)**. Caregivers can join, too. MAG meets to review plan facts, share ideas and talk about changes or new programs.

To join MAG, you must be:

- At least 18 years of age
- A member (or member caregiver) of Aetna Better Health® of Texas for at least the last 90 days
- Willing to attend meetings in person or by phone four times a year

No need to worry about travel costs. We'll pay you back if you attend in person. Remember, your voice matters. And your ideas make things better for everyone.

Call the Member Services number on your ID card to join today.

Keep these numbers handy

Member Services

Medicaid STAR
1-800-248-7767 (Bexar)
1-800-306-8612 (Tarrant)

STAR Kids
1-844-STRKIDS
(1-844-787-5437)

CHIP or CHIP Perinate
1-866-818-0959 (Bexar)
1-800-245-5380 (Tarrant)

TTY/TDD: **1-800-735-2989**

24/7 nurse line

Medicaid STAR
1-800-248-7767 (Bexar)
1-800-306-8612 (Tarrant)

STAR Kids
1-844-STRKIDS
(1-844-787-5437)

CHIP or CHIP Perinate
1-866-818-0959 (Bexar)
1-800-245-5380 (Tarrant)

TTY/TDD: **1-800-735-2989**

Farmworker program

1-800-327-0016

To report fraud or abuse

Aetna fraud and abuse hotline

1-866-519-0916

Office of the Inspector General
(OIG) Hotline

1-800-436-6184

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.