



Joyful



AetnaBetterHealth.com/Virginia

Aetna Better Health® of Virginia

What is available to you as a Medicaid member?

We want you to use your benefits to the fullest. To do that, you have to know what benefits are available. Here are some of the basic benefits we cover.

- Addiction and recovery treatment services
- Care coordination services
- X-rays
- Durable medical equipment and supplies
- Emergency and urgent care
- Family planning services
- Health care for children, including checkups, shots, and screenings
- Hospital and home health services
- Interpreter and translation services

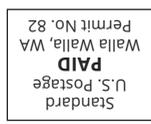
- Maternity and high-risk pregnancy care
- Medical transportation services
- Physical, occupational, and speech therapies and audiology services
- Prescription medicines and over-the-counter medications (when prescribed by doctors)
- Preventive and regular medical care

- Eye exams and glasses for children
- Women’s health services
- Behavioral health services, counseling, and 24/7 crisis line
- 24/7 Nurse Line

We also have value-added benefits. These are exclusive benefits for you as an Aetna Better Health

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What is available to you as a Medicaid member?

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of Virginia member. These benefits include:

- Adult dental
- Adult vision
- Adult hearing
- Personal care attendant
- Diabetes care
- Wellness rewards
- Home-delivered meals
- Weight management program
- Memory care
- Regional wellness centers
- Community Health Workers
- Expanded respite
- Free cellphone

To learn more about your benefits, read your Member Handbook. It is available on our website. Go to **AetnaBetterHealth.com/Virginia**. Select "For Members." Then, select "CCC Plus." Under the drop-down, select "Handbook."

If you have a question, call Member Services. Their number is **1-855-652-8249 (TTY: 711)**. They are available 24 hours a day, 7 days a week.



Do you know someone who may qualify for Medicaid? Visit **AetnaBetterHealth.com/Virginia**. Select "Become A Member."



6 tips to help kids learn virtually at home.

Learning online while at home can be a challenge. There are a lot of ways children can be distracted by things in the home. But your home can still be a great place for your child to learn. Here are six tips to help your kids learn virtually at home.

1. **Have a dedicated learning space.** Children can focus better when there are no interruptions around them. Try to create a comfortable, quiet learning space devoted to their schoolwork. Even just a small corner in a quiet room is ideal.
2. **Have "digital recess."** Kids should get lots of breaks during the day. Sitting at a desk for long periods of time can make them fidgety. Kids need physical activity. So set alarms for "digital recess." You can go for a walk or play a game indoors.
3. **Create a schedule.** It's important to be organized when learning virtually at home. Consider making a schedule. You can plan your child's day to fit in learning and play.
4. **Remove distractions.** A barking dog, a loud TV, or noise from a sibling also trying to learn can be disruptive. Consider removing things that could distract your child from their learning space.
5. **Play some music.** Kids love music. Singing and dancing is a great way to "get the wiggles out." Music can also help keep outside sounds out of their learning space.
6. **Check out community resources.** Look on your child's school website to see what resources they have for kids so they can learn virtually. You can also call your child's school. There may be useful resources available to you to help them learn.

How to access early intervention services.

Do you have a child under the age of 3? Do you believe your child is not learning or developing like other babies and toddlers? If so, your child may qualify for early intervention services. Early intervention services help families support their child's learning and development. Early intervention services can include:

- Speech therapy
- Physical therapy
- Occupational therapy
- Service coordination
- Developmental services

The first step is meeting with the local *Infant and Toddler Connection* program in your community. They can tell you if your child is eligible. A child from birth to age 3 is eligible if he or she has:



- A 25% developmental delay in one or more areas of development
- Atypical development
- A diagnosed physical or mental condition that may result in a developmental delay

Our care coordinators can help

For more information, call your care coordinator. Their number is **1-855-652-8249 (TTY: 711)**. Your care coordinator can

help. We provide coverage for early intervention services. Your care coordinator will work with you and the Infant and Toddler Connection program. They will help you access these services. They can also help you with other services your child may need.

Information is also available at **InfantVA.org**. You can also call Infant and Toddler Connection of Virginia. Their number is **1-800-234-1448**.

What to know when you are released from the hospital.

 Timely follow-up after being in the hospital is important. Care received after being in the hospital will keep you healthy. Leaving the hospital can be busy. A lot of information is given at discharge. It's good to ask questions. You should also speak up if you need any special assistance.

Place your discharge paperwork in an easy-to-find location. Set a reminder for your follow-up appointment. Make sure your loved ones are also aware of the appointment. If

you need a ride to your office visit, we can help. A ride to your doctor and pharmacy can be scheduled by calling Member Services. Their number is **1-855-652-8249 (TTY: 711)**. Call at least three working days before your scheduled appointment.

If you need help with getting care or services, call **1-855-652-8249 (TTY: 711)**. You can speak to a care coordinator. A care coordinator can help with your mental and physical health needs.



Need help paying for child care?

The Child Care Subsidy Program helps families pay for child care. The program covers child care costs for children under 13 who cannot attend school during public school hours. It also covers children under 18 who live with you and have special needs. The program can pay some of your child care costs directly to your child care provider.

You must live in Virginia to be eligible for the program. You must also either be currently working or involved in a training or job program. To see a list of eligible training or job programs, visit **DSS.Virginia.gov**. Then, select "Assistance." From there, select "Child Care."

You can apply for the Child Care Subsidy Program online through CommonHelp. Go to **CommonHelp.Virginia.gov/Access**. You can also check eligibility. Select "Am I Eligible?" To start your application, select "Get Started." For help filling out the application, call **1-855-635-4370**.

Making sure our members get what they need to stay healthy.

We want to ensure that our members are getting the services or benefits they need to get or stay healthy. This is called utilization management (UM). Our UM staff use clinical criteria, guidelines and written policies to make UM decisions. They check that requested services are:

- Needed to keep or get you healthy
- Covered by Aetna Better Health of Virginia

You or your provider can get a copy of the guidelines we use to approve or deny services. You can call Member Services with questions about our UM program. Member Services may transfer your call to the UM department for a staff member to help you. After business hours, you may be transferred to our after-hours call center. Someone will take your message. We'll call you the next business day. When calling back, the representative will tell you that he or she is calling from Aetna Better Health of Virginia and will give you their name and title.

We're here to help you with any UM issues

- For help if you have vision and/or hearing problems, call the

Telecommunications Relay Service at **TTY: 711**.

- For help with language or translation services, call the number on your ID card or **1-855-652-8249 (TTY: 711)**.

Our affirmative statement about incentives

We want you to feel sure that you're getting the health care and services you need. We have policies our providers must follow to ensure that you get the right health care.

Our policy is to not reward providers or others to deny or give less medically necessary care to a member of our plan. This is called an affirmative statement. We do not reward or pay extra money to health care providers, staff, or other people to:

- Deny you care
- Give you less care
- Deny tests or treatments that are medically necessary

All of our members should receive the right health care. You can get more information on this by calling Member Services. Their number is **1-855-652-8249 (TTY: 711)**.

You can help prevent the flu

The Centers for Disease Control and Prevention (CDC) says that you should get a flu shot each year. However if you do get the flu, take prescription antiviral drugs as prescribed by your doctor. Prevention and early treatment are key when it comes to flu. This is especially true for the elderly, pregnant women, and people with chronic health conditions.

CDC has confirmed that the flu vaccine is safe for most people. The flu vaccine cannot give you the flu. Multiple studies have shown that it does not cause autism. Some people may have a mild reaction to the flu shot. You may not feel well for a few days. After you get the flu shot, let your doctor know if you experience:

- A low-grade fever
- Muscle aches
- Headaches
- Redness or swelling where you got the flu shot



People infected with the flu might be able to infect others starting one day before they feel the flu coming on. They can infect others up to five to seven days after getting sick. That means you might be able to spread the flu to others before you even know you are sick! There are many preventive actions you can take. These actions may slow the spread of germs that cause the flu.

How can you prevent the flu?

- Avoid close contact with sick people.
- If you or your child feel the flu coming on, CDC says that you or your child should stay home. You should stay home for at least 24 hours after the fever has gone down.
- When you are sick, avoid close contact with other people to prevent spreading germs.
- Cover your nose and mouth with a tissue when you cough or sneeze. Make sure to wash your hands afterwards.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect surfaces that might be contaminated with germs.
- Frequently clean items that are touched often, such as doorknobs, cellphones, and keyboards.

Do you need heating or cooling assistance?

Not being able to heat or cool your home can be dangerous, depending on the season. Most at risk are people 65 and older, children younger than 2, and those with chronic diseases. There's help if you need it.

In Virginia, there's a program that helps eligible low-income households with the costs of

heating and cooling their home. There's even emergency assistance.

 To learn more, visit DSS.Virginia.gov/Benefit/EA. You can also apply for the program online. Visit CommonHelp.Virginia.gov/Access or call 1-855-635-4370.



No Virginian hungry.

Find a local food bank near you.

Almost 12% of Virginians battle food insecurity on a daily basis. Food insecurity means a lack of available financial resources to put food on the table at any given time. There is help

available. Visit [FeedingAmerica.org/Find-Your-Local-FoodBank](https://www.feedingamerica.org/Find-Your-Local-FoodBank). You can search by ZIP code to find an area food bank near you. If you do not have Internet access, call Member Services at **1-855-652-8249 (TTY: 711)**. We can do a search for you.

Non-discrimination 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:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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 E. Cotton Center Blvd.
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/ocrportal/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.

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**).

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.

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**)。

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**).

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**).

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.

AMHARIC: ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆነ ያለ ምንም ክፍያ የቋንቋ ድጋፍ አገልግሎቶችን ማግኘት ይችላሉ። በአርስቦ አይ.ዲ ካርድ ጀርባ ወዳለው ስልክ ቁጥር ወይም በስልክ ቁጥር **1-800-385-4104** (TTY: **711**) ይደውሉ።

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۔

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**).

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**).

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

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.

BENGALI: লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃ খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

KRU: TÛ DE NÂ JIÈ BÒ: ε yemâ wlu bèè ñ a po Klào Win, nèè â-à win kwa cetiyo+ ne-là, i belé-ò bi má-ò mù bò kò putu bò. Dá nòbâ nè ê nea-ò ñ-à jì è jìpolê kateh jè ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRỤBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ nomba di n'azụ nke kaadi ID gị ma ọ bụ **1-800-385-4104** (TTY: **711**).

YORUBA: ÀKÍYÈSÍ: Tí o bá sọ èdè Yorùbá, àwọn olùrànlọwọ̀ ipèsè èdè ti wá ní lẹ̀ fún ọ̀ lófẹ̀ẹ̀, pe nọ́nbà tí ó wà lẹ̀yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).

E-cigarettes: Are they safe?

What is vaping? What is an e-cigarette?

An e-cigarette is an electronic smoking device. It heats a liquid to create vapor. This vapor can then be inhaled. Using an e-cigarette is sometimes called vaping. The liquid used in an e-cigarette contains nicotine. When someone uses an e-cigarette, they are exposing themselves and those around them to harmful substances.

Are e-cigarettes safe?

Most e-cigarettes contain nicotine. Nicotine is highly addictive. Nicotine addiction may increase the risk of becoming addicted to other drugs. These e-cigarettes can contain other harmful substances that can cause lung damage. This damage can be severe and permanent.

Can I use e-cigarettes to help me quit smoking?

E-cigarettes can cause lung damage. So, it's better to use approved nicotine replacement medications. These include patches, lozenges, and gum. Also consider using these



resources to support your efforts to quit smoking:

- Virginia Department of Health's Quit Now Virginia program provides free information and coaching. You can call them at any time. Their phone number is **1-800-QUIT-NOW (1-800-784-8669)**.
- SmokefreeTXT is a text messaging service. You can sign up by texting **QUIT** to **47848**.
- The U.S. Department of Health and Human Services has an app called QuitSTART. It is available at **SmokeFree.gov/Apps-QuitSTART**. It can help track moods and cravings. It can also monitor your progress.

Contact us Aetna Better Health® of Virginia
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Richmond, VA 23233-1458

1-855-652-8249 (TTY: 711)
AetnaBetterHealth.com/Virginia

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia. 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. Models may be used in photos and illustrations.

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