



Aetna Better Health® of Virginia



Live well

Winter 2019

Your voice matters

Every day, our goal is to improve our services for you, our valued member. To understand your health care needs and get you the care you need when you need it, we mail a survey each year to a select number of households. It's called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. If you receive this survey, please take some time to fill it out. When you're done, drop it in the mail. No postage needed. We've got that covered for you.

A new you in the new year with your new look benefits package

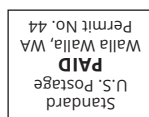
Are you a new Aetna Better Health member? Perhaps you've even been one of our valued members for some time. Either way, we want you to know about your enhanced benefits package, which goes above and beyond your standard benefits like doctor's office visits, prescription drug coverage and emergency services. Your enhanced benefits include:

Adult dental, vision and hearing

- Two exams and cleanings and one set of x-rays each year, plus fillings, extractions, root canal and dentures (up to \$525 each year)
- One eye exam and \$100 for frames, glasses or contacts each year
- One hearing exam and one hearing aid each year (up to \$500 each year)

—Continued on next page

C



Aetna Better Health® of Virginia
9881 Mayland Drive
Richmond, VA 23233-1458

A new you, new year, new look benefits package

—Continued from previous page

Phone and online tools


- Free smartphone with 350 minutes, data, and unlimited texts each month
- 24/7 Member Services

Wellness programs

- Diabetes Care for Life program
- Weight management and nutrition counseling
- Wellness rewards card
- Regional wellness center

Other benefits

- Memory alarms and devices
- Community health worker to assist with member needs
- Diabetic shoes or inserts
- Free rides to grocery store, church, or social activity (30 round trips each year)
- Meals delivered to your home after hospital stay (two meals each day for seven days)

 **Have a question about your benefits?** Member Services can help. Call **1-855-652-8249** (TTY: 711).

Autism special needs checklist: Kids, ages 6 to 12

The following article comes from our partner, KidsHealth. KidsHealth features an online health library for parents, kids and teens — over 7,000 articles, videos, games, recipes and interactive features — all free for Aetna Better Health members. Visit aetnabetterhealth.com/virginia/wellness/focus/kids-health.

When your child is ready for school, expect exciting new opportunities and challenges. The right education plan can help your child reach his or her full potential. But school is not just about learning. Just like his or her peers, your child is navigating friendships and social situations. Follow this seven-step checklist to help your child succeed during the elementary school years.

Step 1: Look for support at school

Many kids with autism spectrum disorder are diagnosed by age 3 and receive early intervention services. When they turn 3, they're eligible for additional services at their local school district with the help of an individualized education program (IEP).

The IEP may include therapy for speech/language, behavior, or sensory concerns. In school, kids might get extra support through a classroom aide or during a “lunch bunch” or social skills group.

Parents meet with an IEP team to determine a child's needs. While you can't insist on certain services, you can appeal the IEP if you feel that the plan doesn't meet your child's needs. The IEP is reviewed and updated each year, but you can ask for updates before that to make sure your child is meeting goals.

Not all kids with autism need an IEP. Those who do not qualify for an IEP can get educational assistance through a 504 education plan, which provides for accommodations in a regular classroom that improve a child's learning experience.

Step 2: Get tech-savvy

Technology can help kids with autism improve verbal skills, social skills and behavior. Through the use of educational apps and computer games and programs, kids can increase their focus, get rewarded for good behavior, learn new skills and have fun doing it. Some devices (called “assistive devices”) can even vocalize kids' thoughts if they have trouble speaking.

Ask your child's doctor or speech or behavioral therapist for suggestions on what kinds of apps or other media can help your child. Many games help to reinforce the skills that kids are already learning in the classroom or during therapy sessions.

Step 3: Plan playdates and social time

It's important for kids with autism to socialize with their peers, even if sometimes it can be challenging for them. Playdates and other activities are some much-needed chances to practice social skills and make new friends. Those who are struggling can sign up for a social skills group, which helps with things like introducing yourself, talking to others, reading social cues and more.

When helping your child choose a playmate, look for someone who shares the same interests. Pre-plan

the activities (like going to a park, playground, or another activity you know your child will enjoy), and avoid places with too much noise and stimulation if you think it will overwhelm your child. Let your child know what to expect ahead of time. Consider using a visual schedule with pictures or create social stories to help “tell ahead” what will happen during a playdate.

Step 4: Get kids moving

Physical activity is also great for kids with autism — it can help improve their fitness, coordination, strength and body awareness. Regular physical activity can help prevent childhood obesity. Exercise may also help decrease repetitive, self-stimulating behaviors and improve attention.

Step 5: Address emotional needs

At times your child may feel left out, left behind or bullied. Kids with autism sometimes have trouble relating to others, and this can make them feel angry or sad.

Get help from a professional counselor if your child shows signs of depression, which include sadness, moodiness, or keeping to himself or herself. Signs of bullying include:

- Not wanting to go to school
- Decreased appetite
- Trouble sleeping
- Unexplained crying

If your child is being teased or bullied, speak with school



administrators as soon as possible. At home, talk with your child about the experience and use role-play to discuss how to handle bullies and report problems to teachers, guidance counselors or other trusted adults.

Step 6: Prepare for puberty

As puberty approaches, your child will be dealing with new emotions that are a normal part of growing up. Talk with your doctor about what to expect as your child matures and how to handle it. Reassure your child that the changes that come with puberty are normal.

Teach your child the difference between public and private places when it comes to private behaviors like getting dressed or touching private parts. When girls get their periods, they will need to learn how to change pads, while boys might need reassurance that wet dreams are normal.

Talk to your child about appropriate versus inappropriate touching, explaining that he or she should immediately tell you if someone crosses the line.

Step 7: Find support

Dealing with the day-to-day challenges of parenting a child with autism can be overwhelming. Having a strong support network can help you power through even the most challenging days.

To connect with other parents who understand your situation, find a local support group or get involved with a local chapter of a national autism awareness group. If a local group isn't available, look for online support.

Reviewed by: Anne M. Meduri, MD

Date reviewed: November 2017

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

© 1995-2018 KidsHealth® All rights reserved.

When bad weather strikes

As much as we may wish, none of us can predict the weather. And, the best time to prepare is before an emergency strikes. Learn more about how to keep you and your loved ones safe this winter, or any season, at **ready.gov**. Here's a quick list to get you started:

1. **Prepare an emergency kit.**
Include: flashlights and extra batteries



for your home and car, blankets, non-perishable food that doesn't need to be cooked to eat, at least a three-day supply

of water, a first aid kit, a list of your medications, extra cash, a backup cell phone battery, and sanitary items.

2. **Make a plan.** Talk to your family about how to respond to different types of emergencies in the event of flooding, loss of power, tornado or extreme weather.
3. **Stay informed.** In the event of severe weather or a power outage, where can you turn to stay informed? We rely on the Internet and our cellphones daily, but sometimes both go down in severe weather. A battery-powered radio is always a good idea.

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/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

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። በእርስዎ 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 नि: शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर काल 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 নি: 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 Klàò Win, nèè â-à win kwa cetiyo+ ne-là, i belè-ò bi má-ò mù bò kó putu bò. Dá nòbâ nè ê nea-ò ñ-à jiè jipolê kateh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

IGBO (IBO): NRUBAMA: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ nọmba dị 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 tí wá ní lẹ̀ fún ọ̀ lófèé, pe nọ́nbà tí ó wà lẹ́yìn kààdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).

Nursing facility services for Aetna Better Health members

If you meet the coverage criteria for nursing facility care, and choose to receive your long-term services and supports in a nursing facility, Aetna Better Health will provide coverage for nursing facility care. If you have Medicare, Aetna Better Health will provide coverage for nursing facility care after you exhaust your Medicare-covered days in the nursing facility, typically referred to as skilled nursing care.

If you are in a nursing facility, you may be able to move from your nursing facility to your own home and receive home- and community-based services if you want. If you are interested in moving out of the nursing facility into the community, talk with your Care Coordinator. Your Care Coordinator is available to work with you, your family and the discharge planner at the nursing facility if you are interested in moving from the nursing facility to a home or community setting.

If you choose not to leave the nursing facility, you can remain in the nursing facility for as long as you are determined to meet the coverage criteria for nursing facility care.

In order to obtain service authorizations related to nursing facility services, please call your personal Clinical Care Manager or our Member Services at **1-855-652-8249 (TTY: 711)**.

Please note: The following services require a service authorization:

- Custodial Care Nursing
- Facility Admissions



Protect yourself, protect your family — from the flu

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.

And remember, you can't get the flu from a shot, but your chances of getting the flu without a shot are much greater.

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/virginia](https://www.aetnabetterhealth.com/virginia) for a list of retail pharmacies in our network. Make sure your local pharmacy is giving flu shots before you go. Age restrictions may apply for children getting a flu shot at a pharmacy.

You may need a pneumonia shot too

You may be at risk for complications from the flu if:

- You're over 65
- You have a chronic condition like asthma, diabetes or lung disease

Ask your doctor about a one-time pneumonia shot. It will give you extra protection during flu season.

 **Questions? Call Member Services at 1-855-652-8249 (TTY: 711).**

Spotlight on fraud, waste and abuse

You've just had a conversation with another Aetna Better Health member. Something about it just doesn't sit well with you. Did they just say that their doctor wrote a prescription and that the member can pick it up at the doctor's house?

Did your provider just charge you cash for a service that you know Aetna Better Health would pay for?

Did the pharmacist tell you to pay cash and they will give you a few more testing strips or medication?

Did you see that Aetna Better Health was charged for a visit when you weren't in town to have seen the doctor?

These are just a few examples of fraud, waste and abuse. Whatever the issue that didn't sound or feel right, it's important these concerns are addressed. But whom do you tell, and how?

Reporting concerns

Aetna Better Health has a devoted fraud, waste and abuse team to handle these matters. As our member (or a member of the public), you can:

- 1. Call Member Services at 1-855-652-8249 (TTY: 711).** Our Member Services team is trained to take your concerns.
- 2. Leave a voicemail on our Fraud, Waste and Abuse hotline at 1-844-317-5825.** This is a toll-free hotline that instructs the caller to leave as much information as possible regarding the fraud, waste or abuse allegation. A callback name and number or email is helpful, but not required.
- 3. Email us at ReportFraudAbuseVA@aetna.com.**

What is fraud?

Fraud is an intentional act, deception or false statement causing a payment to be made that would not have been made in a truthful or correct situation.

What is waste?


Waste includes overutilization, underutilization or misuse of resources. Waste typically is not an intentional act, but does result in spending that should not have occurred.

What is abuse?

Abuse describes an act or practice resulting in unnecessary costs. Abuse includes any practice that provides a service that is not a medically necessary standard and is not priced fairly. This can also include member practices that result in an unnecessary cost, such as seeking treatment for common illnesses in the emergency department.





 **Call today to learn more about Aetna Better Health of Virginia (HMO SNP). Call 1-866-550-9672 (TTY: 711), 8 a.m. to 8 p.m., 7 days a week. Or, visit aetnabetterhealth.com/virginia-hmosnp.**

Let Aetna Better Health® of Virginia (HMO SNP) show you how to get more from your Medicare benefits

If you have Medicare and Medicaid, you could qualify for an Aetna [Dual Eligible] Special Needs Plan, which provides additional services beyond original Medicare. This includes:

- A care management team, led by your personal care manager, to help coordinate and support your overall health goals
- Dental care: includes x-rays, cleaning, fillings, crowns and extractions (\$1,500 per year to use toward dental services, including dentures)
- Over-the-counter (OTC) items: \$60 monthly allowance to use for over-the-counter medications and supplies
- Hearing services: one routine hearing exam and one hearing aid fitting/evaluation every year (\$2,500 allowance for hearing aids every year)
- Non-emergency transportation: 30 round trips/60 one-way trips to plan-approved locations up to 50 miles
- SilverSneakers® program, which provides access to gym and fitness locations across the country at no extra cost
- Eyewear: \$250 allowance per year toward contacts, lenses and frames
- Podiatry: three visits per year for routine foot care
- Smoking cessation: unlimited counseling sessions, nicotine patches provided through OTC benefit, some medications with prescription

Y0001_4009_15118_M Accepted 11/2018



Contact us
1-855-652-8249
(TTY: 711)



This newsletter is published as a community service for the friends and members of Aetna Better Health® of Virginia, 9881 Mayland Drive, Richmond, VA 23233-1458. 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.

2019 © Aetna, Inc. and Coffey Communications, Inc. All rights reserved.

VA-18-11-03