



# Peace of mind



[AetnaBetterHealth.com/Virginia](https://AetnaBetterHealth.com/Virginia)

Aetna Better Health® of Virginia

## Taking care of your behavioral health during times of uncertainty

Your physical health is important to us. So is your behavioral health. Behavioral health includes mental health treatment and substance use services for you or your child. Many behavioral health providers offer telehealth services. Telehealth is a visit with your doctor by phone or by video. These visits are covered. Call your health care provider to see what telehealth services they offer.

We offer a 24/7 behavioral health crisis hotline. The number is **1-855-652-8249 (TTY: 711)**. We've also partnered with Mental Health America of Virginia (MHAV) and AliveRVA. You can call and talk with people over the phone who can tell you about their own experiences

with mental health and/or substance use challenges. They can tell you how they recovered. You can call AliveRVA at **1-833-473-3782** between 8 AM and 12 AM 7 days a week, 365 days a year. You can also call MHAV at **1-866-400-6428** Monday through Friday from 9 AM to 9 PM and Saturday and Sunday from 5 to 9 PM, 365 days a year.



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## Are your kids up-to-date on their vaccines?

Once upon a time in the U.S., diseases made a lot of children very sick. Those diseases aren't as common now, thanks to vaccines. But most are still around — and could be a risk. That's a great reason to make sure your kids get their recommended vaccinations on time.

### Safe immunity

Immunizations are safe. They help kids build immunity to the diseases that the vaccines help prevent. One example is measles. This illness spreads very easily. It can cause serious problems and even death. In 2000 there were no cases of measles in the U.S. But since then, new outbreaks have occurred among people who were not vaccinated.

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

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

### Part of your back-to-school list

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

Because of COVID-19, school schedules may look different in many areas. But vaccines are still

important — whether your kids are being home schooled, attending school part time, or back on a regular school schedule.

Which vaccines might your child or teen need? That depends on things like your child's age and vaccine history.

Find out what experts recommend. Check the Centers for Disease Control and Prevention's list of vaccines for kids at **[CDC.gov/Vaccines/Schedules](https://www.cdc.gov/Vaccines/Schedules)**.

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

*Additional source: American Academy of Pediatrics*



## Join our Member Advisory Committee today!

The Aetna Better Health CCC Plus Member Advisory Committee (MAC) wants you. MAC gives you a chance to provide feedback on your experiences. Your voice impacts our choices about your health care. The MAC is made up of our members, parents, caregivers, and community partners. For more information, visit our website. Go to **[AetnaBetterHealth.com/Virginia](https://www.AetnaBetterHealth.com/Virginia)**. Select "For Members." Then select "Updates and info" and "Member Advisory Committee" on the left-hand drop-down.



Interested in joining? Submit the form online on our website mentioned above. We will reach out to you when we get your information. We look forward to hearing from you!

## Tips for a good night's sleep

Sleep is important for your physical and mental health. Most adults, regardless of age, need between seven and nine hours of sleep each night. Here are some tips to make that time count.

**Napping** can't replace a good night's sleep, because a nap doesn't move you through the stages of sleep you get with a full night of rest. Limit naps to 30 minutes or less. Napping earlier in the afternoon so that it doesn't interfere with your bedtime can also help.

**Exercise** can be stimulating and raise your core body temperature, making it harder to sleep if it's too close to your bedtime. Aim to complete vigorous exercise at least one to two hours before going to bed. If that's not possible, light stretching or yoga may be more beneficial.

**Alcohol** makes you tired and can help you doze off more quickly — at first. But as it works its way through your body, alcohol produces chemicals that interfere with the quality of your sleep. Alcohol can also:

- Make snoring worse
- Increase your risk for obstructive sleep apnea (a potentially serious medical condition)
- Cause a reduction in rapid eye movement (REM) sleep, when most dreaming occurs

**TV** can lull you to sleep, but its changing volume and lighting can jolt you awake and interfere with sleep. Instead of TV, turn on a fan or a sound machine for steady background noise.

*Sources: American Academy of Sleep Medicine; National Institute of Neurological Disorders and Stroke; Sleep Foundation*



## Providers can call interpreters for you

Did you know? Your doctor can call an interpreter for you if you need one. The following interpretation requests are available to you:

- **In person**
  - The interpreter will meet you at your appointment (such as the doctor's office or your home).
  - Requests should be submitted at least three business days ahead of the appointment.
- **Over the phone**
  - Requests can be submitted the same day.
- **Video (Zoom)**
  - Requests should be submitted at least three business days ahead of your visit.
  - You need to have an email to have a Zoom meeting.
- **Other scheduled video**
  - The interpreter service provides the link. You must have a cellphone.
  - Requests should be submitted at least three business days ahead of your visit.



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

## Empowering you through your period, one month at a time

Aetna Better Health of Virginia cares about our members' ongoing health needs. That includes your menstrual health. Women between the ages of 10 and 55 now have a new benefit they can use to improve their menstrual health. Read on to learn more.

Did you know? Some people miss work or school because they do not have enough menstrual care products. Many people do not have the ability to purchase supplies to manage their periods each month. This means some people may use the same product for a long period of time. Or they use alternatives (such as paper towels or newspaper). This can cause serious health problems, such as yeast infections, bacterial vaginosis, toxic shock syndrome, and urinary tract infections.

Aetna Better Health has developed a new benefit to help you manage your period. As an Aetna Better Health member, you can connect with CVS Pharmacy® each month to receive free menstrual products. They are delivered right to your door. Pads, tampons, and cleansing wipes are examples of items you can get.

There are two convenient ways to place an order. You can order online or by phone. The fastest and easiest way to order is to visit our website. Go to **CVS.com/otchs/abhva**. You can also place your order by calling **1-888-628-2770 (TTY: 711)**. You can speak to an agent Monday through Friday, from 9 AM to 8 PM Eastern time. You can also order anytime via our automated interactive voice response system. Please have your member ID and order ready when placing your order by phone.

## Sharing information is important

Do you see a behavioral health doctor? Have you told your primary care provider (PCP)? Your PCP should know if you see a behavioral health doctor. It is important to tell your PCP about other doctors who help you with your health. Aetna Better Health of Virginia wants you to stay healthy. Your PCP may know about a drug your behavioral health doctor prescribes. This could lead to problems with other drugs you take.

Do you need help talking with your PCP about your behavioral health care? We are here to help. You can contact our Member Services department. You can call them at **1-855-652-8249 (TTY: 711)**. They are available 24 hours a day, 7 days a week.

## Safe fun in the sun

Skin cancer is a disease where malignant (cancerous) cells form in the tissues of the skin. There are several types of skin cancer. Skin cancer is the most common cancer in the United States. It is important to use sunscreen to reduce your risk of skin cancer.

Tips to reduce your risk of skin cancer:

- Use sunscreen that protects against UV radiation.
- Do not stay out in the sun for long periods of time.
- Wear long-sleeved shirts, long pants, and hats when outdoors.
- Wear sunglasses to protect your eyes.



Learn more about how to prevent skin cancer. Visit the Centers for Disease Control and Prevention's website at **CDC.gov/Cancer/Skin/Basic\_Info/Prevention.htm**.

## Early and Periodic Screening, Diagnostic, and Treatment

Under Early and Periodic Screening, Diagnostic, and Treatment (EPSDT), we ensure that health problems for members under 21 years of age are diagnosed and treated as early as possible. EPSDT services include periodic screenings and vision, dental, and hearing services from birth through age 20. Specifically, these services include:

- Detailed health and developmental history
- Physical exam
- Vision screening
- Hearing screening
- Dental inspection
- Nutrition assessment
- Body mass index (BMI) assessment
- Well-child checkup screening tools
- Immunizations
- Lab tests:
  - Hemoglobin/hematocrit
  - Tuberculin test (for high-risk groups)
  - Blood lead testing

Coverage is available under EPSDT for services even if the service is not available to the rest of the Medicaid population. All treatment services require service authorization (before the service is rendered by the provider).

Aetna Better Health provides most of the Medicaid EPSDT covered services. However, some EPSDT services, like pediatric dental care, are not covered by Aetna Better Health. For any EPSDT services not covered by Aetna Better Health, you can get these through the Medicaid fee-for-service program.



## 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

To learn more about your benefits, read your member handbook. It is available on our website. Go to **[AetnaBetterHealth.com/Virginia](https://www.aetna.com/betterhealth/virginia)**.

 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.

## Get your COVID-19 vaccine today!

In Virginia, everyone 5 years of age or older can get the COVID-19 vaccine. It is free. You'll want to get the vaccine even if you:

- Feel healthy
- Are careful
- Wear a mask in public
- Have already tested positive or had illness from the coronavirus

Questions? You can get more info on our website. Visit [AetnaBetterHealth.com/virginia/covid19.html](https://www.aetna.com/better-health/virginia/covid19.html).

You can also talk with your primary care provider if you have concerns. Remember to keep:

- Wearing your mask
- Practicing social distancing
- Washing your hands

Find a COVID-19 vaccine near you. Go to [Vaccines.gov](https://www.vaccines.gov). You can also make an appointment to get your COVID-19 vaccine at your local CVS Pharmacy. Go to our website at [AetnaBetterHealth.com/virginia/covid19.html](https://www.aetna.com/better-health/virginia/covid19.html). Then select "Make an appointment at a nearby CVS Pharmacy."

### Already vaccinated? Don't forget your booster.

Most people who are eligible for the vaccine can get a booster. It is important you know which booster you are eligible for. Look on your vaccine card to see which vaccine you received. Then look at the chart below from the Centers for Disease Control and Prevention to see when you should get your booster.

	Who can get a booster?	When should you get a booster?
<b>If you received the Pfizer-BioNTech COVID-19 vaccine:</b>	First booster: Everyone 12 years and older Second booster: Adults 50 years and older	At least 5 months after completing your primary COVID-19 vaccination series. If eligible for a second booster, at least 4 months after your first booster.
<b>If you received the Moderna COVID-19 vaccine:</b>	First booster: Adults 18 years and older Second booster: Adults 50 years and older	At least 5 months after completing your primary COVID-19 vaccination series. If eligible for a second booster, at least 4 months after your first booster.
<b>If you received the Johnson &amp; Johnson (Janssen) COVID-19 vaccine:</b>	First booster: Adults 18 years and older Second booster: Anyone who got a J&J/Janssen COVID-19 vaccine for their first dose and booster. Adults 50 years and older who first got a J&J/Janssen COVID-19 vaccine, regardless of what type of booster they got.	At least 2 months after completing your primary COVID-19 vaccination series. If eligible for a second booster, at least 4 months after your first booster.

**Which booster can you get?** The first and second adult boosters must be an mRNA COVID-19 vaccine (Pfizer-BioNTech or Moderna). Teens 12–17 years old may only get a Pfizer-BioNTech COVID-19 vaccine booster.

## Don't risk losing your Medicaid benefits

Have you moved in the past three years? Has your address or other contact information for you and your family changed? It is important to make sure your health insurance moves with you. Take a moment today to confirm that Aetna Better Health of Virginia has the correct mailing address, phone number, and email address on file so we can reach you in case of any changes to your health coverage.

You may be notified of steps you need to take to keep your coverage. Update your information by calling **1-855-652-8249 (TTY: 711)** or online at [CommonHelp.Virginia.gov](https://www.commonhelp.virginia.gov).

Learn more about renewing your benefits on our website. Visit [AetnaBetterHealth.com/virginia/medicaid-renewal.html](https://www.aetna.com/better-health/virginia/medicaid-renewal.html).

## 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>**.

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9881 Mayland Drive  
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**1-855-652-8249 (TTY: 711)**  
**[AetnaBetterHealth.com/Virginia](http://AetnaBetterHealth.com/Virginia)**

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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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**[AetnaBetterHealth.com/Virginia](http://AetnaBetterHealth.com/Virginia)**

## 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 አይዲ 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 निःशुल्क 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 নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। আপনার পরিচয়পত্রের উল্টোদিকে থাকা নম্বরে অথবা **1-800-385-4104** (TTY: **711**) নম্বরে ফোন করুন।

**KRU:** TÛ DE NÂ JIÉ BÒ: ε yemâ wlu bèè ñ a po Klào Win, née â-á win kwa cetiyò+ ne-là, i belé-ò bi mà-ò mù bò kò putu bò. Dà nòbâ nè ê nea-ò ñ-á jì è jìpolê kateh je ná kpòh, mòò **1-800-385-4104** (TTY: **711**).

**IGBO (IBO): NRỤBAMA:** Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ nomba di n'azụ nke kaadi ID gi 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 lófẹ́ẹ̀, pe nọ́nbà tí ó wà lẹ́yìn káàdì ìdánimọ̀ rẹ̀ tàbí **1-800-385-4104** (TTY: **711**).