

FAMILY HEALTH

QUIZ **Are your vaccines up to date?**

Not sure which vaccines your family needs?
Take this quick quiz and find your next steps.

1 Has everyone in your family gotten a flu shot this season?

- (a) Yes** **(b) No** **(c) Unsure**

The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get a flu shot every year. Your plan covers flu shots at no cost to you. You can get it at a local pharmacy, your primary care provider's (PCP) office and community clinics.

2 Have you or your child gotten the HPV vaccine?

- (a) Yes** **(b) No** **(c) Unsure**

Human papillomavirus (HPV) is the leading cause of cervical cancer. The vaccine protects against strains of HPV that are most likely to cause cancer.

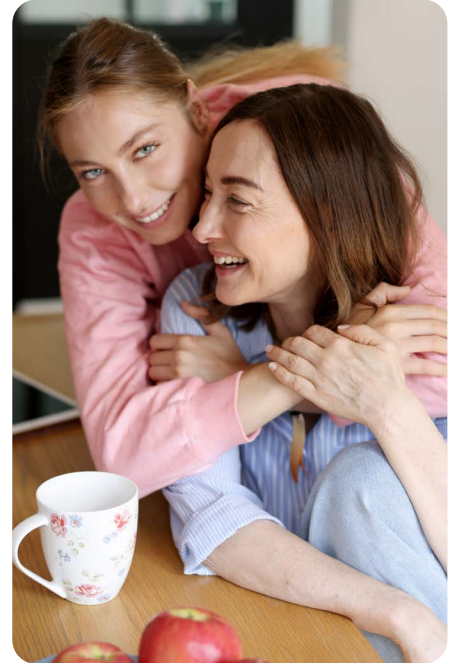
The CDC recommends kids get it at 11 to 12 years old. But they can get it as early as age 9.

3 Is your child up to date on their vaccines?

- (a) Yes** **(b) No** **(c) Unsure**

The CDC recommends certain vaccines at certain times for babies and kids. Your child's PCP should let you know what vaccines they need at each well-child visit. Keep a record of your child's vaccines. You may need to show proof of vaccinations for school and other activities.

If you answered "No" or "Unsure" to any question, check with your PCP. They can help you figure out which vaccines you or your child needs, when to get them and where to go.



Do new Medicaid rules apply to you?

Some Medicaid members will soon need to report work, school, job training, volunteer service or other approved activities to keep their coverage. Others may not have to. Find out if this applies to you, what to report, and by when.

Go to go.aetna.com/wvt26-ob3-en or call us for more info.

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Urgent care myths and facts

Learn when urgent care may help, what services it offers and what to expect when you go.



Myths	Facts
Urgent care doesn't offer the services I need	Many urgent care centers treat a wide range of common health problems. Common services include: • X-rays for sprains or fractures • Strep, flu or urine tests • Stitches for small cuts • Care for minor burns or allergic reactions
Wait times are really long	Wait times are often shorter than at an Emergency Room (ER). And many centers offer options to cut down on wait times. You may be able to book an appointment, check in ahead of time or have a virtual visit. Some centers also post real-time wait times online.
They don't take my insurance	Many urgent care centers accept several types of insurance. Search your plan's provider directory at AetnaBetterHealth.com/find-care/WV to find in-network urgent care centers near you.
There are no real doctors	Licensed health care professionals provide urgent care. That includes doctors, nurse practitioners and physician assistants. They can also refer you to the ER or a specialist if you need a higher level of care.
My PCP won't know I went	After your visit, you'll get a visit summary. You can share it with your PCP or ask the urgent care center to send it directly. This helps keep your care connected, especially if you have ongoing health needs.



Call **911** or go to the ER for life-threatening symptoms. These may include chest pain, trouble breathing, severe bleeding or signs of stroke.

Find an urgent care center near you.

Search our provider directory online to find in-network urgent care centers near you. Go to **AetnaBetterHealth.com/find-care/WV** or call us for help.

5 ways to build stronger connections

Social connections can help you feel better and live longer. But building new or stronger connections isn't always easy. Here are ways to bring more people, purpose and support into your life.

1 Volunteer your time and talents

Helping others can build connections. Choose a cause you care about and volunteer when you can. Try a school, local library, park or food pantry.

2 Join a local exercise group

Exercise can lift your mood. Organized activities can make meeting new people easier. Try joining a walking group, pickleball league or fitness center.

3 Join local meetings

Want to know what's happening in your area? Find out by joining a town hall, school board or neighborhood meeting. You'll learn more about your community. And you'll meet neighbors who care about the same issues.

4 Schedule quality time

You can stay close to loved ones from anywhere. Regular phone calls or video chats let you connect with people who are far away. Plan regular calls or video chats. Add them to your calendar so you remember.

5 Reach out for help

Tell your primary care provider, or PCP, if you feel lonely or sad. You can talk during your yearly checkup or schedule another visit. Your PCP can check for depression and help you find treatment.



Decide how your health info is shared

A new law lets you choose to share your health info between health plans. When you do, your providers can see your health history and records. This can help your provider make decisions about your care.

Visit **[AetnaBetterHealth.com/share-health-information-payers.html](https://www.aetna.com/betterhealth/share-health-information-payers.html)** to learn more and how to opt in. We are also helping providers to securely get and share patient info. This can help you get care and services faster, in a way that fits your needs.

If you don't want your providers to get your info, go to **[AetnaBetterHealth.com/provider-access-options.html](https://www.aetna.com/betterhealth/provider-access-options.html)** to learn more and how to opt out. Sharing your info is up to you. For help, or for more info, call us at **1-888-348-2922 (TTY: 711)**.

Get help in a crisis.

The **988** Suicide & Crisis Lifeline provides private, no-cost counseling and emotional support. Call or text **988** or chat at **988lifeline.org** for help. You can get help 24 hours a day, 7 days a week.

Prevent cancer at every stage of life

It's never too early (or too late) to protect yourself from cancer. Learn what to do at every age to lower your risk.

Teens and young adults

Eat healthy and stay active.

Fruits, vegetables and whole grains give you key nutrients that protect your cells from cancer. Exercise is linked to a lower risk of many cancers.

Protect your skin. Cover your skin with hats and long sleeves. Always wear sunscreen with SPF 30 or higher.

Get the HPV vaccine.

It protects against Human papillomavirus, which can lead to cervical cancer. Experts recommend getting the HPV vaccine at 11 to 12 years old.

Start cervical cancer screening. Ask your provider about when to get a Pap or HPV test (starting at age 21).

Don't smoke. Smoking is one of the top causes of lung cancer. It's best to never start smoking. But if you do, quitting now can lower your risk.



Middle age

Know your risk level. Talk to your provider about family history and habits.

Start screenings. Talk with your provider about what screenings you should get.

Stay at a healthy weight. Extra body weight can raise your risk for many cancers.

If you smoke, quit. It's one of the best things you can do at any age to protect your health.

Keep up with skin protection. It's important at every age.

Older adults

Ask which screenings you still need. You may be able to stop some screenings at certain ages.

Keep up healthy habits. Exercise, healthy eating and skin protection can still help protect you.

Quit smoking. Even if you've been a smoker for years, quitting can help your health at any age.

Key cancer screenings*

Breast: Women ages 40 to 74 should get a mammogram every 2 years.

Cervical: Women should get regular screenings starting at age 21.

Lung: Ask your provider about screening if you are

over 50 and have a history of smoking.

Colorectal: Adults should start screening for colorectal cancer at age 45.

Prostate: Ask your provider about screening if you are over 55.

**These are general guidelines. If you're at high risk or have a history of disease, ask your provider about screenings.*

Understanding lung conditions



Breathing usually feels natural. But asthma and COPD (Chronic Obstructive Pulmonary Disease) can make each breath harder. Here's what you need to know about managing these conditions.

What is asthma?

Asthma causes the airways in the lungs to swell and narrow. Symptoms can come and go. They may include:

- Wheezing
- Coughing
- Chest tightness
- Shortness of breath

Common triggers include pollen, pet dander, smoke, cold air, exercise and respiratory illnesses like colds or flu.

What is COPD?

COPD is a long-term lung disease. It damages the lungs over time. It's more common in adults. And it's often linked to smoking or long-term exposure to air pollution, dust or chemicals.

Symptoms may include:

- Shortness of breath
- Ongoing cough
- Mucus
- Wheezing
- Feeling tired

Talk to your provider if symptoms get in the way of daily activities. Early treatment can help you feel better and prevent COPD from getting worse.

Living well with asthma or COPD

Small daily steps can help. You can support lung health by:

- Taking your medicine as directed by your provider
- Avoiding triggers
- Staying active at a level that feels okay to you
- Keeping up with provider visits
- Asking for help when you need it

Get help right away if you have trouble breathing, symptoms that do not improve or blue-looking lips or fingertips.

Know your medication benefits

Your prescription medicine is managed by Gainwell Technologies. Call them at **1-888-483-0797 (TTY: 711)** if you have questions about medications you pick up at a pharmacy.

If medically necessary, Aetna Better Health covers:

- Medicine you get at a hospital or other inpatient facility.
- Medicine you get at the doctor's office or at home, when given by a health care professional.

Visit our website to learn:

- Your pharmacy benefits
- How we use medical criteria to make decisions about medicines
- How to ask for an exception if a medicine is not covered

Call us or go to **AetnaBetterHealth.com/westvirginia/pharmacy-prescription-drug-benefits.html** for more info.

What to do when your child ages out of a CHIP plan

Turning 19 brings many changes for your child. They may start college, begin a job or move away. Their health coverage may change, too.

CHIP (Children's Health Insurance Program) helps kids get the care they need. But when your child turns 19, that coverage ends. This is called "aging out."

That can feel like a lot to deal with. But you have options. And you don't have to figure it out alone. Let's start with step one: starting early.

Plan ahead to avoid a gap

If you wait until after your child's birthday, they may not have health insurance for a period of time. Without coverage, even a simple doctor visit or prescription refill can cost a lot.

You can sign up for a new plan up to 60 days before CHIP ends. Watch your mail, email and texts for notices about your child's coverage.

You can also call the number on the back of your child's member ID card. Our member services team can help you figure out your next steps.

What are your options?

The best option for your family depends on your income and your child's job situation. Let's break it down.

- **Medicaid:** If your family has a low or moderate income, your child may qualify for free or low-cost Medicaid.
- **Job-based coverage:** If your child works, ask if their employer offers health insurance. Aging out of CHIP lets you sign up even outside the normal signup period.
- **Student health plans:** If your child is going to college, their school may offer its own health insurance plan.
- **Health Insurance Marketplace:** Your child may be able to buy a plan online. Based on your income, they may get help paying the monthly premium.

Steps to take now

Count back 60 days from your child's 19th birthday. That's your target date to have a new plan in place. When you're ready to apply, gather key materials. That includes their member ID card, coverage letters and a list of their providers and medicines. Fill out and submit any forms before the deadline.

Call us if you have questions. We're here to help.



Know your breast cancer risk and screening options

Breast cancer affects many families. The good news is that finding it early can make treatment easier and more successful. Here's what you can do to protect yourself.

Get screened

A mammogram is an X-ray of the breast. It can help find cancer early. Most women

ages 40 to 74 should get a mammogram every two years. Some women may need screening earlier or more often based on their risk. Talk to your doctor about what's right for you.

Know your risk

Risk goes up with age, especially after age 55.

Other risk factors include:

- Family history of breast cancer
- Dense breast tissue
- Pregnancy history
- Smoking, drinking alcohol, being inactive or being overweight
- A personal history of breast cancer or certain breast conditions

Having one or more risk factors does not mean you will get breast cancer. It simply means you may need earlier and more frequent screening.

Know the signs

Many breast lumps are not cancer. Still, it's important to pay attention to changes in your body. Contact your doctor if you notice:

- A lump in the breast or underarm
- Changes in breast size or shape
- Skin that looks dimpled, red or flaky
- Nipple pain, discharge or pulling inward
- Ongoing breast pain

The bottom line

Talk to your provider about your risk and when to get screened. Stay aware of changes and keep up with mammograms.



Get more tips for healthy living.

Our health and wellness library is packed with info to help you feel your best. Check it out at [AetnaBetterHealth.com/education](https://www.aetna.com/betterhealth/education).

Your guide to supporting a child with autism

It's normal to have questions after an autism diagnosis. It's important to know that autism is not something that needs to be fixed. Children with autism can learn, connect and live full, meaningful lives. The key is having the right support. That's where you come in.

What is autism?

Autism affects how the brain develops and works. It may shape how a child communicates, learns and responds to the world.

Signs of autism

Signs may show up early. But they can look different for each child. You might notice:

- Less eye contact
- Delayed speech

- Preferring to play alone
- Repeating words or actions
- Getting upset by changes
- Strong reactions to sounds, lights or textures
- Very focused hobbies

If something feels different, trust your instincts. You know your child best. Talk to your child's provider and share what you've noticed.

Support and next steps

There is no cure for autism, and that's okay. Support is about helping your child build skills and feel more comfortable. This may include speech therapy, occupational therapy or school-based services.

Focus on one step at a time. Start by writing down your

concerns, then asking clear questions. Connecting with other parents of children with autism can help you find answers and support.

At home, simple routines and everyday moments matter. Follow your child's interests. Use clear language. Give them time to respond to your questions. And be sure to celebrate effort and the little wins along the way. Your support makes a difference every day.

Every child has strengths and potential. Autism is just one part of who they are.

Progress may not look the same for every child. What matters most is helping your child feel safe and supported.





Helping kids feel safe and supported

Discover how your support can help your child build confidence, resilience and healthy coping skills.

Every child wants to feel safe and cared for. But many kids go through stressful events that could affect how they grow, learn and behave.

These events are called adverse childhood experiences (ACEs). Some examples include:

- Parental divorce
- Abuse or neglect
- A natural disaster
- The death of a parent or family member
- Not having enough food
- Living with someone who misuses drugs or alcohol
- Living with someone who has a mental health condition

How ACEs can affect a child's health

ACEs can cause repeated stress over time. This can make it harder for kids to manage their feelings. It can also make it harder to manage healthy habits, like getting enough sleep and exercise.

Caring adults make a positive difference

A supportive adult can help protect kids from the harmful stress from ACEs. Here are some everyday ways to show a child that you love and support them.

- **Spend time together.** One-on-one time helps children feel special and cared for.

- **Listen and stay calm.**

Is your child upset or angry? Ask them to tell you what they're feeling. Use calm words and tell them that their feelings matter.

- **Create simple routines.**

When a child knows what to expect, it can help lower their stress.

- **Praise effort, not just results.**

Don't just focus on what they achieve. Praise them for trying and not giving up.

- **Show you care in small ways.**

Simple actions, like a high five or a note in their lunch box, can make a big difference.

Need help? Go online

Turn to **AetnaBetterHealth.com/westvirginia**. Click the “Members” tab under *Tools, info and updates* and select “News and events.” Scroll down to “Member notices” to learn about the following important information.

- How to reach us by phone and after hours
- How to use language assistance and interpreter services
- Benefits and services covered by your plan

If you get a bill or statement

You should not get a bill from or have to pay a network provider for covered benefits or preauthorized services.

If you get a bill, you should call the health care provider listed on the bill and make sure they have all your insurance information.

You may get a letter from us that says your service was denied for payment. This doesn’t mean that you owe money. Most of the time, you will not owe anything.

If you have questions, call Member Services at **1-888-348-2922 (TTY: 711)**.

- Plan restrictions or exclusions from coverage
- Co-pays and/or other charges you may be responsible for
- Benefit restrictions for services obtained outside the network or service area
- Information on participating practitioners, including contact information, specialty, qualifications and educational background
- How to get primary care services, including points of access
- How to get specialty care, second opinions, behavioral health care and hospital services through either your primary care provider or self-referral
- Direct access to women’s preventive health care and family planning services
- How to get care after normal business hours
- How to get care and coverage outside the service area
- How to file a complaint by phone or in writing
- How to file an appeal
- How to get emergency care, including when to go to the emergency room or call **911** services
- What utilization management (UM) is, how we make decisions, how to contact our UM department and our affirmative statement about incentives
- Population Health and Care Management programs, including eligibility; the referral process for member, caregiver or doctor; and opting in or out of a program
- Our Quality Management program, including goals and outcomes
- Member rights and responsibilities
- Our privacy practices, including collection, use and disclosure of written, oral and electronic protected health information
- Information on advance directives
- Information about pharmacy procedures
- How new technology is evaluated

Want to know how well we are doing? Go to the “Members” tab and select “Quality Improvement.” Scroll down to “See Our Results.”

You can also find this info in your Member Handbook. Go to **AetnaBetterHealth.com/westvirginia/member-materials-forms.html** to view it online. Or call us at **1-888-348-2922 (TTY: 711)** for a printed copy of the Member Handbook, Provider Directory or anything on our website.



Aetna Better Health® of West Virginia

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, sex, health status or need for health care services.

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, sex, health status or need for health care services, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
PO Box 818001
Cleveland, OH 44181-8001
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>**.

This notice is available at the Aetna Better Health website: **[AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia)**.

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).

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)。

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).

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.

ARABIC: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجانًا. اتصل على الرقم الموجود خلف بطاقة هويتك أو على الرقم 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).

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.

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。

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).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero 1-800-385-4104 (utenti TTY: 711).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข 1-800-385-4104 (TTY: 711).

NEPALI: ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। कपया आफ्नो आईडी कार्डको पछाडि दिइएको नम्बरमा फोन गर्नुहोस् वा 1-800-385-4104 (TTY: 711) मा फोन गर्नुहोस्।

PERSIAN: توجه: اگر به زبان فارسی صحبت می‌کنید، به صورت رایگان می‌توانید به خدمات کمک‌زبانی دسترسی داشته باشید. با شماره درج‌شده در پشت کارت شناسایی یا با شماره 1-800-385-4104 (TTY: 711) تماس بگیرید.

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).

URDU: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لیے مفت دستیاب ہیں۔ اپنے شناختی کارڈ کے

پیچھے موجود نمبر یا 1-800-385-4104 (TTY: 711) پر رابطہ کریں۔