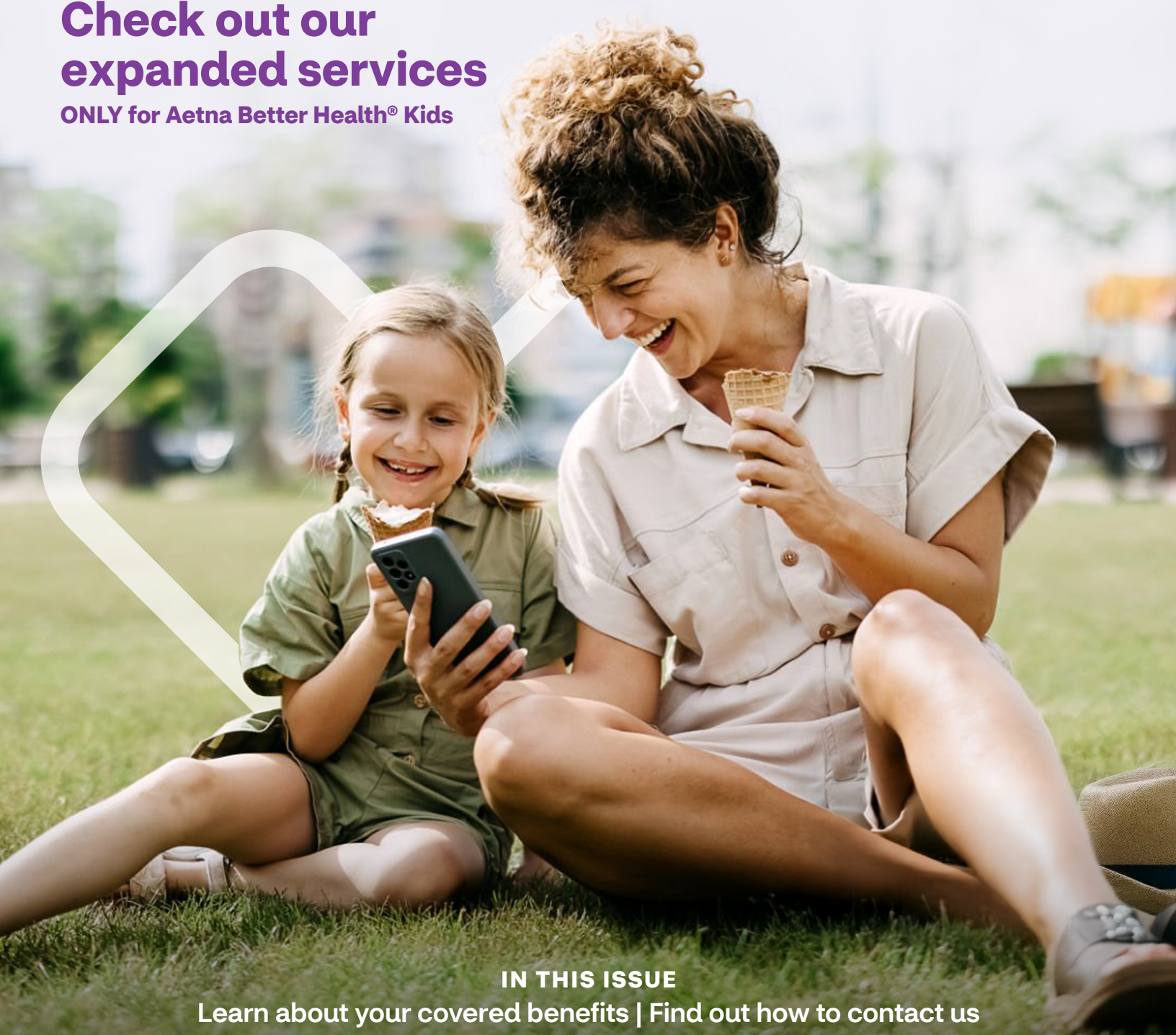


AETNA BETTER HEALTH® KIDS Your Children's Health Insurance Program (CHIP)

HELLO HEALTH

**Check out our
expanded services**

ONLY for Aetna Better Health® Kids



IN THIS ISSUE

Learn about your covered benefits | Find out how to contact us
Know where to go for care | Get tips to stay healthy



Pennsylvania's Children's
Health Insurance Program



Aetna Better Health® Kids
A CHIP Health Plan

♥ Hello there

Welcome, and thank you for choosing Aetna Better Health® Kids.

At Aetna, we know health is more than feeling good. So we're excited to offer your child a plan that addresses their whole health – body, mind and spirit. We're focused on their total health and wellness.

Your child's plan comes with access to a large network of health care providers to choose from statewide. This means more options as we join your child on their path to better health. Our Member Services team, care managers and service coordination staff are ready to serve their unique physical, mental, vision and oral health care needs.

You can ask questions anytime. We're here 24 hours a day, 7 days a week. Just call us at **1-800-822-2447 (TTY: 711)**. And you can always find answers in your member handbook, online at [AetnaBetterHealth.com/PA](https://www.aetna.com/betterhealth/pa) or on our Aetna Better Health mobile app.

We look forward to providing your child with their health care benefits.

To your health,

Aetna Better Health® Kids



With the Aetna Better Health mobile app, you can get on-demand access to the tools your child needs 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 child's member ID card
- Change your child's PCP
- View claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other details
- Pay your premium or stay up to date on your premium payment

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.



App Store



Google Play

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

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Great benefits

As an Aetna Better Health Kids enrollee, your child has access to:

- Well-child checkups and care whenever they are sick or hurt
- Immunizations (shots)
- Urgent care and hospital care
- Outpatient services
- Behavioral health coverage
- Dental care
- Vision services
- Prescriptions and over-the-counter drugs
- Case management
- 24/7 nurse line
- Enhanced Member Services Unit



Great health care providers

Every enrollee can choose their own primary care provider (PCP). We have a large network of providers you know and trust, including doctors, hospitals, pharmacies, behavioral health providers, X-ray and laboratory centers, urgent care centers, dentists and eye doctors.



Case management

Some people have special health care needs related to their medical conditions. We offer case management services to all members who may benefit. Our team includes nurses and social workers who work with many health care providers, agencies and organizations. They'll help you:

- Learn more about your child's condition(s)
- Give you condition-specific information
- Connect with care, services and community resources
- Develop a care plan with providers

Your child's member ID card

Aetna Better Health Kids will send your child's member ID card in a separate mailing to your home. This mailing, with the Hello to Health booklet, is your welcome kit. Remember to keep their ID card in a safe place. You'll need to take it with you to all health visits.

We respect your privacy

We understand the importance of keeping your personal and health information safe and private. We are required by law to provide you with the Notice of Privacy Practices. Please see page 30 for more information. You can also access our privacy policy at [AetnaBetterHealth.com/Pennsylvania/privacy-policy](https://www.aetna.com/betterhealth/pennsylvania/privacy-policy).



Enhanced Member Services Unit

Your child may have special needs or a serious medical condition. You can get extra help through our Enhanced Member Services Unit. We have care managers who work with children with special needs. Anyone can make a referral to our Enhanced Member Services Unit. Just call **1-855-346-9828 (TTY: 711)**.

Disease management

We'll work directly with your child's PCP to set up a care plan. Whether you'd like tips on how to help your child get and stay healthy or need community resources – we're here for you. We can help you manage asthma, congestive heart failure, diabetes and more. You don't need a referral and your child can leave the program at any time.

Behavioral health services

Your child's mental health is important to their overall health. That's why we cover most behavioral health services. These include:

- Inpatient and outpatient psychiatric services
- Inpatient and outpatient drug and alcohol services
- Lab and diagnostic tests, and more

If you think your child needs mental health services or has a drug or alcohol problem, don't wait to get them help. The sooner they start treatment with a professional, the more likely they can learn and apply coping skills. And this can help them have a successful recovery.



Count on us for support

Keep in mind: it's your choice whether you want to enroll in this program. And if you do enroll, you can leave at any time. Call us to learn more.

We're always here to help

Please call us to learn more about what services we cover, explain the pre-approval process (if it's needed) and connect you with care.

1-800-822-2447 (TTY: 711)
24 hours a day, 7 days a week.

Pharmacy

Your child may be covered for the medicines they're taking. It's important to check the formulary (list of medicines) to see what's covered. You can see the formulary and a list of added or removed medicines at [AetnaBetterHealth.com/Pennsylvania/members/pharmacy](https://www.aetna.com/better-health/kids/pa/members/pharmacy). You can also call us to see if their medicine is covered.

Vision care

Your child's vision care is provided by Superior Vision. You can schedule an appointment with an eye doctor in the Superior Vision network. You don't need a referral. Just show your child's Aetna Better Health member ID and ACCESS ID cards.

Dental care

Your child has preventive dental benefits through SKYGEN USA. From dental cleanings to restorative care, your child will get dental care to keep their mouth and teeth healthy. See page 8 for more information on dental care and benefits.



How to request a handbook

The member handbook is available at [AetnaBetterHealth.com/PA](https://www.aetna.com/better-health/kids/pa).

Questions? Just call **1-800-822-2447 (TTY: 711)**. We're available 24 hours a day, 7 days a week. You can also call to request the handbook in another language or format.



Be informed with your handbook

The Aetna Better Health Kids member handbook helps you be an active and informed enrollee. It can help when making your child's health care choices.

The member handbook includes:

- Your rights and responsibilities
- Information about our quality and case management programs
- Privacy information
- Our key utilization management process
- How to access care and services
- Pharmacy Benefits, formulary and medication prior authorization process
- Co-payments and charges responsible by members
- Process to use a non-participating provider, including restrictions
- How to obtain language services
- How to submit a claim
- How to pay your premium
- How to access information on practitioners
- How to choose a PCP and specialist
- Care after normal hours
- ER care, 911 services
- Care when out of service area
- How to file a complaint or grievance
- How we evaluate new technology
- How to report fraud and abuse, and more

Check out our Expanded Services

ONLY for Aetna Better Health® Kids members



We're adding benefits all the time!

Scan the QR code to find out what's new and to learn more about the benefits listed below.



OTC Benefit

Get \$25 in OTC products every month for each member and delivered at no cost



Medication Lockbox

Keep medications safely locked away from kids



Medically Tailored Meals

Delivered by MANNA to members with certain conditions



Kids' Sports Physical

No cost sports physical exam



Enhanced Vision Benefit

\$180 off fashion frames



Enhanced Dental Benefit

Crowns that look like real teeth



Transportation by Modivcare

No cost rides to medical appointments



Pyx Behavioral Health & App

Connects kids to tools and activities that can support their behavioral health



\$100 Go Get Active Debit Card

Use the money toward healthy activities or programs offered in your community

Scan the QR codes to download the apps



OTC App

Place your order today!

- View your current balance.
- Scan items to confirm eligibility.
- Check out with digital barcode.
- Find the nearest CVS location.



Modivcare App

Use the app to book a ride for your doctor visit and manage trips from a smartphone.



Pyx App

Find companionship, humor, and empowering wellness activities for loneliness, anxiety and motivation.

All smiles

Get your child's teeth checked

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

Protect your child's pearly whites

Follow these tips from the American Dental Association. Make sure your kids:

- Brush their teeth twice a day.
- Use a toothbrush with soft bristles, and replace their toothbrushes every three to four months or more often if the bristles are visibly matted or frayed.
- 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 ages 19 and under. And you don't need a referral to see a dentist or a dental specialist.

Dental services we cover

We provide all medically necessary dental services for children ages 19 and under. Services include anesthesia, orthodontics (braces), checkups and periodontal services, cleanings, fluoride treatments and more.

Children may go to a participating dentist within the SKYGEN USA network. There's no need for a referral.

<https://www.ada.org/resources/ada-library/oral-health-topics/toothbrushes>

<https://aetna.kramesonline.com/3,S,84696>

<https://www.ada.org/resources/ada-library/oral-health-topics/toothbrushes>



Uplifting support for guardians of teens 13-17



As a guardian, you face unique challenges and stresses. While caregiving has its rewards, it comes at a cost. We're offering guardians a free program of support for help with loneliness and isolation, stress, and caregiver fatigue. The friendly staff and easy-to-use app support you with compassion and practical help.

The app gives access to:

- **Activities and tools** to support you as a guardian and help you feel less alone
- **Free, unlimited calls** to our staff who understand the challenges of being a guardian
- **Access to resources** like help lines, support groups, and more



Download the app to your smartphone or tablet. Just search "Pyx Health" in the App Store or Google Play. **You can also sign up by phone: 1-855-499-4777 (TTY:711)**

PyxHealth.com

Get help in a crisis

If you're thinking of hurting yourself or someone else, get help right away. **Call 988** or go to the nearest hospital. No matter what time of day, you're not alone. There are resources to help you in a crisis.

Call our Enhanced Member Services Unit at 1-855-346-9828 (TTY: 711). Then just choose the crisis option to reach our behavioral health hotline.

For more info on help in a crisis, visit:

<https://www.aetnabetterhealth.com/pennsylvania/behavioral-mental-health.html>



Right care, right time

Save time and stress – know when to use the emergency room (ER).

We've all been there – when your child is sick or in pain and you don't know who to call or where to go. Let us help you find the right care. It can save you time and stress.

Think of your child's PCP for most needs

Their PCP can treat many health issues at an office visit. If it's after hours, try calling anyway. They may have an answering service that can direct you to a provider on call. Try to keep up with your child's preventive care. Checkups and screenings are the best way to keep your family healthy.

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

What if you have an urgent health concern? It's not a true emergency, but you can't see your child's 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 child's 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 some 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 child's PCP after an ER visit. It's also a good idea to call Member Services.



24-hour nurse line

Not sure about the care your child needs? You can talk with a nurse 24 hours a day, 7 days a week. Just call **1-800-822-2447 (TTY: 711)**.

Where to go for care

Twisted ankle at soccer practice? A bad cough your kid just can't shake? Knowing whether to go to the ER or an urgent care center can help save you time and money. Next time your child is feeling under the weather, use this chart to help guide your decision.



Urgent care

- 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)
- Throwing up



ER or call 911

- Severe burns or wounds
- Severe allergic reactions
- Severe, sudden or unusual headache
- Broken bones
- Chest pains or pain in arm or jaw
- 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



These are not complete lists. Call the 24/7 nurse line if you are not sure about the kind of care your child needs: **1-800-822-2447 (TTY: 711)**.

Your child's PCP

phone/address _____

Your child's preferred urgent care

phone/address _____

Your child's preferred ER

phone/address _____

Smoking & vaping

Among children and adolescents, tobacco use and vaping is very common. But using tobacco products in any form is unsafe.



in children and adolescents. It can also affect memory, concentration, learning, self-control, attention and mood. And it can raise the risk of other types of addiction in adulthood.³



Your child can get support from a counselor – it's covered

There are counseling services for tobacco cessation. Just call **1-800-822-2447 (TTY: 711)** for help finding a counselor or to connect with our stop smoking program.

We also provide smoking cessation medicines at no cost:

- Bupropion and bupropion SR
- Chantix®
- Nicotine gum, lozenges and patches, which can be accessed over the counter

Call your child's PCP for an appointment to get a prescription for a tobacco cessation medicine. Or simply call **1-800-QUIT-NOW (1-800-784-8669)**.

Chantix is a registered trademark of Pfizer Inc.

Overcoming addiction

Get the support your child needs for overcoming addiction

Addiction is real, but treatable. If your child is struggling with a substance use disorder, you're not alone. There is help available.

Addiction and recovery treatment services

There are a range of treatments that Aetna Better Health Kids. The first step is to talk with your child's PCP. Ask for more details about treating substance use or alcohol problems.

Treatment options range from outpatient to inpatient care. They include medication-assisted treatment. This option is used if your child struggles with the use of prescription drugs. Your child's doctor and/or health care team will work with you to find the best program.

Contact an Aetna Better Health Kids case manager. We'll talk to you about the care options available to your child. **Please call our Enhanced Member Services Unit at 1-855-346-9828 (TTY: 711)**

²Centers for Disease Control and Prevention. (Date reviewed: October 2024).

https://www.cdc.gov/tobacco/php/data-statistics/youth-data-tobacco/?CDC_AAref_Val=https://www.cdc.gov/tobacco/data_statistics/fact_sheets/youth_data/tobacco_use/index.htm

³<https://kidshealth.org/en/teens/e-cigarettes.html> (January 2024)

⁴<https://kidshealth.org/en/teens/smoking.html>. (September 2019).

According to a Centers for Disease Control and Prevention (CDC) study:

- 9 out of 10 cigarette smokers first try smoking by the age of 18.
- In the United States, about 1,600 youth under the age of 18 smoke their first cigarette every day.
- Nearly 200 youth under 18 become daily cigarette smokers.²

While cigarette use among children and adolescents is going down, e-cigarette use is going up. The CDC says that, "The number of middle and high school students using e-cigarettes rose from 3.6 million in 2018 to 5.4 million in 2019 – a difference of about 1.8 million youth."² This breaks down to about 1 in 10 middle school students and 1 in 4 high school students reporting using e-cigarettes in the past 30 days.²

E-cigarettes affect the mind and body

E-cigarettes, also called "vaping," puts nicotine into the body. Nicotine is highly addictive and can slow brain development



Helpful tips

If you think your child is smoking tobacco or using e-cigarettes, try these tips:

- Find out why your child likes tobacco use and talk about it honestly.⁴
- Talk about the problems using tobacco can lead to. For example: less money to spend on things they like, shortness of breath, bad breath, yellow teeth and smelly clothes.⁴
- Try not to lecture or nag. Focus on the rewards that come with quitting – things like freedom from addiction, improved fitness, better sports performance and appearance.⁴
- When your child is ready to quit, praise their decision and support them every step of the way.⁴

12 tips

for eating healthy on a budget

Eating healthy doesn't have to hurt your wallet. There are many low-cost ways to plan and cook healthy meals for you and your family. Plus, eating a healthy diet can reduce the risk of certain diseases.⁵



Drink water instead of sodas or other sugary drinks. Make water more exciting by infusing it with different fruits such as watermelon, cucumber or oranges.

Use fresh vegetables and fruits that are in season. They're usually less expensive. Check out your local farmer's market for seasonal produce.



Check the local newspaper, online and at the store for coupons and specials that will cut food costs.

Shop store brands. You'll get the same or similar product for a cheaper price. Look for buy one, get one free deals, too.

Start a garden in the yard or in a pot on the deck. Herbs, cucumbers, peppers or tomatoes are good options for beginners.



Try buying canned. Choose fruit canned in 100% fruit juice and vegetables with "low sodium" or "no salt added" on the label.

Add leftover vegetables to casseroles or blend them to make soup. Also, try slow cooker recipes. They're easy and take minimal effort.



Rice and pasta are budget-friendly grain options. Try whole-grain pastas or brown rice. You can even try mixing white rice with brown rice to get used to the taste.



Overripe fruit is great for smoothies. So are frozen fruits/vegetables.

Prepare and freeze vegetable soups, stews or other dishes in advance. This saves time and money.



Some great low-cost choices for protein include beans and peas, like kidney beans and split peas. Or things like lentils or chia seeds.

To lower meat costs, buy the family-sized or value pack and freeze what you don't use.

⁵Harvard T.H. Chan School of Public Health. The Nutrition Source. Disease prevention. Available at: [HSPH.Harvard.edu/nutritionsource/disease-prevention/](https://www.hsph.harvard.edu/nutritionsource/disease-prevention/). (January 15, 2020)

Healthy & happy

Take care of your child's whole health

Wellness exams for children and teens – they're covered

Checking up on kids as they grow can help them be healthy and strong. From birth through age 19, your kids can get a well-child checkup that's completely covered. Call their PCP today for a well-child checkup. Need help finding a PCP? Just visit [AetnaBetterHealth.com/Pennsylvania/find-provider](https://www.aetna.com/better-health/pennsylvania/find-provider). Or call **1-800-822-2447 (TTY: 711)**.

Their PCP will cover a lot in a short time

What happens during a checkup or well visit? Your child's doctor will give your child a complete exam, checking things like height, weight, hearing and vision. You can ask questions and discuss any health concerns. The answers can help your child stay healthy. Please refer to the form on page 21 to help you prepare.

Feel good about vaccines

You can help keep your kids safe from getting diseases like the measles and whooping cough (pertussis). Just talk to your doctor to see which vaccines they recommend for your kids.

When your children should get their checkups:

- | | |
|--|---|
| <input type="checkbox"/> Newborn (2 days to 2 weeks after bringing baby home) | <input type="checkbox"/> 12 months |
| <input type="checkbox"/> 1 month | <input type="checkbox"/> 15 months |
| <input type="checkbox"/> 2 months | <input type="checkbox"/> 18 months |
| <input type="checkbox"/> 4 months | <input type="checkbox"/> 20 months |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 24 months |
| <input type="checkbox"/> 9 months | <input type="checkbox"/> 3–19 years (one every year) |



All good things start with a plan

How to prepare for your child's next wellness exam

Going to the doctor can feel overwhelming for kids. But don't stress – we can help you prepare and feel confident that you're getting the most out of your child's appointment. It's your doctor's job to answer any questions you may have, so don't be shy. You can get started by filling out this form before you visit your child's doctor.

Feel good about your child's health goals

Getting a wellness exam is the first step in taking charge of your child's health. Remember to make an appointment for your kids – it's covered, so it won't cost anything. And you'll feel great knowing that you checked it off your to-do list.

This visit is for (your child's name):

Appointment date and time:

Reason for visit:

Doctor name:

Medications your child takes (remember to list medications that do not need a prescription, such as vitamins or aspirin):

Questions you may want to ask the doctor:

1. Does my child have a condition or problem that needs treatment?
2. What kind of exercise should my child be doing?
3. What type of diet and which foods would benefit my child?
4. What should I do next and why is that important for my child's health?
5. What vaccines should my child get?

Add your own questions:

Teen pregnancy

Did you know teens are at higher risk for both physical and mental health challenges during pregnancy?

Adolescent pregnancy* can be considered high-risk because a young mother's body is still developing. Teens are more likely to experience pregnancy-related conditions such as high blood pressure (preeclampsia), which can lead to premature birth, low birth weight, or serious complications for the mother and baby.

But physical health isn't the only concern. Pregnancy can also affect a teen's mental and emotional well-being. Feelings of stress, anxiety, and depression are common and can impact both mother and baby. It's important that young mothers have access to emotional support, mental health care, and counseling. Talking openly about feelings and getting help early can make a big difference.

Know the risks

Even though teen pregnancy rates have dropped in recent years, they remain higher in the U.S. than in many other countries. Experts believe that increased access to education, birth control, and support networks continues to make a positive impact – but awareness and care for both physical and mental health remain essential.

*any pregnancy under the 20 years of age

For more information about:

High-risk pregnancies: <https://kidshealth.org/en/parents/high-risk.html?ref=search>

Mental health during pregnancy: <https://kidshealth.org/en/parents/pregnant-mental-health.html>

For more information on birth control, just call us at 1-800-822-2447 (TTY: 711).

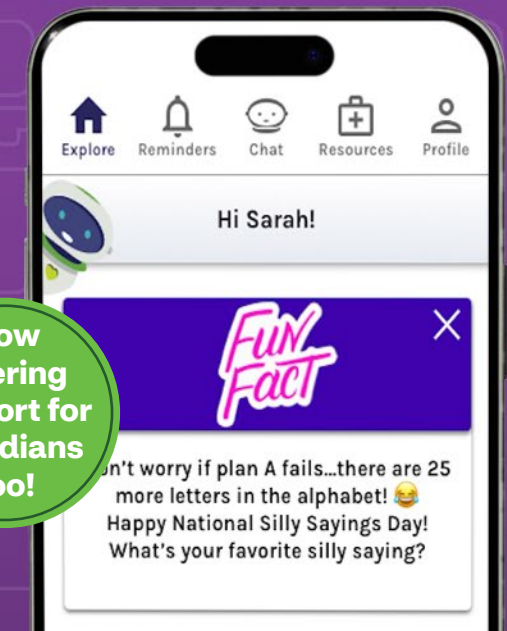
If your child is pregnant or is a new mom, Maven is available to support them. Your child and their partner are able to register into the program and get personalized 24/7 virtual support for pregnancy, postpartum, and newborn care at no additional cost. For more info on pregnancy care and resources, visit: <https://www.aetnabetterhealth.com/pennsylvania/pregnancy-care.html> or scan the QR code to register for the Maven program.



When life is hard

Connecting teens to the right help at the right time.

Now offering support for guardians too!



Aetna Better Health Kids has teamed up with Pyx Health to support teens in a positive, new way. Built for and tested by teens, the program helps them connect to support for loneliness, isolation, and depression.

Pyx Health's mobile app and trained staff provide relatable, positive support. They help teens manage the stress of things like school, relationships, and social media.

Download the app to your smartphone or tablet. Just search "Pyx Health" in the App Store or Google Play. **You can also sign up by phone: 1-855-499-4777 (TTY:711)**

The app gives 24/7 access to...



Services like counseling & crisis lines



Activities for bullying, emotions, self-image, & more



Resources like LGBTQIA+ support, life skills, & more



Activities that offer humor and support

Get help in a crisis

If you're thinking of hurting yourself or someone else, get help right away. **Call 988 or go to the nearest hospital.** No matter what time of day, you're not alone. There are resources to help you in a crisis.

For more info on help in a crisis, visit:

<https://www.aetnabetterhealth.com/pennsylvania/behavioral-mental-health.html>

Call our Enhanced Member Services Unit at 1-855-346-9828 (TTY: 711). Then choose the crisis option to reach our behavioral health hotline.

ADHD

Attention-Deficit Hyperactivity Disorder



ADHD is common among children. It's a disorder that usually begins in early childhood. And the signs can be hard to tell apart from everyday "kid behavior." Some of these include being inattentive, hyper and impulsive. And each of these can show in different ways.

If your child isn't attentive, they may have trouble:

- Staying focused
- Remembering or following instructions
- Staying organized and finishing projects

They may also:

- Get distracted easily
- Appear not to listen when spoken to

If your child has hyperactivity, they may:

- Fidget
- Have difficulty sitting still
- Run or climb on things when it's not appropriate
- Have a short temper

If your child is impulsive, they may:

- Act on something without thinking it through
- Get involved in other people's conversations or games
- Have angry outbursts
- Interrupt others often⁷

Keep in mind

A child with ADHD doesn't have to have all of these signs. And just because your child has some of these signs doesn't mean your child has ADHD. That's why it may be hard to find out if your child has it.

But the good news is that it's very common. And there are professionals who know how to find and treat it. Helpful treatments include behavior therapy, home and school support, proper nutrition and sometimes medication, with other choices.⁷

We're here to help

If you think your child may have ADHD or you need help, just call us at **1-800-822-2447 (TTY: 711)**. We'll connect you to the resources you need.

⁷<https://kidshealth.org/en/parents/adhd.html?ref=search>
(May 2025)

Asthma

Asthma is a health condition that makes it hard to breathe

This is because the lungs swell up, fill with mucus and get smaller. And it's common in children.⁸

If your child has asthma, certain things may make them have a flare-up.

Different things can cause a flare-up. These include breathing in dust, pollen, flecks of animal skin (dander), cigarette smoke, perfume and sometimes cold air. Other common triggers include an infection, like a cold or the flu, seasonal allergies, and exercising.

Your primary care provider (PCP) can treat asthma by explaining how to avoid triggers and giving medicine.⁸ With the right medicine and care plan, asthma doesn't have to slow your child down. So it's important to connect with a provider for treatment.

⁸<https://kidshealth.org/en/kids/asthma.html>
(September 2023)

We're a phone call away

If your child has asthma, or you think they may have symptoms, just call us at **1-800-822-2447 (TTY: 711)**.

We'll give you helpful information and help you connect with care, if needed.



LEAD safety

Did you know that unborn babies and young children between 6 months and 3 years old are at greatest risk for health problems from lead poisoning?



Lead poisoning occurs when too much lead gets into the body through the skin or from breathing, eating or drinking. Once lead enters the body, it can travel and cause harm wherever it ends up.⁹



Common sources of lead

Lead is harmful to everyone, but especially to babies and young children. Young children take in lead more easily than older children and adults. The most common way that children get it is from lead-based paint. Children may also come into contact with lead through soil found around homes that have lead-based paint. Or through water flowing through old lead pipes, food stored in bowls painted with lead, and even some toys and sports objects.⁹



Signs and symptoms

Some children may not show any signs of being sick. But others may have:

- Headaches
- Trouble thinking
- Loss of appetite
- Weight loss
- Vomiting
- Muscle and joint weakness, and more.



Talk to your primary care provider about treatment

The good news is that providers can treat lead poisoning. If your child has a small amount of lead in their body, they may get rid of it on their own. Or sometimes your provider may suggest calcium, iron and vitamin C supplements. In serious cases, your child may need to be in the hospital.⁹



For more information, or to talk about lead safety, just call us at **1-800-822-2447 (TTY: 711)**.


⁹Kids Health from Nemours. Lead poisoning. March 2019. [KidsHealth.org/en/parents/lead-poisoning.html](https://kidshealth.org/en/parents/lead-poisoning.html). (February 2023)

The more you know

Providers in your child's network

Learn about listed providers

You may want to know more about your child's provider. Check the Provider and Pharmacy Directory. It's available at [AetnaBetterHealth.com/PA](https://www.aetnabetterhealth.com/PA). Or you can request a printed copy be mailed to you by calling **1-800-822-2447 (TTY: 711)**. 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 **1-800-822-2447 (TTY: 711)**. We have the most current information about network providers.

Hospital care is covered

Your child is covered if they have an emergency and need hospital care. They're also covered if they 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 child's hospital stay:

- The care you get: We want to be sure they're getting the care they need and that it needs to be in a hospital.
- The hospital notes about all the days your child 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 **1-800-822-2447 (TTY: 711)**.

Go online to learn more

Need to learn more about your child's plan benefits, services and limits? Just go online for quick answers at [AetnaBetterHealth.com/PA](https://www.aetnabetterhealth.com/PA). Click on "For Members." Then click on "Handbook" from the drop-down menu.

When you go online, you can learn how to get health care services and medicines.

Know your child's rights and responsibilities

As an enrollee, your child has rights. They also have responsibilities. These are things they need to do. Need help understanding your child's rights and responsibilities? Just call **1-800-822-2447 (TTY: 711)**. You can also get a copy of them.

Know your child's rights

Some of their 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 their rights and responsibilities
- Our providers must respect these rights, too.

Know your child's responsibilities

Your child has some responsibilities. They should follow their provider's instructions for care. Be sure to make follow-up appointments for your child. If their provider prescribes medicine, make sure they take it.

Learn more in your child's handbook and online

You can learn more about your child's rights and responsibilities in their member handbook. You can also visit [AetnaBetterHealth.com/PA](https://www.aetnabetterhealth.com/PA). Go to "For Members." Click on "Policies and procedures", then click on "Rights and responsibilities".

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 Kids 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 an enrollee's identification number for the purpose of filing false claims
- To report suspected fraud or abuse, call our fraud and abuse hotline at **1-800-333-0119 (TTY: 711)**.

Our Fraud Prevention department will review the information and will maintain the highest level of confidentiality as permitted by law.

Member newsletters

Our newsletters provide important health related reminders for your family and updates on our benefit and programs. They also provide helpful tips for you and your family to live healthier lives. You can find member newsletters on our website at <https://www.aetnabetterhealth.com/pennsylvania/news-events.html>. If you have any questions about the information in the newsletter or you'd like to get a printed copy, just call Member Services at **1-800-822-2447 (TTY: 711)**.

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

This notice took effect on 09/01/2025.

What do we mean when we use the words “health information?”

We use the words “health information” when we mean information that identifies you. Examples include:

- Your name
- Your date of birth
- Health care you received
- Amounts paid for your care

How we use and share your health information

Help take care of you: We may use your health information to help with your health care. We also use it to decide what services your benefits cover. We may tell you about services you can get. This could be checkups or medical tests. We may also remind you of appointments. We may share your health information with other people who give you care, this could be doctors or drug stores.

Family and friends: We may share your health information with someone who is helping you. They may be helping with your care or helping pay for your care. For example, if you have an accident, we may need to talk with one of these people. If you do not want us to give out your health information, call us.

If you are under eighteen and don't want us to give your health information to your parents, call us. We can help in some cases if allowed by state law.

For payment: We may give your health information to others who pay for your care. Your doctor must give us a claim form that includes your health information. We may also use your health information to look at the care your doctor gives you. We can also check your use of health services.

Health care operations: We may use your health information to help us do our job. For example, we may use your health information for:

- Health promotion
- Case management
- Quality improvement
- Fraud prevention
- Disease prevention
- Legal matters

A case manager may work with your doctor. They may tell you about programs or places that can help you with your health. When you call us with questions, we need to look at your health information to give you answers.

Sharing with other businesses

We may share your health information with other businesses. We do this for the reasons we explained above. For example, you may have transportation covered in your plan. We may share your health information with them to help you get to the doctor's office. We will tell them if you are in a motorized wheelchair so they send a van instead of a car to pick you up.

Other reasons we might share your health information

We also may share your health information for these reasons:

- Public safety – To help with things like child abuse. Threats to public health.
- Research – To researchers. After care is taken to protect your information.
- Business partners – To people that provide services to us. They promise to keep your information safe.
- Industry regulation – To state and federal agencies. They check us to make sure we are doing a good job.
- Law enforcement – To federal, state and local enforcement people.
- Legal actions – To courts for a lawsuit or legal matter.

Reasons that we will need your written okay

Except for what we explained above, we will ask for your okay before using or sharing your health information.

For example, we will get your okay:

- For marketing reasons that have nothing to do with your health plan.
- Before sharing any psychotherapy notes.
- For the sale of your health information.
- For other reasons as required by law.

You can cancel your okay at any time.

To cancel your okay, write to us. We cannot use or share your genetic information when we make the decision to provide you medical insurance.

What are your rights

You have the right to look at your health information.

- You can ask us for a copy of it.
- You can ask for your medical records. Call your doctor's office or the place where you were treated.

You have the right to ask us to change your health information.

- You can ask us to change your health information if you think it is not right.

- If we don't agree with the change you asked for. Ask us to file a written statement of disagreement.

You have the right to get a list of people or groups that we have shared your health information with.

You have the right to ask for a private way to be in touch with you.

- If you think the way we keep in touch with you is not private enough, call us.
- We will do our best to be in touch with you in a way that is more private.

You have the right to ask for special care in how we use or share your health information.

- We may use or share your health information in the ways we describe in this notice.
- You can ask us not to use or share your information in these ways. This includes sharing with people involved in your health care.
- We don't have to agree. But, we will think about it carefully.

You have the right to know if your health information was shared without your okay.

- We will tell you if we do this in a letter.

Call us at the toll-free number on your member ID card to:

- Ask us to do any of the things above.
- Ask us for a paper copy of this notice.
- Ask us any questions about the notice.

You also have the right to send us a complaint. If you think your privacy rights were violated, write to us at

PrivacyAetna@AETNA.com or:

**Aetna HIPAA Member Rights Team
P.O. Box 14079
Lexington, KY 40512-4079
FAX: 859-280-1272**

You also can file a complaint with the Department of Health and Human Services, Office for Civil Rights. Call us to get the address.

If you are unhappy and tell the Office for Civil Rights, you will not lose plan membership or health care services. We will not use your complaint against you.

Protecting your information

We protect your health information with specific procedures, such as:

- Administrative. We have rules that tell us how to use your health information no matter what form it is in – written, oral, or electronic.
- Physical. Your health information is locked up and is kept in safe areas. We protect entry to our computers and buildings. This helps us to block unauthorized entry
- Technical. Access to your health information is “role-based.” This allows only those who need to do their job and give care to you to have access.

We follow all state and federal laws for the protection of your health information.

Will we change this notice?

By law, we must keep your health information private. We must follow what we say in this notice. We also have the right to change this notice. If we change this notice, the changes apply to all of your information we have or will get in the future.

We will mail you the notice if a material change is made. You can get a copy of the most recent notice on our web site at <https://www.aetnabetterhealth.com>.

Nondiscrimination Notice

Aetna Better Health® Kids complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex gender, gender identity or expression or sexual orientation. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, sex gender, gender identity or expression or sexual orientation, health status or need for health care services.

Aetna Better Health Kids:

- 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 Better Health Kids has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex gender, gender identity or expression, or sexual orientation, 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)**
MedicaidCRCoordinator@aetna.com.

The Bureau of Equal Opportunity,
Room 223 Health and Welfare Building
PO Box 2675 Harrisburg, PA 17105-2675
Phone: 717-787-1127 (TTY/PA Relay: 711)
Fax: 717-772-4366
Email: RA-PWBEOAO@PA.gov

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 Kids website:

[AetnaBetterHealth.com/Pennsylvania](https://www.aetnabetterhealth.com/Pennsylvania)

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.



ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-800-385-4104** (TTY/PA RELAY: **711**) or speak to your provider.

ATENCIÓN: Si habla otro idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. También, están disponibles sin cargo ayudas y servicios auxiliares apropiados para brindarle información en formatos accesibles. Llame al **1-800-385-4104** (TTY/PA RELAY: **711**) o hable con su proveedor.

注意：如果您使用简体中文，您可以免费获得语言援助服务。您还可以免费获得以无障碍格式提供信息的适当辅助设备和服务。请致电 **1-800-385-4104** (TTY/PA RELAY: **711**) 或咨询您的医疗服务提供者。

ध्यान दिनुहोस्: यदि तपाईं अंग्रेजीभन्दा अर्को भाषा बोल्नुहुन्छ भने भाषाका सहयोगी सेवाहरू तपाईंको लागि निःशुल्क उपलब्ध छन्। प्राप्त गर्न सकिने ढाँचामा जानकारी प्रदान गर्न उपयुक्त थप सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। **1-800-385-4104** (TTY/PA RELAY: **711**) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुराकानी गर्नुहोस्।

ВНИМАНИЕ: Если вы говорите на языке, отличном от английского, то вам доступны бесплатные услуги перевода. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также доступны для вас бесплатно. Звоните по номеру **1-800-385-4104** (TTY/PA RELAY: **711**) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة بالمجان. تتوفر أيضًا مساعدات وخدمات مساعدة مناسبة لتقديم المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل بالرقم **1-800-385-4104** (TTY/PA RELAY: **711**) أو تحدث إلى مقدم الخدمة الخاص بك.

ATANSYON: Si lang ou pale a se pa anglè li ye, gen sèvis èd pou lang ki disponib gratis pou ou. Èd ak sèvis konplemantè pou founi enfòmasyon nan yon fòm ki aksesib, disponib pou ou tou gratis. Rele **1-800-385-4104** (TTY/PA RELAY: **711**) oswa pale ansanm avèk founisè ou an.

CHÚ Ý: Nếu quý vị nói ngôn ngữ không phải tiếng Anh, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Các dịch vụ và hỗ trợ bổ sung thích hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Gọi số **1-800-385-4104** (TTY/PA RELAY: **711**) hoặc nói chuyện với nhà cung cấp của quý vị.

УВАГА: Якщо ви розмовляєте мовою, відмінною від англійської, то вам доступні безкоштовні послуги мовної допомоги. Відповідні допоміжні засоби та послуги з надання інформації в доступних форматах також доступні для вас безкоштовно. Телефонуйте за номером **1-800-385-4104** (TTY/PA RELAY: **711**) або зверніться до свого постачальника послуг.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。您還可以免費獲得以無障礙格式提供資訊的適當輔助設備和服務。請致電 **1-800-385-4104** (TTY/PA RELAY: **711**) 或諮詢您的醫療服務提供者。

ATENÇÃO: se você fala um idioma diferente do inglês, encontram-se disponíveis serviços linguísticos gratuitos. Auxílios e serviços auxiliares para fornecer informações em formatos acessíveis estão disponíveis gratuitamente. Ligue para **1-800-385-4104** (TTY/PA RELAY: **711**) ou fale com seu provedor.

লক্ষ্য করুনঃ যদি আপনি ইংরেজি ব্যতীত অন্য কোনো ভাষায় কথা বলেন, তবে আপনার জন্য বিনামূল্যে ভাষাগত সহায়তা পরিষেবা উপলব্ধ আছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সাহায্য এবং পরিষেবাও বিনামূল্যে পাওয়া যাবে। ফোন করুন **1-800-385-4104** (TTY/PA RELAY: **711**) নম্বরে কিংবা আপনার প্রদানকারীর সাথে কথা বলুন।

ATTENTION : Si vous parlez une langue autre que l'anglais, des services d'aide linguistique vous sont proposés gratuitement. Des aides et services complémentaires appropriés visant à fournir des informations dans des formats accessibles vous sont également proposés gratuitement. Appelez le **1-800-385-4104** (TTY/PA RELAY: **711**) ou adressez-vous à votre prestataire.

ចំណាំ:ប្រសិនបើអ្នកនិយាយភាសាផ្សេងក្រៅពីភាសាអង់គ្លេស សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃមានសម្រាប់បម្រើអ្នក។ ឧបករណ៍និងសេវាជំនួយសមស្របដើម្បីផ្តល់ព័ត៌មានជាទម្រង់ដែលអាចប្រើបានក៏មានដោយមិនគិតថ្លៃផងដែរ។ ចូរទូរសព្ទទៅលេខ **1-800-385-4104** (TTY/PA RELAY: **711**) ឬនិយាយជាមួយអ្នកផ្តល់សេវារបស់អ្នក។

주의: 영어가 아닌 다른 언어 사용자인 경우 무료 언어 지원 서비스를 사용할 수 있습니다. 접근 가능한 형식으로 정보를 제공하는 적절한 보조 도구 및 서비스도 무료로 제공됩니다. **1-800-385-4104** (TTY/PA RELAY: **711**) 번으로 전화하거나 제공자에게 문의하십시오.

सूचना: જો તમે અંગ્રેજી સિવાયની કોઈ અન્ય ભાષા બોલો છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે યોગ્ય સહાયક સહાય અને સેવાઓ પણ નિ:શુલ્ક ઉપલબ્ધ છે. **1-800-385-4104** (TTY/PA RELAY: **711**) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.



Keep these numbers handy

24/7 nurse line

1-800-822-2447 (TTY: 711)

Anytime

Aetna Better Health® Kids

1-800-822-2447 (TTY: 711)

24 hours a day, 7 days a week

AetnaBetterHealth.com/PA

Enhanced Member Services Unit

1-855-346-9828 (TTY: 711)

Skygen's Member Services

1-800-508-2072 (TTY: 711)

Superior Vision Care

1-800-428-8789 (TTY: 711)

To pay your premium by phone

1-877-222-2004

To report fraud or abuse

1-800-333-0119 (TTY: 711)

Women, Infants, and Children (WIC) program

1-800-942-9467

Need to pay your CHIP premium?

Here are 4 easy ways to pay:

1. Take your invoice and have it scanned to pay at local retail stores* like CVS Pharmacy, Walgreens, Dollar General and Family Dollar
2. Mail your check or money order to:
Aetna Better Health® Kids
PO Box 785656
Philadelphia, PA 19178-5656
3. To connect to the ABH Kids Payment Center and pay your premium, scan the QR code below or go to this weblink:
<https://secure.directbill.com/db-payer-ui/#/login>



4. Call 1-877-222-2004 to pay by phone.

*Retail stores are subject to change

Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered. Call Member Services at **1-800-822-2447 (TTY: 711)** with questions about your benefits.

AetnaBetterHealth.com/PA

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Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



Aetna Better Health® Kids
A CHIP Health Plan