Well-child visits

Health care for infants, children and youth up to age 19

Even if children aren’t sick, they need to see the doctor regularly. Well-child visits can help children stay healthy. Children should have well-child visits at the ages listed below:

• Newborn (usually occurs in the hospital after delivery)
• 1 month and 2 months
• 4 months and 6 months
• 9 months and 12 months
• 15 months and 18 months
• 24 months and 30 months
• Every year from ages 3 to 19

Well-child visits may include tests. Tests can find problems early when they’re easier to treat.

Schedule your child’s well-child checkup today:
If you haven’t already, call your child’s doctor or health care professional to make an appointment for a well-child checkup. If you don’t have a primary care doctor for your child, call us at 1-800-822-2447 or TDD/TTY at 1-800-628-3323 to find a network provider. We can also give you more information about your child’s benefits.

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If your child has missed some well-child visits, talk to your child’s doctor.

These services are available to all Aetna Better Health Kids members. They include:

- Complete physical exam
- Review physical and mental health development
- Lead screening and testing
- Developmental delay and autism testing
- Vision exams
- Oral exams
- Hearing exams
- Immunizations (shots), if needed
- Laboratory tests, if needed
- Fluoride application to your child’s teeth, if needed

Keep your identification card safe

Here’s a question: Where’s your child’s member ID card?

You need it if you seek any type of health care for your child. It tells your provider the health plan your child has. It also helps make sure your child’s claim is paid correctly. It’s good to keep it with you.

And there’s another reason to keep it in a safe place; you don’t want anyone else to use it. Call Member Services right away at 1-800-822-2447 or TDD/TTY at 1-800-628-3323 if you lose your child’s ID card or it’s stolen.

Be sure to show all of your child’s ID cards to your doctors and pharmacy. It tells them that your child has benefits under the CHIP program.

Keep your child’s information current so you stay covered

It’s very important that Aetna Better Health Kids has your current address and phone number. We want to make sure your child gets all of your Aetna Better Health Kids mail. Your child may lose coverage if you don’t get important mail about eligibility.

To change your address or phone number, just call Member Services at 1-800-822-2447 or TDD/TTY at 1-800-628-3323.

Nurse Help Line

Aetna Better Health has a 24/7 Nurse Help Line just for members. Our highly trained nurses can answer your medical questions. Call us any time at the number on the back of your member ID card.

Developmental delay and autism testing for young children

All children should be tested by their doctor for developmental delay at ages 9 months, 18 months and 30 months. Children should also be tested for autism at ages 18 and 24 months.

Doctors and nurses use developmental and autism screenings to tell if children are learning basic skills when they should, or if they might have problems. These screenings are made up of a series of questions for the parent and some observations made by the doctor. They are normal, preventive tests that every child should receive when they are young.

With treatment and support, children with developmental delay or autism can grow, learn and thrive.
Keep an eye out for vision problems

Your child’s eyesight is a window to the world, so take good care of it. Talk to your child’s primary care physician (PCP). Ask if you should schedule an appointment with an eye doctor in the Superior Vision network.

Check the Aetna Better Health Kids member handbook for details on vision benefits. You can find the handbook at www.aetnabetterhealth.com/pennsylvania/members/chip/handbook. You can also call Superior Vision Member Services at 1-800-428-8789 for assistance.

Did you know diabetes can hurt your child’s vision?

Aetna Better Health covers tests and screenings for members with diabetes such as diabetic eye exams. This exam checks for vision problems that can lead to blindness. Vision changes caused by diabetes can be helped by:

- Good blood sugar control
- Regular appointments with your child’s PCP

Be sure to schedule an exam with your child’s eye doctor at least once a year if your child has diabetes. And follow up with your child’s PCP regularly!

Gender transition services

Aetna Better Health of Pennsylvania covers medically necessary services related to gender transition. We have added gender transition services to your child’s benefit package in accordance with the Patient Protection and Affordable Care Act of 2010.

Aetna Better Health Kids covers gender transition services such as physician’s services, inpatient and outpatient hospital services and prescribed drugs when medically necessary.

Your child is automatically eligible for these services. We have added this information to the Aetna Better Health Kids benefit plan.

If you have any questions, just call us at 1-800-822-2447 or TDD/TTY at 1-800-628-3323. We are here to help.

1 On May 18, 2016, the U.S. Department of Health and Human Services, Office of Civil Rights, issued the final rule, entitled “Nondiscrimination in Health Programs and Activities,” which implements Section 1557 of the Patient Protection and Affordable Care Act of 2010 (ACA) (Pub. L. 111-148).
Dental care for children and youth

Dentists have known for a long time that having a healthy mouth helps you have a healthy body. Regular dental care for your child is important to maintain excellent health. We want to remind you that your child has dental benefits through DentaQuest. Your child can go to any dentist in the DentaQuest network.

Call your child’s dentist and schedule a dental visit
If you don’t have a dentist for your child or have questions about dental benefits, call DentaQuest Member Services at 1-800-536-4970 or PA Relay 7-1-1 to find a network provider.

Some common questions and answers about dental benefits

When should my child go to the dentist?
Take your baby to a pediatric dentist between when their teeth start to show and their first birthday. First teeth usually appear at around 6 months of age.

How often should my child go to the dentist?
Children should go at least twice a year, six months apart. A dentist or your child’s primary doctor may recommend that your child should go more if they find dental problems.

Do we need a referral from my child’s doctor for a dental visit?
Your child doesn’t need a referral for a dental visit. However, your child’s doctor will ask if you have a dentist and can assist you in finding a dental home.

What services are covered?
- Checkups
- Cleanings
- Fillings
- Any medically necessary dental services listed in your Member Handbook

What is my next step?
Call your child’s dentist and schedule a dental visit. For more information on your dental benefits, call DentaQuest Member Services at 1-800-536-4970 or PA Relay 7-1-1.

Remember: Dental disease knows no age limit, and can begin attacking teeth as soon as they appear. The earlier your child begins visiting the dentist, the better to help your child be cavity-free.
Decisions about health care

When Aetna Better Health Kids makes decisions about what health care option may be right for your child, we consider many factors.

We make decisions:
• Based on your current coverage
• How right the care and services are for your child
• Without rewarding practitioners or other staff for denying care requested
• Without giving financial incentives to our employees or providers to reduce which services your child gets

You can get information on physician incentive plans anytime. You just need to call Member Services at 1-800-822-2447 or TDD/TTY at 1-800-628-3323.

Aetna Better Health Kids formulary drug list

Prescription drugs are often an important part of your child’s health care. As an Aetna Better Health Kids member, your child has certain prescription drug benefits. Aetna Better Health Kids covers prescription drugs and certain over-the-counter drugs with a prescription.

Check out our formulary to find out if a drug your child takes is covered. A formulary is a list of drugs that Aetna Better Health Kids covers. The formulary can change. You can see the formulary and a list of added or removed drugs at www.aetnabetterhealth.com/pennsylvania/members/pharmacy.

If you have any questions about a drug that is not listed, call Member Services at 1-800-822-2447 or TDD/TTY at 1-800-628-3323.

New technology for medical procedures

At Aetna Better Health Kids, we’re always looking at new medical procedures and methods to make sure our members get safe and high quality medical care. A team of doctors reviews new health care technologies and decides if they should become covered services. Investigational technologies, methods and treatments that are being researched are not covered services.

To decide if new technology will become a covered service, we will:
• Study the purpose of each technology
• Review medical literature
• Determine the potential impact and benefits of a new technology
• Develop guidelines on how and when to use the technology
Nondiscrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, 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, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

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)

Aetna provides free language services to people whose primary language is not English, such as:
• Qualified interpreters
• Information written in other languages

If you need these services, contact Aetna at 1-800-385-4104.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Aetna
Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Phone: 1-888-234-7358, TTY/PA Relay 711, or
Email: MedicaidCRCoordinator@aetna.com

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

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Aetna and the Bureau of Equal Opportunity are 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, DC 20201,
1-800-368-1019, 800-537-7697 (TDD).


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 1-800-385-4104 (TTY: 711).


RUSSIAN: ВНИМАНИЕ: Если вы говоритете на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 711).

CHINESE: 注意: 如果您使用繁体中文，您可以免費獲得語言援助服務。請致電1-800-385-4104 (TTY: 711)。


NEPALI: ध्यान दिनुहोस्: तपार्इंले नेपाली बोल्नुहुन्छ भने तपार्इंको ननम्तत भाषा सहायता सेवाहरू ननिःशुल्क रूपमा उपलब्ध छ। फोन गनुुहोस् 1-800-385-4104 (टटिविडिया: 711)।


BENGALI: লক্ষ্য করুনঃ যদি আপনি বাংলা বলতে পারেন, তাহলে নিঃশুল্ক ভাষা সহায়তা পরিষেবা উপলব্ধ থাকবে। ফোন করুন 1-800-385-4104 (TTY: 711).


GUJARATI: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિશ્ચિત ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-385-4104 (TTY: 711).
This newsletter is published as a community service for the friends and members of Aetna Better Health Kids, 2000 Market St., Suite 850, Philadelphia, PA 19103.

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.

Contact us: 
1-800-822-2447/ TDD TTY 1-800-625-3323
www.aetnabetterhealth.com/pennsylvania