Free meals for children this summer

The Summer Food Service Program (SFSP) offers free, nutritious meals to children 18 years and younger during the summer when school is not in session.

SFSP is a federal child nutrition program. There are approximately 2500 locations throughout Pennsylvania that serve breakfast, lunch and/or snacks. Many of the locations provide activities as well.

SFSP meal sites are supervised and parents are welcome to stay with their child. Typical meal sites include parks, churches, libraries and schools.

How to find a SFSP location near you:

Call: 211 or 1.866.3HUNGRY or 1.877.8HAMBRE
Text: “FOOD” or “COMIDA” to 877877
Download: RangeAPP.org mobile app
Visit: fns.usda.gov/summerfoodrocks
Kids need their vaccines to attend public school

Vaccines – also known as immunizations – save lives. They work by prompting the body to make special proteins called antibodies. These antibodies protect against dangerous diseases.

The immunization requirements for kids to attend public school in Pennsylvania have changed.

School students now have 5 days from the first day of school to either:

• Have all the required shots, or
• Have completed the first shot in a series and a written scheduled catch-up plan signed by a health care provider, or
• Have documented exemptions

If this information isn't given to your student's school by the 5th school day, he or she may not be allowed to enter their school on the sixth school day.

Vaccines help protect children against 14 serious childhood diseases, like whooping cough and measles. These vaccine-preventable diseases can be very serious, especially in young children. Make vaccines part of your child's regular school physical.

Privacy and security

We understand the importance of keeping your child's personal and health information (PHI) secure and private. We are required by law to provide you with the Notice of Privacy Practices. This notice tells you of your child's rights about the privacy of your PHI. It tells you how we may use and share your child's personal information. You can request a copy at any time.

Both Aetna Better Health Kids and your providers make sure that all member records are kept safe and private. You can access our privacy policy at aetnabetterhealth.com/pennsylvania/privacy-policy. If you have any questions, Member Services can help. Just call 1-800-822-2447 or TDD/TTY at 1-800-628-3323.
Making sure your child gets the right care

We know that you want to feel sure that your child is getting the right care and services in the right place and right time. This is called utilization management (UM). Our UM program and staff can help you and your child’s doctors make decisions about your child’s health care. But we also look at ways to make the most out of your child’s health outcomes and manage costs.

We use clinical review criteria, practice guidelines and written policies to make UM decisions. **UM decisions are based on these reasons:**

- Services requested are medically needed (also called medically necessary)
- Services requested are covered

**We do not reward or pay extra money to health care providers, staff or other people to:**

- Deny your child care
- Give your child less care
- Deny tests or treatments that are medically necessary

**If you ever need to contact someone on our UM staff, don’t forget that they:**

- Are available at least eight hours a day during normal business hours for inbound collect or toll-free calls about UM issues
- Can receive inbound communication about UM issues after normal business hours
- Identify themselves by name, title and organization name when initiating or returning calls about UM issues

Remember, you can also access TDD/TTY services or language assistance to discuss UM issues. Just call us at 1-800-822-2447 or TDD/TTY at 1-800-628-3323.

Helping your child live well

We help our members who have serious or long-term medical needs live well. One way we do this is through our Integrated Care Management program. This program strives to improve the quality of life for our members. We focus on the individual member with targeted health care plans.

Care Managers are registered nurses and licensed clinical social workers who work for us and can help your child with issues. They are here to help members manage their care. They can help you make specialist appointments and coordinate this care with your child’s doctor.

Care Management is part of your child’s health benefits. It does not take the place of any care your child is already getting. You don’t need a doctor’s referral and you can opt out at any time.

We have Care Managers for asthma, diabetes, pregnancy, and for members with other complex health issues.

If your child has a special need or if you feel your child needs Care Management, please call Member Services at 1-800-822-2447 or TDD/TTY at 1-800-628-3323.
Outgrowing pediatrics: When your child is ready for adult health care

You’ve seen your child pass many milestones. Now he or she is nearing adulthood. And there’s a milestone coming up you may not have thought about. Your child will need to switch from pediatric to adult care—and may need to find a new doctor.

This change should occur between the ages of 18 and 21. You can help your child prepare by making sure he or she knows the answers to these questions:

• What kind of health insurance do I have?
• Do I know my medical history?
• What medicines do I take and why?
• Am I allergic to any medicines?

Make sure your child knows how to talk to a doctor without you being in the room. Talk with your son or daughter about what it means to be in charge of one’s own health. And ask your pediatric doctor for help in making this change.

You can find more information at www.gottransition.org.

Source: The National Alliance to Advance Adolescent Health

Be prepared with an Advance Directive

Staying healthy is a goal we all want. However, sometimes things happen all of a sudden. It’s always good to prepare for things we don’t expect. Advance Directives help you be prepared.

Advance Directives are instructions about your medical care if you are not able to make those decisions. An Advance Directive becomes your voice when you can’t say what you want or speak for yourself. Advance Directives can also say who makes medical decisions for you when you can’t.

There are two kinds of Advance Directives:

• A Living Will is a document that says what medical care you want or don’t want. It is used in the event that you are not able to speak for yourself.
• A Health Care Power of Attorney is a legal document that says who can make medical decisions for you. It is also used when you are not able to speak for yourself.

For more information about Advance Directives, just visit our website: aetnabetterhealth.com/pa. Go to the For Members page, and then click on Advance Directives.

Your child will need to switch from pediatric to adult care. This change should occur between the ages of 18 and 21.
Drugs, alcohol and teen dating abuse

Teens may feel peer pressure to drink alcohol or try drugs. Some teens take alcohol or drugs to cope with emotional pain. Emotional pain may be caused by one or more traumatic events. Data says that boys who report dating abuse are more likely to use marijuana or be antisocial. Girls who report dating abuse are more likely to:

- Smoke
- Have suicidal thoughts
- Be depressed
- Binge drink

Teens also may be pressured into using drugs or alcohol by an abusive partner to:

- Control them through drug or alcohol addiction
- Make them do things they would not normally agree to
- Keep them from reporting the abuse

A teen may feel afraid to report abuse if they were high or drunk. This may be because the teen is afraid of getting into trouble. They may feel ashamed or at fault. They may be afraid the person who did it will plan revenge. A local domestic abuse advocate can talk about ways to stay safer if more abuse is a risk.

No one deserves to be abused. It does not matter if they use drugs or alcohol. It does not matter what they say or do. It does not matter if they change their mind about what they agree to do. Drugs and alcohol do not make a person abuse their partner. Blaming abuse on drugs or alcohol is an excuse. There are people who can help teens who have been abused even if they were drunk or high at the time.

To find the domestic abuse program nearest you, visit www.pcadv.org and click on Find Help or use the Find Help map on the home page.

To reach the National Dating Abuse hotline, call 1-866-331-9474 or text loveis to 22522. Or visit the websites:

www.loveisrespect.org
www.thatsnotcool.com

Reference
Your child’s rights and responsibilities

Every year, we review and remind our members of their rights and responsibilities. You can get a complete copy of your child’s rights and responsibilities at any time. Here’s how:

• Go to aetnabetterhealth.com/pa
• Call Member Services
• Look in your member handbook

For more information on rights and responsibilities, just call Member Services at 1-800-822-2447 or TDD/TTY at 1-800-628-3323. Aetna Better Health does not take action against members who exercise their rights.

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Keep your child’s identification card safe

*Where is your child’s member ID card?*

You need it if you seek any type of health care for your child. The ID card tells your provider the health plan your child has. It also helps make sure your child’s claim is paid correctly. So keep the ID card with you or in a safe place.

There’s another reason to keep your card 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 card or it’s stolen.

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Helping others help you

*Chances are you don’t think twice about lending a helping hand. But asking for help? That’s not so easy.*

Still, asking family and friends for help if you have a health problem benefits both you and them. Very likely, the people who care about you want to help out. But they may not know how.

So don’t be shy. Be sure to reach out. Sometimes a shoulder to lean on is the best medicine of all.

*Source: National Institutes of Health*

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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
aetnabetterhealth.com/pa
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 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
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
Email: RA-PWBEOAO@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)


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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 говорите на русском языке, то вам доступны бесплатные услуги переводчика. Звоните 1-800-385-4104 (телетайп: 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 1-800-385-4104 (TTY: 711)。


NEPALI: ध्यान दिनुहोस्: तपाईंले नेपाली भाषामा भने तपाईंको नन्मुख भाषा सहायता सेवाहरू नन्मुख रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-800-385-4104 (टेलिटाइप: 711)।


MON KHMER: ចាប់ផ្តើម! បើអិយដ្ឋានប្រការក្នុងភាសាខ្មែរ អាចទទួលបានសំណង់ជីវការប្រការប្រសិនបើបានសំឡូរ 1-800-385-4104 (TTY: 711)។


BURMESE: သို့မဟုတ် - သို့မဟုတ် မြန်မာစာသား ဖတ်ရှုရန် သို့မဟုတ် မြန်မာစာသားကို ဖတ်ရှုလိုလျင် 1-800-385-4104 (TTY: 711) ဖော်ပြထားသည်


