Opioids: Use with caution

Every day about 40 people die from opioid overdoses in the U.S. And often the opioids doctors prescribe are to blame.

These medicines ease pain. But they also have serious risks. You can get addicted to them. And they can make people stop breathing. That’s especially true if you take them at high doses.

How can you stay safe? If your doctor advises opioids:

• **Ask about alternatives.** See if there are other ways to ease your pain. Less risky medicine may help. So might exercise or physical therapy.

• **Be honest.** Tell your doctor if you’ve misused—or been addicted to—alcohol or other drugs. If so, opioids could be very risky for you.

• **Speak up about other medicines.** Also tell your doctor about all the medicines you take. Some medicines are dangerous to use with opioids.

• **Take them exactly as prescribed.** Don’t take an extra or higher dose if you’re still in pain. Call your doctor instead.

• **Keep others safe too.** Never share opioids. And store them out of the reach of curious kids, from teens to toddlers. You might even consider a lockbox for your medicine.

Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration

---

Aetna Better Health’s formulary drug list

Prescription drugs are often an important part of your health care. As an Aetna Better Health member, you have certain prescription drug benefits.

Aetna Better Health covers prescription drugs and certain over-the-counter drugs with a prescription.

Check out our formulary to find out if a drug that you take is covered. A formulary is a list of drugs that Aetna Better Health covers. The formulary can change. The formulary is on our website. You can see the formulary and a list of added or removed drugs at aetnabetterhealth.com/pa/members/pharmacy.

If you have any questions about a drug that is not listed, call Member Services toll-free at the number on the back of your ID card or 1-866-638-1232 (PA Relay: 711). We’re available 24 hours a day, 7 days a week.

---

Have you moved?


---

How is our Quality Program doing?

You can check out our latest Quality Program evaluation on our website here: aetnabetterhealth.com/pa/members/quality.
New technology for medical procedures

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

Medical Assistance Transportation Program

Most members are eligible for the Medical Assistance Transportation Program (MATP). If you need a ride to your doctor, you can get one. The Department of Human Services provides this service at no cost to you.

To get rides to your appointments, you have to sign up. Do this by calling the MATP office in your county.

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

Be a voice in your community

We want you to tell us how we’re doing and where we can improve. Join our Health Education Member Advisory Committee (HEMAC). To join, just fill out the application on our website at aetnabetterhealth.com/pa. Click “For Members.” Then, fax the application to 215-282-3535. Or, mail it to:

Aetna Better Health
Attn: Member Services
2000 Market St., Suite 850
Philadelphia, PA 19103

To join you must be:
• At least 18 years of age
• An Aetna Better Health member for at least the past 90 days
• Willing to attend meetings in person or by phone 4 to 6 times a year*

By joining HEMAC, you can give feedback on member care and services. The HEMAC also makes recommendations on our educational materials, prevention and wellness programs, outreach efforts, website, and more!

*If you attend the meetings in person, we’ll reimburse you for your transportation.

Your opinion matters to us

Your health is our top priority. You can call Member Services anytime and let us know how we’re doing. It helps us know how you feel. We also want to know what we or your providers can do better. Our number is on your ID card or call 1-866-638-1232 (PA Relay: 7-1-1).

You may receive a survey form from Aetna in the mail in February. Please take the time and let us know what you think about the care and services you or your child are receiving. Your input helps us do better.

For more information about HEMAC, call us at the number on the back of your ID card or 1-866-638-1232 (PA Relay: 7-1-1).
Sexting and teens

You may have heard of sexting but not know what it means. This is when a person talks about sex through a text message. It may also be when a person sends or asks for images such as nude photos using a cell phone. Some teens think sending nude photos is cool, but it is not. To send nude photos of a person under eighteen years of age may result in federal criminal charges. It is also a crime for minors to send nude photos of themself to another minor. Parents who allow teens to share nude photos may also be charged.

Sexting often happens when it is not wanted. This can cause stress and problems. It can also be a way to abuse or harass someone through:
• Force or pressure to send nude photos or sexual words
• Sharing a sex video recorded with a cell phone
• Sending unwanted words or images about sex
• Threats to hurt someone if nude photos are not sent

To share sexual words and photos is very easy. It can happen any place and anytime since so many teens carry cell phones. This also makes it easy for a photo to be shared fast and with a lot of people. A sexual image on the internet may never go away. It can be used in ways that can hurt the person in the photo.

If someone you know under 18 years of age is being forced to send nude photos, contact the police or call the number below.

Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult: 1-866-331-9474 (TTY 1-866-331-8453)

Or visit the websites:
• www.loveisrespect.org
• www.thatsnotcool.com

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.

Do you know someone who needs WIC?

The Pennsylvania Women, Infants and Children (WIC) Program is here to support and help eligible pregnant, postpartum and breastfeeding women, infants and children up to age 5. If you are pregnant—don’t wait—call WIC today!

Did you know?
• WIC provides free nutrition information, healthy foods, breastfeeding support and referrals to other helpful programs.
• WIC will save you money at the grocery store!
• If you receive SNAP, MA or TANF, you may also apply for WIC.
• WIC helps working families and the unemployed.
• If you are a father, mother, grandparent or other legal guardian of a child under age 5, you can apply for WIC for your child.
• Foster children under age 5 qualify for WIC.
• WIC does not require proof of citizenship.

To share sexual words and photos is very easy. It can happen any place and anytime since so many teens carry cell phones. This also makes it easy for a photo to be shared fast and with a lot of people. A sexual image on the internet may never go away. It can be used in ways that can hurt the person in the photo.

If someone you know under 18 years of age is being forced to send nude photos, contact the police or call the number below.

Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult: 1-866-331-9474 (TTY 1-866-331-8453)

Or visit the websites:
• www.loveisrespect.org
• www.thatsnotcool.com

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.

“Applying for WIC was the best decision! WIC has helped me improve my diet during my pregnancy, and I’m a better role model for my children. We eat more fresh veggies and whole grains!” — WIC Mom
HEDIS® stands for the Healthcare Effectiveness Data and Information Set. It’s a set of performance measures developed by the National Committee for Quality Assurance that allows you to review our performance. We know that having good access to care and receiving timely care helps you to maintain the best health you can.

CAHPS stands for the Consumer Assessment of Health Plans Survey. Members are asked to rate services provided by the health plan annually. We use this information to assess if our plan processes result in providing services to you that meet your needs.

We’re committed to improving care for and the satisfaction of our members. Please call Member Services at the number on the back of your ID card or 1-866-638-1232 (PA Relay: 7-1-1) if you have questions or need help finding a PCP or specialist. Listed below are some of the results for care received in 2016.

<table>
<thead>
<tr>
<th>HEDIS quality measure</th>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual dental visits</td>
<td>Members 2–21 years who had at least one dental visit</td>
<td>56.27%</td>
</tr>
<tr>
<td>Adolescent well-care</td>
<td>Members 12–21 years who had at least one well visit</td>
<td>49.31%</td>
</tr>
<tr>
<td>Childhood immunizations</td>
<td>Members 2 years of age who had recommended immunizations</td>
<td>73.15%</td>
</tr>
<tr>
<td>Adolescent immunizations</td>
<td>Members 13 years of age who had recommended immunizations</td>
<td>77.55%</td>
</tr>
<tr>
<td>Diabetes: HbA1c &gt;9</td>
<td>Members with diabetes whose HbA1c is &gt;9 (less is best)</td>
<td>41.29%</td>
</tr>
<tr>
<td>Controlling high blood pressure</td>
<td>Members with high blood pressure whose BP is below 140/90</td>
<td>66.07%</td>
</tr>
<tr>
<td>Frequency of prenatal care</td>
<td>Members who are pregnant and had the recommended number of prenatal visits before delivery</td>
<td>71.46%</td>
</tr>
<tr>
<td>Prenatal care in the first trimester</td>
<td>Members who are pregnant who had a prenatal visit in their first trimester or within 42 days of enrollment</td>
<td>84.91%</td>
</tr>
<tr>
<td>Postpartum care</td>
<td>Members who were pregnant and had a postpartum visit 21-56 days after delivery</td>
<td>62.74%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAHPS: member satisfaction</th>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you rate your health plan?</td>
<td>Adult members who were completely satisfied and very satisfied</td>
<td>68.03%</td>
</tr>
<tr>
<td>How would you rate your personal doctor?</td>
<td>Adult members who were completely satisfied and very satisfied</td>
<td>76.04%</td>
</tr>
<tr>
<td>How would you rate your specialist?</td>
<td>Adult members who were completely satisfied and very satisfied</td>
<td>72.57%</td>
</tr>
<tr>
<td>How would you rate your health plan?</td>
<td>Child members who were completely satisfied and very satisfied</td>
<td>79.77%</td>
</tr>
<tr>
<td>How would you rate your personal doctor?</td>
<td>Child members who were completely satisfied and very satisfied</td>
<td>87.86%</td>
</tr>
<tr>
<td>How often was it easy to get the care, tests, or treatment your child needed?</td>
<td>Child members who were completely satisfied and very satisfied</td>
<td>92.14%</td>
</tr>
</tbody>
</table>

HEDIS is a registered trademark of the National Committee for Quality Assurance.
School vaccination requirements for attendance in Pennsylvania schools

For attendance in all grades, children need the following:
• 4 doses of tetanus, diphtheria, and acellular pertussis* (1 dose on or after the 4th birthday)
• 4 doses of polio (4th dose on or after 4th birthday and at least 6 months after previous dose given) **
• 2 doses of measles, mumps, rubella***
• 3 doses of hepatitis B
• 2 doses of varicella (chickenpox) or evidence of immunity

On the first day of school, unless the child has a medical or religious/philosophical exemption, a child must have had at least one dose of the above vaccinations or risk exclusion.
• If a child does not have all the doses listed above, needs additional doses, and the next dose is not medically appropriate, the child must receive that dose within the first five days of school or risk exclusion. If the next dose is not the final dose of the series, the child must also provide a medical plan (red and white card) within the first five days of school for obtaining the required immunizations or risk exclusion.

For attendance in 7th grade:
• 1 dose of tetanus, diphtheria, acellular pertussis (Tdap) on the first day of 7th grade.
• 1 dose of meningococcal conjugate vaccine (MCV) on the first day of 7th grade.

On the first day of 7th grade, unless the child has a medical or religious/philosophical exemption, a child must have had the above vaccines or risk exclusion.

For attendance in 12th grade:
• 1 dose of MCV on the first day of 12th grade. If one dose was given at 16 years of age or older, that shall count as the 12th grade dose.

On the first day of 12th grade, unless the child has a medical or religious/philosophical exemption, a child must have had the above vaccines or risk exclusion.

The vaccines required for entrance, 7th grade and 12th grade continue to be required in each succeeding school year.

These requirements allow for the following exemptions: medical reason, religious belief, or philosophical/strong moral or ethical conviction. Even if your child is exempt from immunizations, he or she may be excluded from school during an outbreak of vaccine-preventable disease.

Pennsylvania’s school immunization requirements can be found in 28 Pa. Code Ch. 23 (School Immunization).

Contact your healthcare provider or call 1-877-PA-HEALTH (1-877-724-3258) for more information.

*Usually given as DT P or DTaP or if medically advisable, DT or Td
** A fourth dose is not necessary if the third dose was administered at age 4 years or older and at least 6 months after the previous dose
***Usually given as MMR

Your member handbook

You can find the latest member handbook online at aetnabetterhealth.com/pa. If you have questions, just call us at the number on the back of your ID card or 1-866-638-1232 (PA Relay: 7-1-1). You can also call us to request the member handbook in another language or format.

The member handbook includes:
• Your rights and responsibilities
• How to access care and services
• Information about our quality and case management programs
• Pharmacy benefits and information on updates to our formulary
• Privacy information
• How to choose a PCP or specialist

aetnabetterhealth.com/pa

2017 © Coffey Communications, Inc. All rights reserved.
AETNA BETTER HEALTH® OF PENNSYLVANIA
AETNA BETTER HEALTH® KIDS

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, 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-PWBEAO@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.

PA-16-09-03
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 говорите на русском языке, то вам доступны бесплатные услуги переводчика. Звоните 1-800-385-4104 (телефон: 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: तपार्इंले नेपाली बोलनुहुन्छ भने तपार्इंको ननम्तत भाषा सहायता सेवाहरू ननिःशुल्क रूपमा उपलब्ध छ। फोन गनुुहोस् 1-800-385-4104 (टिटिवाइ: 711)।


GUJARATI: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નાસ્થુલક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-385-4104 (TTY: 711).


POLISH: UWAGA: Jeżeli mówisz w języku innym niż angielski, masz możliwość skorzystania z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-385-4104 (TTY: 711)

PA-16-09-03