Well-child visits
Health care for infants, children and youth up to age 21
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 20
Well-child visits may include tests. Tests can find problems early when they’re easier to treat. Your child’s doctor wants to give these tests at the right time.
If your child has missed some well-child visits, talk to your child’s doctor
Remember, these services are available at no cost to you!

They include:
• A complete physical exam
• A review of 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

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 1-866-638-1232 (PA Relay 7-1-1) to find a network provider. We can also help you find transportation or give you more information about your child’s medical benefits.

Keep your identification card safe
Here’s a question: Where’s your member ID card?
You need it if you seek any type of health care. It tells your provider the health plan you have. It also helps make sure your 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 1-866-638-1232 (PA Relay 7-1-1) if you lose your card or it’s stolen.
Schedule your appointments to get preventive care. Your primary care provider may send you to another doctor called a specialist if you have a special health care need.

You don’t need to get a referral or prior authorization to see a specialist in our network. Aetna Better Health lets you go directly to women’s health specialists in the network for services such as:
- Care during pregnancy
- Breast exams
- Mammograms
- Pap tests

Find out more at www.aetnabetterhealth.com/pennsylvania/health-wellness/women-health.

Women: Get the screenings you need

Cervical cancer is treatable if detected early

You don’t usually think of cancer as something you can catch. But cervical cancer is nearly always caused by a virus.

Here’s what happens: The human papillomavirus (HPV) is passed from person to person during sex. HPV causes cells on the cervix to change. They usually go back to normal on their own. But sometimes these cells turn into cancer.

That can take many years. In the meantime, women can protect themselves. Though there are no early symptoms of cervical cancer, these tests can find problems early:
- An HPV test checks for the virus. Your doctor may suggest this if you are over age 30.
- A Pap test checks for abnormal cells. You should begin having Pap tests at age 21. A Pap test will find cell changes in your cervix. The cervix is the lower end of your uterus. Your doctor can remove these changed cells before they have a chance to turn into cancer.

HPV and abnormal Pap test results are common. But simple treatments can kill or remove the abnormal cells. This can put a stop to cancer before it starts.

Breast cancer is the most common cancer in women

As of yet, there is no sure way to prevent breast cancer. Even so, there are steps you can take to lower your risk.
- **Stay a healthy body weight.** If you’re carrying extra pounds, try to shed some. There’s evidence that losing weight may lower breast cancer risk.
- **Avoid alcohol.** Drinking can raise your risk of getting breast cancer. In fact, your risk goes up the more you drink.
- **Move more.** Exercise may be able to help lower your risk. Try to get 150 minutes of moderate exercise or 75 minutes of vigorous exercise each week.
- **Know the risks of hormone therapy.** There are risks and benefits of taking hormone therapy. Talk to your doctor to learn more.

Finding breast cancer early

Breast cancer can still develop even with the above safeguards. Regular mammograms can help find cancer in its early stages. Finding cancer early can help give you a head start on treatment.

Sources: American Cancer Society; Centers for Disease Control and Prevention
Family planning benefits include long-acting reversible contraception (LARC)

The intrauterine device (IUD) and the birth control implant are long-acting reversible contraception (LARC) methods. Both are highly effective in preventing pregnancy, last for several years, and are easy to use.

Both are reversible—if you want to become pregnant or if you want to stop using them, you can have them removed at any time. LARC methods are a good birth control choice for women of all ages—even teenagers and women who have never had children.

LARC family planning devices are a covered benefit

As of December 1, 2016, Aetna Better Health of Pennsylvania (ABH) covers LARC services for our members. ABH now pays providers for covered LARC and certain family planning services in line with Pennsylvania’s Medical Assistance payment requirements.

Talk to your doctor to find out if LARC is right for you

Your doctor is the best person to discuss family planning options with. He or she can counsel you about LARC and help you access LARC methods.

We’re here to help

If you have any questions, just call Member Services at 1-866-638-1232 (PA Relay 7-1-1).

Decisions about your health care

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

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

You can get information on physician incentive plans anytime. You just need to call Member Services at 1-866-638-1232 (PA Relay 7-1-1).

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 months and 24 months.

Doctors and nurses use developmental and autism screenings to tell if children are learning basic skills when they should be or if they might have problems. Screenings are a combination of questions for the parent and observations made by the doctor.

Every child should receive these tests when they are young. With treatment and support, children with developmental delay or autism can grow, learn and thrive.

Parents who have questions about their child’s development should call the CONNECT Helpline at 1-800-692-7288. The CONNECT Helpline assists families in locating resources and provides information about child development.

www.aetnabetterhealth.com/pennsylvania
Controlling your diabetes

Nephropathy
Diabetic nephropathy is damage to your kidneys due to diabetes. The kidneys have many tiny blood vessels. The blood vessels filter waste from your blood. High blood sugar from diabetes can destroy these blood vessels. The kidneys are not able to do the job as well when this happens. There are no symptoms in the early stages so it’s important to have your diabetes health care provider regularly check you for nephropathy.

Screening
Your diabetes health care provider can check you by using tests that see if you have protein (albumin or microalbumin) in the urine. Finding out if you have protein in the urine is important. It will help to prevent further damage to the kidneys.

Treatment
Keeping your blood glucose and blood pressure in control will help. Diabetic kidney disease can be prevented by keeping blood sugar in your target range. Talk to your doctor about what your target blood sugar range should be. A mild rise in blood pressure can make nephropathy worse. Losing weight and getting regular exercise can help lower your blood pressure. Eating less salt and staying away from alcohol and tobacco can help too. Medicines may be used to lower blood pressure.

Not everyone with diabetes has kidney problems. The better a person keeps diabetes and blood pressure under control, the lower the chance of getting nephropathy.

Sources: American Diabetes Association; WebMD

Keep your info current so you stay covered

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

To change your address, phone number or family size, call your case worker at the county assistance office (CAO). There is a CAO in every county in Pennsylvania. You can find a link to a list of CAOs at www.aetnabetterhealth.com/pennsylvania/become-a-member/medicaid. Or call Member Services at 1-866-638-1232 (PA Relay 7-1-1).

Did you know? Aetna Better Health has a 24/7 Nurse Help Line just for members. Our highly trained nurses can answer any medical question. Call us anytime at the number on the back of your member ID card.
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-PWBEOA0@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, 800-537-7597 (TDD).


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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 перевода. 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)。


ARABIC: 1-800-385-4104 (العربية: 1-800-385-4104 (العربية)

NEPALI: ध्यान दिनिएको: तपाईंलाई नेपाली भाषामा सहायता भर्ने सेवाहरू नन्दिलाई भूमा उपलब्ध छ। फोन गर्नुहोस् 1-800-385-4104 (टिल्निया: 711)।


MON KHMER: អំពីអំពីអ្នកណាដែលអាចជួយអ្នកបាន អ្នកអាចប្រើប្រាស់សេវាកម្មជួយជាមួយអំពី 1-800-385-4104 (TTY: 711) ដើម្បីជួយអ្នក។


BURMESE: အာမခိုးမှာ အင်္ဂလိပ် လိုလားပါသလား။ ကြည့်ပြီ။ 1-800-385-4104 (TTY: 711) ဖြင့် လိုလားပါသလား။


BENGALI: বাংলা ভাষায় কথা বলতে চান, তাহলে আপরাধিক ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-385-4104 (TTY: 711).


