Four facts every parent should know about bullies

1. **Bullying isn’t the same as teasing.** Bullies try to control other kids by scaring them. They pick on them all the time.

2. **Bullying happens in different ways.** Bullies might hit or kick other kids. They might call them names. Or they may spread nasty rumors about them online.

3. **Your child may be ashamed to tell you about being picked on.** So watch for signs that your child may be a victim. For example, your child may not want to go to school. Or his or her grades might drop.

4. **Staying calm is the best response.** Bullies like to see kids get upset. So tell your child to walk away from a bully—and not to react. If that doesn’t work, your child should look the bully in the eye. Then, in a firm voice, your child should say something like this: “Stop doing that now, or I’ll tell the principal.”

Source: American Academy of Pediatrics

Teach your child to ask for help. Tell your child to always tell adults about bullying.

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Sexting and dating abuse

Sexting is when nude or seminude videos or photos are sent by a cell phone or other wireless device. It can include sending a person a text or instant message that is sexual. It can also happen with email. One in 5 girls between 13 and 19 years old and 1 in 10 girls between 13 and 16 have sent nude or seminude videos or photos to a dating partner. It can also happen between people who no longer date or never dated.

Sexting can be a form of dating abuse. It can be a way to control or harass a person. An abuser might trick a person into sending a nude photo. That person may tell the victim that he or she will post the photos online. That person may threaten to share the photo with friends if the victim does not agree to do something.

Twenty-five percent of teen girls and 33 percent of teen boys say they have had nude or seminude images shared with them.¹

A victim may sext because there are physical or sexual threats. There may be threats to “out” a person when photos are of the same sex. The victim may also:

• Fear for his or her safety
• Depend on the abuser for money, drugs or alcohol

Sexting may happen with other forms of abuse, such as:

• Abuse with a cell phone or computer²
• Asking for sex acts in exchange of photos
• Sexting may lead to legal charges. Do not allow a person to take nude or seminude photos. Do not take them to share with other people.

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.


Provided by the Pennsylvania Coalition Against Domestic Violence

Chronic conditions and depression: What’s the connection?

Any illness that lasts can affect more than your body. It can also affect your mood. This effect doesn’t depend on the type of illness you’re living with. You could have heart disease. Or diabetes. Or arthritis or AIDS.

Doctors call illnesses like these chronic diseases. And if you have one, it’s easy to feel stressed. You might be in pain. You may be upset or scared if your disease gets worse. You may worry about your future.

Depression takes a toll
Stress like this is why people with a chronic disease often become depressed. And depression can hurt your health even more.

You may not eat well or exercise. You may not have the energy to care for yourself—or take steps to control your disease.

Are you depressed?
Watch out for depression’s warning signs. You might:

• Feel hopeless, very sad, anxious or irritable
• No longer enjoy things you once did
• Sleep too much or too little
• Lose your appetite or overeat

If there’s any chance you’re depressed, tell your doctor right away. Treatment can help.

Sources: American Psychological Association; National Institute of Mental Health

Are you stressed?
Talking to other people with your illness can help. Ask your doctor to put you in touch with a support group.
Making sure you get the right care

We designed our utilization management (UM) program to assist members like you in getting the right care at the right time. Our UM staff can help you and your doctors make decisions about your health care. Your care and satisfaction are at the center of what we do. But we also look at managing costs and ways to make the most out of your health outcomes.

When we make decisions, it’s important to remember that:

- We base UM decisions on the appropriateness of care and service and on existence of coverage.
- We don’t reward doctors or other people for denying coverage or service care.
- Financial incentives for UM decision makers don’t encourage decisions that result in underutilization.

If you ever need to contact someone on our UM staff, just call 1-866-638-1232. 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.

Utilization management helps members like you get the right care at the right time.

Latest member handbook

You can find the latest member handbook online at www.aetnabetterhealth.com/pennsylvania. If you have questions, call us at 1-866-638-1232 or TTY 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

Member rights and responsibilities

We strive to treat you with respect and dignity. We don’t discriminate against members based on age, race, sex, religion or national origin or for any other reason prohibited by law. Our providers must also follow these same standards.

You have certain rights and responsibilities as an Aetna Better Health member.

Knowing them helps you get the covered services you need. Rights and responsibilities are in your member handbook and on our website, www.aetnabetterhealth.com/pennsylvania. We review the member handbook every year.

If you have any questions or would like a copy of your rights and responsibilities, just call Member Services at 1-866-638-1232 or TTY 7-1-1, 24 hours a day, 7 days a week.

www.aetnabetterhealth.com/pennsylvania
It’s back-to-school season!

As you prepare for the new school year, remember that you may need to do more than just get school supplies. Make sure your kids are ready physically and mentally for the new school year.

For starters, make sure your kids are up-to-date with their shots. Schedule an appointment with your child’s doctor for a well-care visit. There, your child can get the shots he or she needs for his or her age group. This newsletter talks about the importance of shots. It also reminds you to get your kids a flu shot so they don’t get sick with it this year. Remember to get one for yourself too!

Also, make sure your kids are ready to face social changes. A new grade can sometimes change their circle of friends.

If you need help choosing a doctor, just call us at 1-866-638-1232 or TTY 7 1-1. If you or your child has special or complex needs, whether physical, mental, emotional or social, we can help! Just call us and ask to speak to someone in our Case Management department. One of our case managers will tell you how to use our services. They’ll also let you know if you’re eligible to participate in one of our Disease Management Programs. You can opt in or opt out of these programs at any time. And remember, these services are available at no cost to you.

Do you have an advance directive?

Staying healthy is a goal we’d all like to achieve and maintain. However, sometimes things happen all of a sudden. It’s always good to prepare for the unexpected. Having an advance directive is an important way that you can be prepared.

Advance directives are instructions about your medical care in the event you are not able to make those decisions. Advance directives become 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 types 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 detailed information about advance directives, just visit our website, www.aetnabetterhealth.com/pennsylvania. You can also get information about Advance Directives at www.state.pa.us.

Early dental care helps babies grow beautiful smiles

Your child should see a dentist every six months, starting at age 1 (or when you see the first tooth). If you need help finding a dentist, contact DentaQuest at 1-888-307-6548. DentaQuest’s number is also on the back of your child’s Aetna Better Health ID card.

Baby bottles: Early childhood tooth decay (cavities) are caused by letting infants drink from a bottle of juice or milk for long periods of time. Disease begins between 1 and 3 years of age and causes pain and infection. Follow these steps to prevent tooth decay in your child:

• Don’t put your baby to bed with a bottle.
• If a bottle is your baby’s pacifier, use only water in the bottle.
• Only give your baby a bottle during meals.
• Teach your child to drink from a cup as soon as possible, or by 1 year of age.
• Keep your baby’s mouth clean by using gauze or a baby toothbrush after feeding.

Sealants: Sealants can protect your child’s teeth. A sealant is a thin plastic coating that is placed on the back teeth. Sealants protect teeth from plaque and acids that attack the teeth and cause cavities. All children should have sealants placed on the back teeth as soon as the tooth erupts. Sealants are easy to apply and aren’t painful.

Dental visit tips: Keep your child’s dental appointment. If you can’t get to your appointment, call the dentist’s office to let them know as soon as possible. Share with your child the good reasons for going to the dentist.

Did you know that your child’s school or child care center may also offer dental visits? To find out and to register for a school dental visit, just call Smile Pennsylvania Mobile Dentists at 1-800-409-2563.

BETTER YOUR HEALTH is published as a community service for the friends and members of Aetna Better Health, 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
1-866-638-1232
PA Relay 7-1-1
www.aetnabetterhealth.com/pennsylvania

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