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 option 1, then 1 or TTY PA Relay: 711.
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 and 2 months
- 4 and 6 months
- 9 and 12 months
- 15 and 18 months
- 24 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.

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

- Complete physical exam
- 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

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 Practitioner (PCP) for your child, call us at 1-800-822-2447 or TTY PA Relay: 711 to find a network provider. We can also give you more information about your child’s benefits.

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, option 1, then 1 or TTY PA Relay: 711 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 info 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 your coverage if you don’t get important mail about your eligibility.

To change your address or phone number, just call Member Services at 1-800-822-2447, option 1, then 1 or TTY PA Relay: 711.

Developmental delays and autism screenings for young children

All children should be tested by their doctor for developmental delays 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, preventative tests that every child should receive when they are young.

With treatment and support, children with developmental delays or autism can grow, learn and thrive.

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 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, option 1, then 1 or TTY PA Relay: 711.
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 TTY PA Relay: 711 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 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 TTY PA Relay: 711.

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.

Tell us how you feel

Your health is our top priority. If you are not satisfied with Aetna Better Health Kids or your provider, we want to know.

You can call Member Services anytime at 1-800-822-2447, option 1, then 1, PA Relay: 711 and let us know how we can do better. It helps us know how you feel. We also want to know if you are not happy with Aetna or your health care providers.

You may receive a survey form about Aetna in the mail in February. Please take the time to complete the survey and let us know what you think about the care and services your child is receiving. Your input helps us provide you better healthcare and service.
**Fever and children**

Always use a digital thermometer to check your child’s temperature. Never use a mercury thermometer.

For infants and toddlers, be sure to use a rectal thermometer correctly. A rectal thermometer may accidentally poke a hole in (perforate) the rectum. It may also pass on germs from the stool. Always follow the product maker’s directions for proper use. If you don’t feel comfortable taking a rectal temperature, use another method. When you talk to your child’s healthcare provider, tell him or her which method you used to take your child’s temperature.

Ear temperatures aren’t accurate before 6 months of age. Don’t take an oral temperature until your child is at least 4 years old.

**Here are guidelines for fever temperature:**

**Infant under 3 months old:**
- Ask your child’s healthcare provider how you should take the temperature.
- Rectal or forehead (temporal artery) temperature of 100.4°F (38°C) or higher or as directed by the provider
- Armpit temperature of 99°F (37.2°C) or higher or as directed by the provider.

**Child age 3 to 36 months:**
- Rectal, forehead (temporal artery) or ear temperature of 102°F (38.9°C) or higher or as directed by the provider
- Armpit temperature of 101°F (38.3°C) or higher or as directed by the provider.

**Child of any age:**
- Repeated temperature of 104°F (40°C) or higher or as directed by the provider
- Fever that lasts more than 24 hours in a child under 2 years old or a fever that lasts for 3 days in a child 2 years or older.

Source: Kramesonline.com

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**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.
Understanding the risks and side effects of opioid medicines

When opioids are taken as prescribed, they are usually safe and can help manage pain effectively. But they do come with risks and side effects that are important to understand. Of the risks that can occur with opioid treatment, opioid overdose is the most serious. Overdose means taking a too high dose. For this reason, it is critical that you and your loved ones understand the signs and symptoms of an opioid overdose and what to do if it occurs.

Key signs and symptoms of opioid overdose are:

• Narrowing of dark circles in the middle of eyes (pinpoint pupils)
• Slowed or stopped breathing
• Unconsciousness (this is when a person passes out and does not respond.)
• Limp body
• Pale face
• Clammy skin
• Purple or blue color of the lips and fingernails
• Vomiting.

Risks of opioid medicines

If you take opioids regularly for a long time, there is a risk of forming a tolerance or dependence to the medicines. There is also the risk of forming an addiction. But this is much less common when opioids are taken as directed under the care of a healthcare provider. Understanding the differences between tolerance, dependence and addiction is important. This helps you know what to expect when taking opioids and know what to do if you think you may be addicted.

• Tolerance means that your body needs higher doses than before to get the same pain relief effects. Most people who take opioids for longer than a few weeks will form a tolerance. This is normal. Your healthcare provider will work with you to manage tolerance and ensure that your pain is still controlled.

• Dependence means your body will have withdrawal symptoms if you reduce or stop taking the medicine. These symptoms can include sleeplessness, rapid heartbeat, rapid breathing and diarrhea. Forming a dependence is common for people taking opioids regularly for a long time. When it is time to stop taking the medicine, your healthcare provider will work closely with you to taper the medicine to lessen withdrawal symptoms. You should never stop taking or reduce the amount of medicine you are used to taking without talking to your healthcare provider. Note: Dependence is not the same thing as addiction.

• Addiction occurs when a person has the urge to seek out the medicine and can’t stop using it despite the harm and negative effects it might cause. Some people, such as those who have a history of drug misuse, are at higher risk for addiction. Your healthcare provider will follow up with you regularly and also monitor you for signs of addiction. If you think you are forming an addiction to your medicine, call your healthcare provider right away.

Risk for overdose

Opioids affect the part of the brain that controls breathing. An overdose of opioids can slow breathing down too much and even stop a person’s breathing. This can be fatal. Call 911 right away if an overdose is suspected in any person.

Your healthcare provider may prescribe a medicine called Narcan in case of opioid overdose. When given within a certain period of time after an overdose, Narcan can help reverse the life-threatening effects of the opioid. Emergency care will still be needed.

(continued)
What is opioid-use disorder?

Opioid-use disorder is a risk of taking opioid medicines. It may be diagnosed if a person shows a pattern of taking opioids despite negative consequences such as:

• The opioid interferes with life, family or work obligations (this includes avoiding situations because of opioid use)
• The opioid causes physical or psychological problems
• Continued and increased amount of time spent attempting to obtain, use and recover from opioid use
• Unsuccessful attempts to cut down or stop opioid use
• Using a higher amount of opioid than prescribed or using it in unsafe situations (such as driving)
• Unmanaged signs and symptoms of tolerance or withdrawal.

If you or your family suspect opioid-use disorder, contact your healthcare provider right away. They can help you assess the problem and provide treatment if needed.

Call your healthcare provider right away if you have any of these symptoms:

• New pain, pain that gets worse or pain that doesn’t get better even after you take your medicine
• Side effects, such as constipation or nausea, that keep you from daily activities
• Extreme sleepiness
• Breathing problems.

Short term side effects of opioids

Some common side effects are:
• Constipation
• Nausea
• Sleepiness
• Impaired motor skills
• Problems emptying the bladder (urinary retention)
• Reduced memory and judgment.

If you have any of these side effects, talk with your healthcare provider or pharmacist. They can provide advice which may include:
• Reducing the dose of your opioid medicine (never do this without talking with your healthcare provider)
• Trying a different type or brand of opioid medicine
• Adding a drug to treat the side effect.

Long term side effects of opioids

More serious or longer-lasting side effects can occur when you don’t take opioids exactly as directed. Misusing opioids can lead to liver and brain damage. To avoid these side effects:

• Never take more opioids than prescribed by your healthcare provider.
• Never combine opioids with non-prescribed medicines.
• Never use street drugs or drink alcohol while taking opioids.
• Don’t take opioids in combination with tranquilizers. Serious risks are associated with combining opioids with tranquilizers. These risks include extreme sleepiness, slowed breathing and death. Let your healthcare provider know if you are taking tranquilizers.

Source: Karamesonline.com
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 themselves 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 any time 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.
Protect your child from the flu

The flu (influenza) is caused by a virus that's easy to spread, especially among kids in school or daycare. A child's immune system is not as well developed as an adult's. This means the flu can make children very sick. Also, children in daycare or school are very likely to bring the virus home to other family members.

**Flu symptoms**

Flu symptoms often come on quickly. Symptoms include:
- Fever
- Headache
- Feeling very tired (fatigue)
- Dry cough
- Sore throat
- Runny nose
- Muscle aches.

Children may also have upset stomach and vomiting. Some symptoms such as fatigue and cough can last many weeks.

**Call your child’s healthcare provider if your otherwise healthy child has:**
- Fever (see page 5)
- Shortness of breath or fast breathing
- Worsening symptoms, especially after a period of improvement
- Bluish-tinged skin
- Trouble waking up or is not alert
- Had a seizure caused by the fever
- Fever with rash
- Severe or continued vomiting
- Signs of dehydration. These include decreased urination (diapers not as wet as usual in a baby or toddler), dry mouth and no tears when crying.

To protect your child

Here’s how you can help your child stay healthy:
- Have your child get a flu vaccine every year, as soon as it is available in your area. This is your child's best chance to avoid the flu. The CDC recommends that infants and children get flu vaccines beginning at age 6 months. A nasal spray made of weakened virus is not recommended for the 2017-2018 flu season. The CDC says the nasal spray did not seem to protect against the flu over the last several flu seasons.
- Help your child wash his or her hands often.
- Don’t let your child drink from the same cup that others have used. And don’t share foods.
- Teach your children to cough or sneeze into their elbow, sleeve or a tissue. Teach them to wash their hands afterward.

If your child gets sick:
- Give your child plenty of fluids, such as an electrolyte solution, water, juice and soup.
- Make sure your child gets plenty of rest.
- Keep your child at home to prevent the spread of germs. Do so until at least 24 hours after the fever is gone.
- Use children’s strength medicine for symptoms. Discuss over-the-counter (OTC) medicines with your child's healthcare provider before using them. Note: Don't give OTC cough and cold medicines to a child younger than age 6, unless your child’s healthcare provider tells you to do so.
- Don’t give your child aspirin.
- Don’t give ibuprofen to an infant age 6 months or younger.
- Ask your child’s provider about antiviral medicine. If taken within the first 2 days of the flu, it can help your child have fewer symptoms and get well sooner.

Source: Kramesonline.com
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (PA Relay: 711).

SATENÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104 (PA Relay: 711).

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

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 (PA Relay: 711)。


말로하는: 결과 언어를 찾고, 당신의 서비스를 이용할 수 있습니다. 1-800-385-4104 (PA Relay: 711) 번으로 전화해 주십시오.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (PA RELAY: 711) 번으로 전화해 주십시오.

Translation: If you speak French, you have free language assistance services. Call 1-800-385-4104 (PA Relay: 711).

ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-800-385-4104 (PA Relay: 711).


ажай букв: иако аписо да паша, канка веста, таа изнекриеваша заха служба за съзряващите служители. Адресът е 1-800-385-4104 (PA Relay: 711).

KUJDES: Nése flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-385-4104 (PA Relay 711).

SUKNANT: जब तमें जुड़ते वेलदे हो, तो अनिश्चित भाषा सहायता सेवाओं को मुफ्त पूरा करें। कैल 1-800-385-4104 (PA Relay 711).


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


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