



Stay focused



AetnaBetterHealth.com/Florida

Aetna Better Health® of Florida

Value-added benefits.

At Aetna Better Health of Florida, a Florida Healthy Kids plan, we strive to provide the care and attention your child deserves. We are committed to helping your child improve their health and well-being through great services and benefits.

We offer these added benefits to our members at no cost (limitations apply).

- Health Risk Assessment completion: Members receive a \$15 gift card if they complete their assessment and see their primary care

provider for a well-child visit within the first 90 days of enrollment. If the member had a recent well-child visit, that should satisfy the well-child visit requirement.

- Transportation to specialists and dentists between 40 and 70 miles away from the member's home.
- CVS Health discount card for a 20% discount on CVS brand over-the-counter (OTC) health-related items.

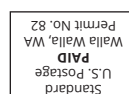
- After-school programs: Reimbursement of up to \$35 a year toward the membership fees to join the YMCA, 4-H, Boys & Girls Clubs of America, Boy Scouts, Girl Scouts of America or a team sport.
- Swim lessons/drowning prevention: Reimbursement up to \$50 for swimming lessons with drowning prevention by

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Aetna Better Health® of Florida
261 N. University Blvd.
Plantation, FL 33324

Healthy behaviors.

If you want to improve or keep your child's health, we have programs for your child!

Weight Loss Program.

Members who are overweight or obese can join. Your child will receive a fitness tracker and can also earn a reward for meeting their weight loss goals.

Tobacco/Vaping Cessation Program. Members who use tobacco and want to quit can join. Your child can get help quitting and earn a reward if they quit for three months. Your child can earn another reward after six months.

Substance Use Program. Members ages 13–18 who use drugs or alcohol and want to quit can join. Your child can get a reward after three months in the program. Your child can earn another reward after six months.

Pregnancy Program. All pregnant members can join. Your child can earn two boxes of diapers for getting the care they need.

To join or learn more about these programs, call Member Services at **1-844-528-5815 (TTY: 711)**.



Value-added benefits.

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- a certified swimming school or organization.
- Weight management program: Members receive a wearable Bluetooth® fitness tracker, nutrition counseling and gift cards.
- Tobacco/vaping cessation program: Members who want to stop use can receive up to two gift cards.
- Prenatal and postpartum program: Member can receive home diaper delivery.
- Substance use program: Members ages 13 to 18, with the completion of a six-month program, can receive gift cards worth up to \$40.
- Asthma program: Members receive \$60 for hypoallergenic bedding and an additional peak flow meter and spacer.

Call Member Services at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET, for more information.

3 reasons to make time for a well-child visit.

If your child is healthy and well, you want to keep them that way. Regular checkups — called well-child visits — can help you do that.

These visits take place when your child is healthy, not sick. That lets your doctor get to know you and your child — and focus on steps that can keep them safe.

Well-child visits also give you the chance to:

- 1. See if their growth is on track.** At each visit, your doctor will check your child's height and weight. You'll also talk about whether your child is learning and moving as they should. If not, finding out early can help make sure your child gets the help they need.
- 2. Keep current on shots.** Vaccines help prevent serious illnesses. Staying up-to-date is the best way to protect your child.
- 3. Talk about parenting concerns.** If you have questions about nutrition, sleep or behavior problems, this is a great time to ask.

Well-child visits start when your child is only a few days old. At first, your doctor will want to see your child every month, then every few months. Later, the checkups become a yearly visit.

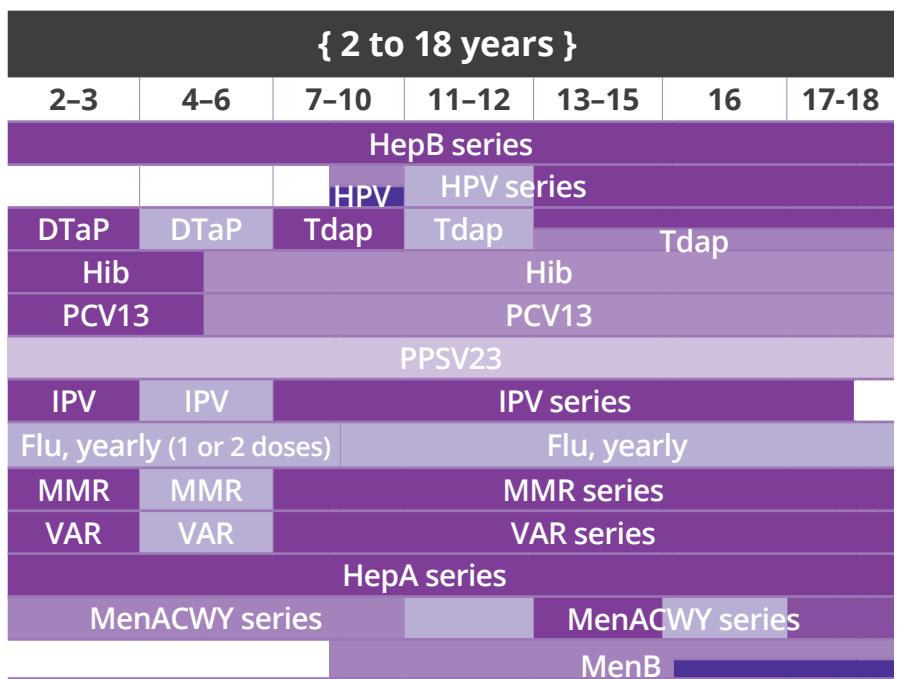
If you haven't kept up, it's not too late to start. Make the call today.

Source: American Academy of Pediatrics

Vaccines children and teens need.

Immunization schedule These are general recommendations for children 2 years and older. Talk with your doctor about what is right for your child.

- DTaP** = diphtheria, tetanus, pertussis (whooping cough)
- Flu** = influenza
- HepA** = hepatitis A
- HepB** = hepatitis B
- Hib** = *Haemophilus influenzae* type b
- HPV** = human papillomavirus
- IPV** = polio
- MenACWY** = meningococcal A, C, W, Y
- MenB** = meningococcal B
- MMR** = measles, mumps, rubella
- PCV13** = pneumococcal
- PPSV23** = pneumococcal
- Tdap** = tetanus, diphtheria, pertussis
- VAR** = varicella (chickenpox)



- Range of routinely recommended ages
- Range for catch-up immunizations
- Range for certain high-risk groups
- Range for non-high-risk groups subject to doctor's advice

Source: Centers for Disease Control and Prevention (2019)

10 things you can do for your mental health.

Try these tips to keep your balance or rebalance yourself.*

1. **Value yourself.** Treat yourself with kindness and respect and avoid self-criticism. Make time for your hobbies and favorite projects or broaden your horizons. Do a daily crossword puzzle, plant a garden, take dance lessons, learn to play an instrument or become fluent in another language.
2. **Take care of your body.** Taking care of yourself physically can improve your mental health. Be sure to:
 - Eat nutritious meals.
 - Avoid cigarettes. Get help to stop smoking.
 - Drink plenty of water.
 - Exercise, which helps decrease depression and anxiety and improve moods.
 - Get enough sleep.Researchers believe that



lack of sleep contributes to a high rate of depression in college students.

3. **Surround yourself with good people.** People with

strong family or social connections are generally healthier than those who lack a support network. Make plans with supportive family

A health risk assessment for your child.

Every new Aetna Better Health member will get a health survey call from Aetna Better Health. The name on your caller ID may show as "Aetna Medicaid."

During this call, you will be asked health questions about your child. These questions will help us better serve your child. Your answers are private. Our nurses use this information to provide you with health-related

education. This educational material may be mailed to you about a specific condition your child has. You may also get a call from an Aetna Better Health nurse.

The goal of these materials and calls is to help your child stay healthy. If you do not want a telephone health survey, call Member Services at **1-844-528-5815 (TTY/TDD: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET.



Transition of care.

If your child is a new member who is at this time in active care with a doctor and getting a covered service, we will help you with your child's coordination of care without requiring additional permission.

We will continue to pay for the care your child is receiving for 60 days from your child's enrollment date with no cost to you. Please call us at **1-844-528-5815 (TTY/TDD: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET, for more information.

members and friends or seek out activities where you can meet new people, such as a club, class or support group.

- 4. Give yourself.** Volunteer your time and energy to help someone else. You'll feel good about doing something tangible to help someone in need — and it's a great way to meet new people.
- 5. Learn how to deal with stress.** Like it or not, stress is a part of life. Practice good coping skills: do tai chi, exercise, take a nature walk, play with your pet, or try journal writing as a stress reducer. Also, remember to

smile and see the humor in life. Research shows that laughter can boost your immune system, ease pain, relax your body and reduce stress.

- 6. Quiet your mind.** Try meditating, mindfulness and/or prayer. Relaxation exercises and prayer can improve your state of mind and outlook on life. In fact, research shows that meditation may help you feel calm and enhance the effects of therapy.
- 7. Set realistic goals.** Decide what you want to achieve academically, professionally

and personally, and write down the steps you need to realize your goals. Aim high, but be realistic and don't over-schedule. You'll enjoy a tremendous sense of accomplishment and self-worth as you progress toward your goal.

- 8. Break up the monotony.** Although our routines make us more efficient and enhance our feelings of security and safety, a little change of pace can perk up a tedious schedule. Alter your jogging route, plan a road trip, take a walk in a different park, hang some new pictures or try a new restaurant.
- 9. Avoid alcohol and other drugs.** Keep alcohol use to a minimum and avoid other drugs. Sometimes people use alcohol and other drugs to self-medicate, but in reality, alcohol and other drugs only aggravate problems.
- 10. Get help when you need it.** Seeking help is a sign of strength — not a weakness. And it is important to remember that treatment is effective. People who get appropriate care can recover from mental illness and addiction and lead full, rewarding lives.

**Adapted from the National Mental Health Association/
National Council for Community Behavioral Healthcare*

Member rights and responsibilities.

We have adopted the Florida Member's Bill of Rights and Responsibilities. You can request a copy of it from your doctor or from Member Services.

Member rights

- You have the right to be treated with courtesy and respect.
- You have the right to have your privacy protected.
- You have the right to a response to questions and requests.
- You have the right to know who is providing services to you.
- You have the right to know the services that are available, including an interpreter if you don't speak English.
- You have the right to know the rules and regulations about your conduct.
- You have the right to be given information about your health.
- You have the right to refuse any treatment, except as otherwise provided by law.
- You have the right to get service from out-of-network providers.
- You have the right to get family planning services without prior authorization.
- You have the right to be given information and counseling on the financial resources for your care.

- You have the right to know if the provider or facility accepts the assignment rate.
- You have the right to receive an estimate of charges for your care.
- You have the right to receive a bill and to have the charges explained.
- You have the right to be treated regardless of race, national origin, religion, handicap or source of payment.
- You have the right to be treated in an emergency.
- You have the right to participate in experimental research.
- You have the right to file a grievance if you think your rights have been violated.
- You have the right to information about our doctors.
- You have the right to be treated with respect and with due consideration for your dignity and privacy.
- You have the right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- You have the right to participate in decisions regarding your health care, including the right to refuse treatment.
- You have the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- You have the right to request and receive a copy of your medical records and request that they be amended or corrected.
- You have the right to be furnished health care services in accordance with federal and state regulations.
- You are free to exercise your rights, and the exercise of those rights does not adversely affect the way the health plan and its providers or the state agency treats you.

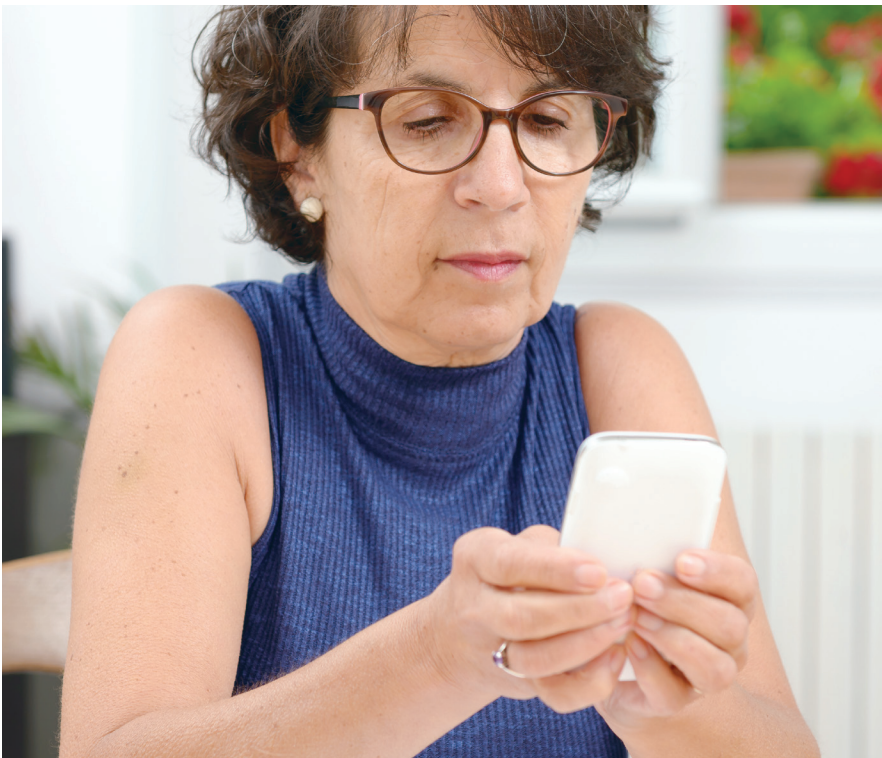
Member responsibilities

- You should provide accurate and complete information about your health.
- You should report unexpected changes in your condition.
- You should report that you understand your care and what is expected of you.
- You should follow the treatment plan recommended.
- You should keep appointments.
- You should follow your doctor's instructions.
- You should make sure your health care bills are paid.
- You should follow health care facility rules and regulations.

Your child's privacy is important to us.

Your child's privacy matters. We respect your child's privacy. As required by the Health Insurance Portability and Accountability Act (HIPAA), Aetna, and each member of the Aetna family of companies, is giving you important information about how your child's medical and personal information may be used and about how you can access this information. Please review the Notice of Privacy Practices in your child's Member Handbook carefully.

If you have any questions, please call Member Services at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET.



24-hour Nurse Helpline.

Do you have a medical question and don't know what to do? Call our 24-hour Nurse Helpline. Our Nurse Helpline can help answer specific health questions. You can also get advice on what to do when your child needs health care.

The toll-free number for the Nurse Helpline is **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET. You can also find the Nurse Helpline number on the back of your child's Aetna Better Health ID card.

Member portal.

Get the most out of your child's health plan. Sign up for our personalized, secure member website. You can use the site to manage your child's plan benefits and meet your child's health goals. The site lets you:

- Change your child's doctor
- Update your child's contact information
- Find forms or get new member ID cards
- View your child's personal health history
- Track your child's health goals
- See the status of your child's claim
- Get personalized health information
- Research prescription drugs
- Find support

Sign up today. It's easy.

If you're ready to start using this secure online tool, you can register online. Or you can sign up over the phone by calling Member Services Monday through Friday, 7:30 AM to 7:30 PM ET, at **1-844-528-5815 (TTY: 711)**.

Keep in mind that you'll need your child's health plan member ID and a current email address to create an account.

Your child's provider directory.

Learn about listed providers.

You may want to know more about your child's provider. Check your child's provider directory at [AetnaBetterHealth.com/Florida/Find-Provider](https://www.aetna.com/betterhealth/florida/find-provider). You can find out if the provider is taking new patients or if the office is accessible to people with disabilities. You can also find the basics, like:

- Provider name, address and phone number
- Provider specialty and board certification (look for a star showing certification)
- Provider spoken languages
- Other details

Learn about providers not listed

You may want to know more about a provider who is not listed in the directory. Just

call **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET. We have the most current information about network providers. You can find out things like where they went to school or did their residency.

Need to learn about a provider's board certification? Just visit **CertificationMatters.org**. This is the American Board of Medical Specialties.

If you would like a copy of the provider directory at no cost to you, you can call us at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET. You can also go to our website, [AetnaBetterHealth.com/Florida](https://www.aetna.com/betterhealth/florida), to view and print a copy or use our online provider

search tool. Select "Find a Provider/Pharmacy." Then select "How to Find a Provider."

Other important information

- You may choose to have all of your family members served by the same primary care provider (PCP), or you may choose different PCPs.
- If you have a change in your address or phone number, please call Member Services toll-free at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET. Or go to [AetnaBetterHealth.com/Florida](https://www.aetna.com/betterhealth/florida).
- If your child is getting care with a provider and is new to Aetna Better Health, call us at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET, for help. Your child may be able to continue to see the same provider. We will help coordinate your child's care so they do not need additional authorizations.

If you have any questions, please call Member Services toll-free at **1-844-528-5815 (TTY: 711)**, Monday through Friday, 7:30 AM to 7:30 PM ET.





Pharmacy: Find important prescription drug information on our website.

You can find the formulary on our website at **AetnaBetterHealth.com/Florida**. Select “For Members.” Choose “Pharmacy Benefits.” Click “Formulary Drug List,” then “Preferred Drug List.”

Updates are made regularly to the formulary and Agency for Health Care Administration (AHCA) Preferred Drug List (PDL). You can find these changes on our website at **AetnaBetterHealth.com/Florida**. Select “For Members.” Choose “Pharmacy Benefits.” Click “Medicaid Formulary Updates” and then “Updates.”

Aetna Better Health of Florida also covers drugs and products that are not on the AHCA PDL. This list is called the supplemental formulary.

You can find this list and updates to the list on our website at **AetnaBetterHealth.com/Florida**. Select “For Members.” Choose “Pharmacy Benefits.” Click “Formulary Drug List.”

Our utilization management policy.

Our utilization management program helps our members get medically necessary health care services in the most cost-effective setting under their benefit package. We work with members and physicians to evaluate services for medical appropriateness, timeliness and cost.

- Our decisions are based entirely on appropriateness of care and service and the existence of coverage, using nationally recognized guidelines and resources.
- We do not pay or reward practitioners, employees or other individuals for denying coverage of care.
- Financial incentives do not encourage our staff to make denials of coverage. In fact, our utilization review staff is trained to focus on the risks of members not adequately using certain services.
- We do not encourage utilization decisions that result in underutilization.

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Florida. This is general health information that 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. Aetna Better Health of Florida is a Florida Healthy Kids plan. Health and wellness or prevention information.

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AETNA BETTER HEALTH® OF FLORIDA

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **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 or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is 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, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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.

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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 the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).

FRENCH CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **1-800-385-4104** (TTY: **711**).

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **1-800-385-4104** (TTY: **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。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS: **711**).

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**)