

# Let's explore



[AetnaBetterHealth.com/Kansas](https://AetnaBetterHealth.com/Kansas)

Aetna Better Health of Kansas

## Three 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.

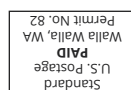
Well-child visits start when your child is only a few days old. At first, your doctor will want to see your child every month, then every few months. Later, the checkups become a yearly visit.

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

*Source: American Academy of Pediatrics*

Summer 2020

XX-XX-XX-XX  
FK4.5



Aetna Better Health® of Kansas  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210

## Disease management.

We have a disease management program to help if you have certain conditions.

We have programs for:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Heart failure (HF)
- Diabetes
- Depression
- Coronary artery disease (CAD)

Call us at **1-855-221-5656 (TTY: 711)** for help in managing your disease. We can help you or your child learn to manage these chronic conditions and lead a healthier life.

You can learn about these programs in your Member Handbook and online at **AetnaBetterHealth.com/Kansas**.

### As a member, you are eligible to participate

If you are diagnosed with any of these chronic conditions or at risk for them, you may be enrolled in our disease management program.



You can also ask your provider to request a referral. If you want to know more about our disease management programs, call us at **1-855-221-5656 (TTY: 711)**.

### I do not want to participate

You have the right to make decisions about your health care. If we contact you to join in one of our programs, you may refuse. If you are already in one of our programs, you may choose to stop at any time by contacting us at **1-855-221-5656 (TTY: 711)**.

---

## Know the warning signs of suicide.

Being able to spot the warning signs of suicide could save a life.

Reach out for help if someone you know:

- Talks about wanting to kill themselves
- Talks about wanting to die or not having a reason to live
- Researches or plans ways to kill themselves
- Talks about not wanting to be a burden to others
- Seems to think about death and dying all the time
- Says goodbye to friends and family
- Takes risks with their life
- Says they feel guilty, ashamed or trapped
- Acts anxious or restless
- Acts angry or talks about revenge
- Seems to be in a lot of pain
- Has trouble eating or sleeping
- Has drastic mood swings or changes in behavior
- Withdraws from people
- Loses interest in school, work or hobbies
- Makes a will or puts their affairs in order
- Gives away things that mean a lot to them
- Has had big, recent losses

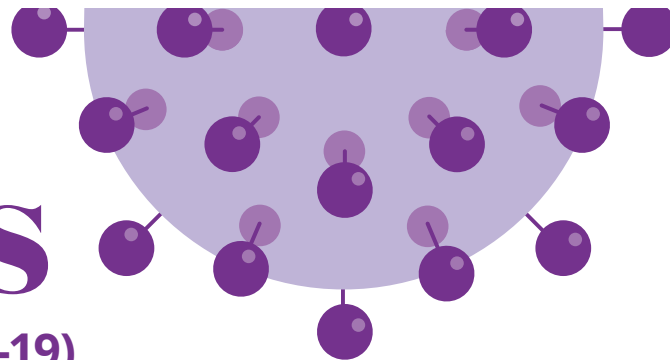
- Loses interest in how they look
- Uses alcohol or drugs more than usual

### Get help right away

If you or someone else is thinking of suicide, reach out. Call **911** or the National Suicide Prevention Hotline at **1-800-273-TALK (1-800-273-8255)**. Or contact the Crisis Text Line (text **HELLO** to **741741**). Help is here.

*Sources: American Psychological Association; National Institute of Mental Health*

# Do's and don'ts



of the coronavirus disease (COVID-19).



## Do:



Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.



Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.



Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.



Call your health care provider if you have symptoms. Let them know you may have the virus.



Wear a cloth face mask in public.



## Don't:



Touch your eyes, nose and mouth with unwashed hands.



Spend time with people who are sick.



Go out in public if you're sick unless it's to get medical care.



Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

*Source: Centers for Disease Control and Prevention*

## Contact us



Aetna Better Health® of Kansas  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210  
[AetnaBetterHealth.com/Kansas](https://www.AetnaBetterHealth.com/Kansas)

Member Services: **1-855-221-5656 (TTY: 711)**  
24 hours a day, 7 days a week  
Nurse Line: **1-855-221-5656 (TTY: 711)**  
Transportation: **1-866-252-5634 (TTY: 711)**

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Kansas. This newsletter contains 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.

2020 © Coffey Communications, Inc. All rights reserved.

## 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:
  - Qualified sign language interpreters
  - 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:
  - Qualified interpreters
  - 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](mailto: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.

## Aviso sobre la no discriminación

Aetna cumple con las leyes de derechos civiles federales aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo. Tampoco excluye a las personas ni las trata de forma diferente por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo.

Aetna brinda lo siguiente:

- Asistencia y servicios gratuitos a personas con discapacidad para que puedan comunicarse con nosotros de manera eficaz, como los siguientes:
  - Intérpretes del lenguaje de señas calificados.
  - Información escrita en otros formatos (en letra grande, audio, formatos electrónicos accesibles, etc.).
- Servicios de idiomas gratuitos a personas cuyo idioma primario no es el inglés, como los siguientes:
  - Intérpretes calificados.
  - Información escrita en otros idiomas.

Si necesita un intérprete calificado, información escrita en otros formatos, traducciones u otros servicios, llame al número de teléfono que figura en su tarjeta de identificación o al **1-800-385-4104**.

Si cree que Aetna no le ha brindado estos servicios o lo ha discriminado de alguna otra forma por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo, puede presentar una reclamación a nuestro coordinador de derechos civiles a la siguiente dirección:

**Dirección:** Attn: Civil Rights Coordinator  
4500 East Cotton Center Boulevard, Phoenix, AZ 85040

**Teléfono:** 1-888-234-7358 (TTY: 711)

**Correo electrónico:** [MedicaidCRCoordinator@Aetna.com](mailto:MedicaidCRCoordinator@Aetna.com)

Usted puede presentar una reclamación personalmente, por correo postal o correo electrónico. Si necesita ayuda para presentar una reclamación, nuestro coordinador de derechos civiles está disponible para ayudarlo.

También puede presentar una queja sobre derechos civiles en el portal para quejas de la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos ingresando en <https://OCRPortal.HHS.gov/ocr/portal/lobby.jsf>. Además, puede hacerlo por correo postal o por teléfono: 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). Los formularios de quejas se encuentran disponibles en <http://www.HHS.gov/OCR/Office/File/Index.html>.

"Aetna" es el nombre comercial que se utiliza en los productos y servicios proporcionados por una o más de las compañías subsidiarias del grupo Aetna, entre las que se incluyen Aetna Life Insurance Company y sus filiales.

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Lao	ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Burmese	သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Hmong	Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.
Persian Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.
Swahili	Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.