



Member Newsletter

Fall 2020



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



AetnaBetterHealth.com/Pennsylvania

Aetna Better Health® Kids

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Complaints and Grievances

We take member complaints and grievances very seriously

We want you to be happy with services you get from us and our providers. If you're not happy, we want you to let us know. Filing a complaint or grievance will not affect your health care services or Medicaid eligibility. We want to know what is wrong so we can make our services better.

How to file a complaint

If you have a complaint, please contact us. If you want an Enrollee Advocate, we'll help. You can file a grievance by:

- Calling us toll-free at **1-800-822-2447** or **TTY: 711**
- Asking and giving permission for your provider to file a grievance for you
- Writing to us at:
Aetna Better Health of Pennsylvania
Complaint and Grievance Department
1425 Union Meeting Road
Blue Bell, PA 19422
Fax number: 860 754 1757

How to file a grievance

We must approve many services ahead of time in order to pay for them. If we decide not to pay for a service, we'll write to you and tell you why. We'll send you a "Notice of Action" letter if we:

- Decide not to approve a request for a service
- Approve only part of a request for a service

The "Notice of Action" letter will tell you the reasons. If you don't agree with it, you can file a grievance. You must send your appeal to us in writing. You can call us first at **1-800-822-2447** or **TTY: 711**. However, **you must follow up by sending your grievance in writing within 60 days.**

You can write to us at:

Aetna Better Health of Pennsylvania
Attn: Complaint and Grievance Department
1425 Union Meeting Road
Blue Bell, PA 19422
Fax number: 1 860 754 1757



Aetna Better Health Kids offers family planning services to members!

We cover family planning services for your child. These are the professional services provided by your child's PCP or OB GYN provider related to:

- Prescribing, fitting and/or insertion of birth control
- Family planning education and counseling

Copayments for family planning benefits can vary depending on the provider performing the service:

Provider Performing Service	Copay Range
PCP	\$0 - \$25
OB Gyn	\$0 - \$15

Long-acting reversible contraceptives

One type of birth control that you can ask your child's doctor about is long-acting reversible contraceptives (LARC). These include:

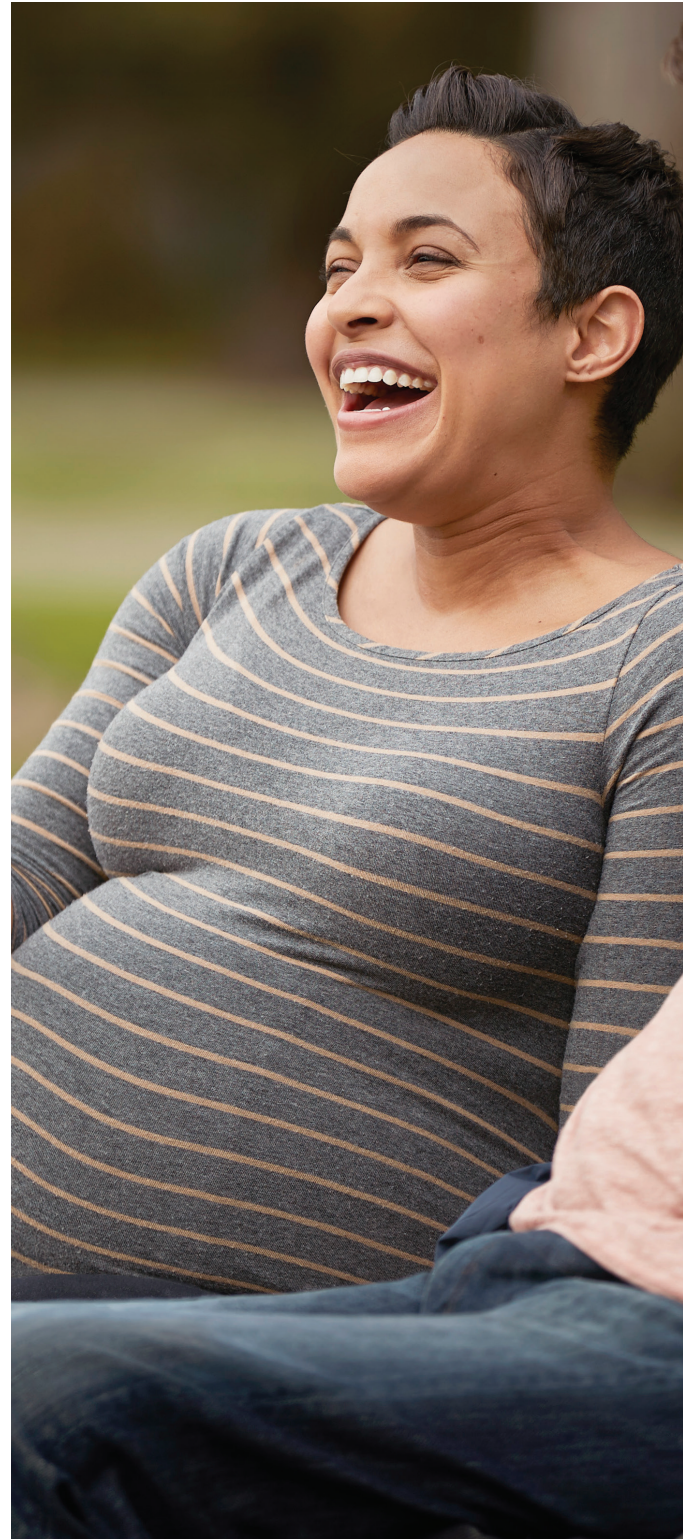
- Intra Uterine Devices (Mirena and Paragard)
- Subdermal contraceptive implants (Nexplanon)

LARC are a covered benefit for Aetna Better Health Kids members!

What are the benefits of LARC?

- They help prevent unwanted pregnancies
- They are safe for women of all ages (including teenagers)
- They can be inserted right after having a baby
- They will not affect fertility

Call your child's doctor today to see if LARC is the right choice. If you need help making an appointment, just call Member Services at **1-800-822-2447 (TTY: 711)**.





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

Even during COVID-19, don't skip your child's shots

Families are focused on staying healthy during the pandemic. And that's the right thing to do. But health experts have an important reminder for parents. COVID-19 prevention shouldn't mean skipping your child's vaccines.

Vaccines help protect kids of all ages from serious diseases. Those include diseases like whooping cough and measles. The Centers for Disease Control and Prevention recommends children get many of their shots by age 2.

Schedule your child's shots

Doctors' offices are taking steps to keep their patients safe during checkups and vaccine visits.

If you think you may have fallen behind on your child's shots, talk to their doctor. They can fill you in on vaccine recommendations for your child.

Here are some shots that kids of different ages may need.

Infants and toddlers (birth to age 2 years)

- DTaP (diphtheria, tetanus and pertussis).
- MMR (measles, mumps and rubella).
- Chickenpox.
- Pneumonia.
- Hepatitis A and B.
- Polio.

Preschoolers and school-aged kids (ages 3 to 10)

- DTaP (diphtheria, tetanus and pertussis).
- MMR (measles, mumps and rubella).
- Chickenpox.
- Polio.

Preteens and teens (ages 11 to 18)

- HPV.
- Meningitis.
- Tdap (tetanus, diphtheria, pertussis).

Catch up on preventive care

Early in the COVID-19 pandemic, many people put off in-person doctor visits in order to help slow the spread of the coronavirus. For you and your family, that may have meant avoiding some routine care. But now it's time to catch up on any preventive health services you missed.

A good way to stay healthy

Preventive care includes screening tests, vaccines and wellness checkups that help you stay healthy.

It includes things like:

- Mammograms and Pap tests for women.
- Screenings for heart disease and cancer.
- Childhood vaccines and well-child visits.
- Flu and pneumonia shots.
- Routine checkups where you can get advice about diet, exercise and safety.

Most health plans cover preventive care services like these. So don't put them off. It's safe to visit your doctor again—and doing so helps keep you and your family healthy.

Sources:

American Academy of Family Physicians; HealthCare.gov

Reviewed 7/13/2020

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Change to our Notice of Privacy Practices

Recently we added an update to our Notice of Privacy Practices. Here is what we added:

Race/Ethnicity and Language Data

We may get information related to your race, ethnicity and language. We protect this information as described in this notice. We use this information to:

- Make sure you get the care you need
- Create programs to improve health outcomes
- Create health education information • Let the doctors know about your language needs.

We do not use this information to:

- Determine benefits
- Pay claims
- Determine your cost or eligibility for benefits
- Discriminate against members for any reason
- Determine health care or administrative service availability or access

To view the entire Notice of Privacy Practices, click [here](#).



Is your child moving from pediatric to adult care?

You've seen your child pass many milestones. Now he or she is nearing adulthood. And there's a milestone coming up you may not have thought about. Your child will need to switch from pediatric to adult care—and may need to find a new doctor.

This change should occur between the ages of 18 and 21. You can help your child prepare by making sure he or she knows the answers to these questions:

- What kind of health insurance do I have?
- Do I know my medical history?
- What medicines do I take and why?
- Am I allergic to any medicines?

We have trained professionals on staff to help you. We'll work with you to get the right care for your child's special needs. call us at **1-800-822-2447** or **PA Relay: 711**.



Be prepared with an Advance Directive

Staying healthy is a goal we all want. However, sometimes things happen suddenly. It's always good to prepare for things we don't expect. Advance Directives help you be prepared. Advance Directives are instructions about your medical care if you are not able to make those decisions. An Advance Directive becomes 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 kinds 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 information about Advance Directives, just visit our website: aetnabetterhealth.com/pennsylvania.



Parents: Stay the course with ADHD treatments

Medicine can make a big difference in the lives of kids with attention-deficit/hyperactivity disorder (ADHD). It can help them focus more and fidget less—at home and school. It can help them have better social skills too.

The most widely used ADHD drugs are called stimulants. They have a calming effect in people with ADHD. Studies show that about 80% of kids with ADHD improve a great deal with this medicine. But it must be taken as directed.

Work with your child's provider

There are different kinds of stimulants. And some children respond to one but not another. That means it can take some time and more than one follow-up visit with a primary care provider to find the right stimulant at the right dose. Make one follow-up visit within 20 days of starting the medicine. Then schedule two more visits during the year.

The best way to find an effective match is to work closely with your child's primary care provider. Keep an eye on your child's behavior. And tell your provider if your child's symptoms improve or, as important, get worse.

Watch for side effects too. Most can be eased—for example, by adjusting the medicine's dose.

Be aware, too, that medicine is never a replacement for other ways to help your child control their behavior, such as rewarding positive changes or using calm discipline.

One last tip: No matter how much your child improves, stick with your child's treatment plan, including their medicine. Never stop your child's medicine without an OK from your child's provider.

Sources:
American Academy of Family Physicians; American Academy of Pediatrics; Centers for Disease Control and Prevention

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Nondiscrimination Notice

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

Aetna Better Health Kids provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats).

Aetna Better Health Kids provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact Aetna Better Health Kids at 1-800-822-2447.

If you believe that Aetna Better Health Kids 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:

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone with the U.S. Department of Health and Human Services, Office for Civil Rights 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).

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

Multi-Language Interpreter Services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 1-800-628-3323).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 1-800-628-3323).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-822-2447 (телетайп: 1-800-628-3323).

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 1-800-822-2447 (TTY: 1-800-628-3323)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-822-2447 (TTY: 1-800-628-3323).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-822-2447 (رقم هاتف الصم والبكم: 1-800-628-3323).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरु निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-822-2447 (टिटिवाइ: 1-800-628-3323) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-822-2447 (TTY: 1-800-628-3323) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-822-2447 (TTY: 1-800-628-3323)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-822-2447 (ATS : 1-800-628-3323).

သတိပြုရန် - အကယုၣ် သဠည ဝုမန္တစကား ကို ဝေပုဟပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံကို စီစဉ်ဆွဲကြံပေးပါမည်။ ဖုန်းနံပါတ် 1-800-822-2447 (TTY: 1-800-628-3323) သို့ ဝေခင့်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-822-2447 (TTY: 1-800-628-3323).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-822-2447 (TTY: 1-800-628-3323).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-822-2447 (TTY: 1-800-628-3323).