



Welcome to Aetna Better Health[®] of Texas STAR Kids

Thank you for joining Aetna Better Health of Texas. We look forward to working with you or your child's health care providers to make sure you or your child gets the care they need.

Important information as you transition to Aetna Better Health of Texas

We are here to make sure your transition is as seamless and easy as possible for you and your family. We are working hard to bring all providers that our new members have been seeing into our network.

We will offer a 12-month continuity of care period. During this time we will honor out-of-network visits to providers for our new members previously saw with Children's Medical Center Health Plan (CMC). And we will work on adding these providers to our network. If you know of a provider that needs to be brought into our network reach out to Member Services.

Do you have my or my child's records from Dallas Children's Medical Center Health Plan?

Aetna Better Health of Texas will obtain all information related to your or your child's care. We will honor the existing care plan until we develop a new one. Your service coordinator will contact you to discuss your needs and services.

I or my child is currently pregnant, and the doctor is not in the Aetna Better Health of Texas network. Will I need to change my doctor?

If you are pregnant at the time of transition and are past the 24th week of pregnancy, you can remain under your current OB/GYN's care through your postpartum checkup. Even if the OB/GYN provider is, or will become, out of our network.

Telemedicine

Do you offer any services on the phone or by facetime?

We want you to have access to care when you or your child needs it. We know that when someone does not feel well, getting to a doctor is not always easy. That is why we offer MDLIVE telemedicine services to our members. MDLIVE provides quick access to board-certified primary care doctors. Doctors are available for medical

visits 24 hours a day, 7 days a week, 365 days a year. MDLIVE is available at **no charge** to our Medicaid members.

This does not replace your you or child's PCP. It is just another choice for quality care when you can't easily talk with the PCP.

During this time of COVID-19, many providers, including behavioral health providers, are offering telemedicine visits for services in place of traditional office visits, TH Steps/well child visits, sick visits and follow ups.

Pharmacy

Will my medication authorizations remain in place?

CMC will send all current authorizations, including medication authorizations, to Aetna Better Health of Texas. The authorization number will remain the same.

Will I have to change my pharmacy?

As long as your pharmacy is in our network, you can continue to use your current pharmacy.

Will I be able to continue receiving the medication my doctor prescribed?

The medications covered by the Texas Vendor Drug program are the same regardless of your managed care organization (MCO).

Service Coordination

Will my or my child's service coordinator change?

You or your child's service coordinator may change. Your new service coordinator will contact you as quickly as possible. If you have questions or concerns you can call **1-844-STRKIDS (1-844-787-5437) (TTY: 1-800-735-2989)** and press 2 to talk with our Service Coordination team.

My child is turning 21, can they receive transition services?

Aetna Better Health of Texas has a team of transition specialists who work with adolescent and young adult members. They help our members to have a successful transition out of STAR Kids.

Transition specialists can:

- Prepare your child for transition to adulthood.
- Provide education to assist with self-management.
- Help with applying for community services and resources.
- Help identify future employment and employment training chances.
- Identifying adult providers.

If you have any questions or concerns call Service Coordination at **1-844-STRKIDS (1-844-787-5437) (TTY: 1-800-735-2989)** . Ask to talk with a transition specialist.

Contacting Aetna Better Health of Texas

There are several ways to reach Aetna Better Health of Texas. Here is a list of our phone numbers to help you transition from the numbers you previously called to reach CMC.

	Aetna Better Health of Texas	Previous numbers called to reach Dallas Children’s Medical Center Health Plan
Member Services	1-844-787-5437 (press 3) available 24/7	
Service Coordination	1-844-787-5437 (press 2) available 24/7	1-877-782-6440
Behavioral Health Hotline	1-844-787-5437 (press 1) available 24/7	1-844-231-7950
UM/Prior Authorization	1-844-787-5437 (press 3) available 24/7	1-800-947-4969
24-Hour Nurse Line	1-844-787-5437 (press 6) available 24/7	
Pharmacy help desk	1-844-787-5437 (press 3) available 24/7	
Vision	1-800-879-6901	1-800-879-6901
Dental	1-800-516-0165	