



Connect



AetnaBetterHealth.com/Florida

Aetna Better Health® of Florida

Mental health and well-being

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 or get help to stop smoking.
- Drink plenty of water.
- Exercise, which helps decrease depression and anxiety and improve mood.
- Get enough sleep.

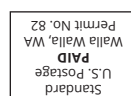
3. **Surround yourself with good people.** People with strong family or social connections are generally healthier than those who lack a support network. Make plans with supportive family members and friends or seek out activities where you can meet new people, such as a club, class, or support group.

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

Mental health and well-being

Continued from front page

- 4. Give your time.** 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.

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



Nurse Helpline

Do you have a medical question and don't know what to do? Call our 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.

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.

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.

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

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 to 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)**.

Make sure to get your child's shots

The chart below summarizes the Centers for Disease Control and Prevention's (CDC) recommended immunizations. You can visit its website at **CDC.gov/Vaccines/Schedules/Easy-to-Read** to get this information.

Age	Immunization
Birth	HepB (hepatitis B)
1-2 months	HepB
2 months	RV (rotavirus), DTaP (diphtheria, tetanus and pertussis), IPV (polio), Hib (<i>Haemophilus influenzae</i> type b), PCV (pneumococcal)
4 months	RV, DTaP, IPV, Hib, PCV
6-18 months	HepB, IPV, influenza (every year)
12-15 months	Hib, MMR (measles, mumps and rubella), PCV, varicella (chickenpox)
12-23 months	HepA (hepatitis A)
15-18 months	DTaP
4-6 years	MMR, DTaP, IPV, varicella
11-12 years	Tdap (tetanus, diphtheria and pertussis), HPV (human papillomavirus), MCV4 (meningococcal conjugate) If your child is catching up on missed vaccines, he/she may need MMR, varicella, HepB and IPV
13-18 years	If your child is catching up on missed vaccines, he/she may need Tdap, HPV and MCV4
16 years	Booster
Every year starting at 6 months of age	Influenza

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 a certified swimming school or organization.



- Weight Management Program: Members receive a wearable Bluetooth® fitness tracker, nutritional 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.

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.



Pharmacy

Find important prescription drug information on our website

You can go to our website at **AetnaBetterHealth.com/Florida** to find the formulary. Select “For Members.” Choose “Pharmacy Benefits.” Click “Formulary Drug List,” then “Formulary Search Tool” under the heading for Florida Healthy Kids Members.

Updates are made regularly to the preferred drug list. You can find these changes on our website at **AetnaBetterHealth.com/Florida** under “For Providers.” Choose “Pharmacy” from the menu on the left, then click “Preferred Drug List & Formulary Updates.” Select “Healthy Kids Formulary Updates.”

Aetna Better Health of Florida also covers drugs and products that are not on the preferred drug list. This list is called the supplemental formulary and is also available on the website under the “For Members” section.



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

Your child’s primary care provider

Having a primary care provider (PCP) for your child is very important to managing their health. It’s always best to have a doctor you can count on, and your child’s PCP is that person. Choosing the right PCP can be a little overwhelming. We’re here to support and inform you so that you can make the best choice for your family. Visit **AetnaBetterHealth.com/florida/find-provider** to find providers in our network.

What do I do after I choose a PCP?

Once you’ve chosen a PCP for your child, it’s time to make an appointment for their wellness visit

or annual checkup. Your child’s PCP will look at their medical history and give them a checkup. The PCP can begin any new treatment that might be needed. They will also talk to you and your child about preventive care. And they can even refer you to a specialist if your child needs one.

Can I change my child’s PCP?

You can always change your child’s PCP to another doctor in our network at any time. Just call Member Services at **1-844-528-5815 (TTY: 711)** or visit the secure Member Portal. In most cases, your child’s PCP will change on the first day of the month following your request.

Your child's provider directory

Learn about listed providers

You may want to know more about your child's provider. Go to [AetnaBetterHealth.com/florida/find-provider](https://www.aetna.com/betterhealth/florida/find-provider) to check your child's provider directory. 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](https://www.certificationmatters.org), the American Board of Medical Specialties website.

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 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.



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.

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.

- 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 treat you.

- You have a right to receive information on member rights and responsibilities.
- You have a right to voice a complaint about care the organization provides.
- You have a right to make recommendations regarding the organization's member rights and responsibilities policy.

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.
- You should listen to your provider, ask questions and follow instructions for care you have agreed to with your practitioner.

Important behavioral health news

You recently received a letter about a change to your child's behavioral health services. As of March 1, 2022, Beacon will no longer be managing behavioral health services. Aetna Better Health of Florida will handle all of your behavioral health needs.

There is no action you need to take at this time. Your child's benefits will be the same as they are today.

We are also making every effort to keep the same providers contracted through Aetna Better Health. Our behavioral health network of providers will be listed on our website as of March 1.

If you have questions, please call Member Services at **1-844-528-5815 (TTY: 711)**.

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

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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**)