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wellness&you

Your Aetna Better Health® member newsletter

FAMILY HEALTH



Your guide to well-child visits

Regular checkups help kids stay healthy. This guide explains when to schedule visits and what to expect.

Well-child visits are routine checkups for kids. They help your child grow and stay on track. They start when babies are a few days old. And they go on until your child turns 20.

At each visit, the provider checks your child from head to toe. They may also give vaccines (shots) and do screenings.

You can ask questions at every visit. And you can share any changes in sleep, mood, eating or school.

Kids need more visits in the first three years. That's because babies and toddlers develop so quickly. After that, most kids go once a year.

Well-child visits *continued on page 2*

Your child's care is covered

Well-child visits are covered at no cost to you. It's all part of the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program. The building blocks of EPSDT are:

- **Early:** Finding health concerns that need care early
- **Periodic:** Getting regular health checks
- **Screening:** Checking your child's body, mind, teeth, vision and hearing
- **Diagnostic:** Further testing when problems or risks are found
- **Treatment:** Correcting or improving health problems

The EPSDT benefit covers all medically necessary and preventive care, at no cost, for members up to age 21. For more info, see your member handbook or call Member Services.

What to expect at a well-child visit

Babies

3 to 5 days, 1 month, 2 months, 4 months, 6 months, 9 months

The PCP will measure your baby's head and height at every visit. They'll ask about their feeding and sleeping schedule, too. They'll also answer questions you have.

Toddlers

12 months, 15 months, 18 months, 24 months

The PCP will ask how your child is eating, sleeping and playing. They'll check milestones. Is your child talking or walking? Do they like to explore?

Little kids

Once a year

Kids learn new skills fast. The PCP will want to know if your child can put on clothes by themself, for example. They may talk about behavior, too, and can share tips for routines.

School-age kids

Once a year

The PCP may start checking your child's blood pressure at every visit. They'll want to talk to you and your child about school and friendships. They can also help you deal with screen time and other issues, like bullying.

Teenagers

Once a year

At this age, the PCP may want to talk to your child without you for part of the visit. They may do a screening for depression. And you'll get a chance to talk to them about your concerns, like driving safety, smoking, safe sex and more.



Be on the lookout

Changes are coming to the 2026 Member Handbook. Go to **AetnaBetterHealth.com/michigan/member-materials-forms.html** to view the handbook. Or call us to have a print copy mailed to you.

We care about your privacy

We protect your personal health information (PHI). That includes your race, ethnicity, language, sexual orientation, disability status and social needs info. We only share your info as allowed by law. You have rights over your health data. That includes how it's used and who can access it. Go to **AetnaBetterHealth.com/health-optimization-disclaimer.html** to learn more about your privacy rights and how we protect your data.

Understanding diabetes

Diabetes is a chronic (life-long) illness that affects how your body uses food for energy. It's common — about one in eight Americans has the condition. And it can affect children and adults.

There is no cure for diabetes. But there are ways to manage it. With the right care, people of all ages can live healthy lives.

Know your risk

Anyone can get diabetes. But healthy habits — like eating healthy, staying active and keeping a healthy weight — can lower your risk.

Signs of diabetes can be hard to spot. You may not notice any signs at all. Your provider can test you for diabetes. Talk to them about your risk level and if you should get tested.

How to manage diabetes

You and your doctor will work together to come up with a plan that works for you. They may prescribe medicine to help manage your blood sugar. People with type 1 diabetes usually take insulin. They may also prescribe a statin to lower your risk of heart disease.

You also play a big role in managing your diabetes every day. Your provider may refer you to a diabetes self-management education (DSME) program. You'll learn the skills you need to live well with diabetes.

Managing your blood sugar every day is key to staying healthy. Over time, high blood sugar can hurt your heart, eyes, kidneys, nerves and more. Regular screenings can help catch these problems early, when they are easier to treat.



Key diabetes checkups

High blood sugar can lead to damage to your eyes, kidney, heart and nerves over time. If you have diabetes, talk to your provider about these tests and any others you may need:

- **A1C test:** Checks your average blood sugar over several months
- **Eye exam:** To check for damage to your retina
- **Kidney tests:** To make sure they are working like they should
- **Cholesterol test**: To check for heart disease risk
- **Foot check:** To check for nerve damage

Need help coordinating your care? Your plan comes with a care manager that can help coordinate the care you get from providers, fee-for-service Medicaid and other social services. Call us at **1-866-316-3784 (TTY: 711)** or go to **AetnaBetterHealth.com/michigan** for help.

Stop these common oral health problems

Taking care of your mouth is a key part of your overall health. Daily habits and regular dental visits can help prevent these common oral health problems.

Keep up with dental visits



Babies should see a dentist as soon as their first tooth appears, or by their first birthday.

Kids and adults should see their dentist every six months for routine cleaning and checkup. Some people may need to go more often based on their health.

Cavities

What is it	Who is at risk	How to prevent it
Cavities are holes in your teeth. They happen when sugar and germs damage the tooth. They are painful and can lead to infections.	Babies, young kids and teens tend to get more cavities. But adults can get them, too.	Floss and brush daily with fluoride toothpaste. Ask about dental sealants for kids. They can protect their new permanent teeth.

Gum disease

What is it	Who is at risk	How to prevent it
Gum disease is caused by plaque (a sticky film of germs) on teeth. It can harm the bones that support your teeth and even spread to other parts of your body.	Smokers, people with diabetes and people who don't brush or floss daily.	Brush and floss every day. Get regular cleanings at the dentist.

Tooth loss

What is it	Who is at risk	How to prevent it
Gum disease, cavities or accidents can cause adults to lose teeth. Losing a tooth can make it harder to eat and talk.	Older adults and people who don't get regular dental care.	Brush and floss every day. See a dentist for checkups and cleanings regularly.

Dry mouth

What is it	Who is at risk	How to prevent it
Saliva protects your teeth and mouth from harmful germs. Some medicines or health conditions can cause your mouth to make less saliva. Not drinking enough water can also cause dry mouth.	Older adults and adults who take certain medicines.	Sip water often. Try chewing sugar-free gum. Special mouth-wash could also help.

How to protect your child from lead at home

Lead is a metal that's found in some older houses, water pipes, soil and other everyday items. Even small amounts can harm a child's brain, growth and learning. But these steps can help keep your kids safe.

Get your home tested. Was your home built before 1978? If so, it may contain lead-based paint. Contact your local health department about getting it tested for lead. Or, ask your landlord about lead.

Fix peeling or chipping paint. Hire a certified lead professional to repair paint safely. Cover peeling paint with duct tape or contact paper until repairs are complete.

Dust often. Lead can spread in dust. Clean your floors and windowsills often. Use a wet mop or rag to catch dust.

Watch for lead in water. Run tap water for a few minutes before using it. Use cold tap water for drinking, cooking and making baby formula.

Watch where your child plays. Soil near old homes may contain lead. Stop kids from playing in dirt and wash their hands often. Keep doormats outside your home. And take your shoes off at the door to avoid tracking dirt in the house.

Lead screening

You may not notice signs of lead poisoning right away. But a simple blood test can check your child's blood lead levels. Children on Medicaid must be tested at 12 months and 24 months. Children ages 2 to 6 years old need testing if they never received one. Ask your child's doctor about lead testing or possible exposure.



How we make decisions about your care

Our utilization management (UM) program ensures you get the right care in the right setting when you need it. UM staff can help you and your doctors make decisions about your health care.

When we make decisions, it's important for you to remember the following:

- We make UM decisions by looking at your benefits and clinical guidelines for the most appropriate care and service. We consider your needs, evidence-based practice and availability of care. You also must have active coverage.
- We don't reward doctors or other people for denying coverage or care.
- Our employees do not get any incentives to reduce the services you receive.

If you have questions about UM, call Member Services. They can also help if you need language translation or assistance.

Get more tips for healthy living. Our health and wellness library is packed with info to help you feel your best. Check it out at **AetnaBetterHealth.com/education**.

How to tell if your child is being bullied

Bullying can happen to any child, at any age. Learn how to spot the warning signs — and how to support your child.



Bullying can take many forms. It can be physical, like hitting or pushing. Or it can be verbal or social. That can include teasing or leaving someone out. Bullying can also happen online — often out of sight from adults.

Kids don't always tell someone when bullying is happening. That's why knowing the warning signs can help you step in early.

Signs of bullying in young kids

- Unexplained bruises, cuts or injuries
- "Lost" or damaged items
- Fear of going to school or riding the bus
- Frequent headaches or stomachaches
- Asking for help with things they used to do on their own

Signs of bullying in older kids

- Being more irritable or withdrawn at home
- Sudden change in friend groups or stopping contact with certain friends
- Quitting activities they used to enjoy
- Lower self-esteem
- Failing grades or more trouble at school
- Changes in eating habits, like skipping meals or overeating
- Spending much more or much less time on their phone or online

Keep in mind, your child might not show clear signs of being bullied. Check in with them often, even when things seem "fine."

What to do if your child is being bullied

Start by listening. Let them know it's not their fault, and you're glad they told you. Feeling believed and supported can help your child open up.

Ask gentle questions. Avoid rushing to fix everything right away. Some kids want advice. Others just want to talk.

You can also take action. If bullying is happening at school, reach out to school staff. Ask what they will do next. Keeping notes about what's happening and when can be helpful.

Get help right away if your child ever talks about hurting themselves, feeling hopeless or wanting to disappear.

Contact a health care provider or school counselor. You can also call or text **988**. Or chat at **chat.988lifeline.org** anytime.

Get help in a crisis. The 988 Suicide & Crisis Lifeline provides private, no-cost counseling and emotional support. Call or text **988** or chat at **988lifeline.org** for help. You can get help 24 hours a day, 7 days a week.

What to know about substance use disorder

Many people struggle with alcohol or drug use. Learn the signs and how to get help.

Substance use disorder (SUD) is a medical condition. It's not a personal failure or lack of willpower.

SUD changes how the brain works. It makes it hard to control alcohol or drug use, even when it causes harm. With the right care and support, people can recover.

Learn the signs and treatment options. Then take the next step.

Signs of substance use disorder

Substance use can change how people think, feel and behave. Not everyone shows the same signs, but common ones include:

- Wanting to use alcohol or drugs every day or many times a day
- Needing more of the drug to feel the same effect
- Thinking about using or getting high most of the time
- Spending money you don't have on alcohol or drugs
- Doing risky things, such as driving while high or stealing
- Keeping using even when it causes problems with family, friends or coworkers
- Losing interest in activities you enjoyed
- Missing school or work, or having trouble at your job
- Changes in health, like low energy or weight changes



If you notice several of these signs, it may be time to talk with a health care provider.

Getting treatment

Substance use disorder is a disease. People usually cannot stop on their own without support. Treatment helps, especially when you start early.

Talk therapy: Counseling may take place one-on-one or in a group. A counselor can help you:

- Find triggers
- Understand your substance use
- Learn healthy ways to cope

Medications: Some medicines can lower cravings and ease withdrawal symptoms. That can help lower the chances of starting again.

Medication-Assisted Treatment (MAT): MAT combines medicine and counseling.

Your provider can help guide your care. If you ever end up in the ER for an overdose or mental health crisis, call your provider. It's best to see them within a week. That way, they can help plan the next steps and start your ongoing care.

Your member handbook

Your Aetna Better Health® member handbook includes everything you need to know about your health plan. Here's what you can find:

- Benefits and services that are covered, and those that are not.
- How to get your medicine and other rules about pharmacy benefits.
- Copayments and other expenses that may apply to you.
- How to get language help.
- Benefit restrictions outside of the Aetna service area.
- How to submit a claim.
- How to get info about providers in the Aetna network.
- How to get primary care services.
- How to get specialty care. This includes:
  - Behavioral health care.
  - Hospital services.
  - Care for specific conditions.
- How to get a referral.
- How to get care after normal office hours, plus how and when to use emergency room care.
- How to get care outside of your service area.
- How to file a complaint or grievance.
- How to appeal a decision that affects your coverage, benefits or relationship with your plan.



- How we make decisions about new technology we may include as a covered benefit.
- How we make decisions about your care (called utilization management).
- How your plan coordinates services for members receiving services in fee-for-service Medicaid.
- How your plan offers communication assistance, free of charge, for members that need special communication and language services.
- How to access auxiliary aids and services for members with disabilities free of charge.
- Your member rights and responsibilities and a notice of privacy practices.

The member handbook is updated every year. If there are major changes, we will send you a letter about them at least 30 days before the changes are effective.

You can view your handbook online at **AetnaBetterHealth.com/michigan/member-materials-forms.html.** Or call us at **1-866-316-3784 (TTY: 711)** to have a print copy mailed to you at no cost. You can also ask for your handbook in another language or another format, such as large print or audio.

Your handbook complies with applicable federal and state laws.

- Title VI of the Civil Rights Act of 1964 as implemented by regulations at 45 CFR part 80.
- The Age Discrimination Act of 1975 as implemented by regulations at 45 CFR part 91.
- The Rehabilitation Act of 1973.
- Title IX of the Education Amendments of 1972 (regarding education programs and activities).
- Titles II and III of the Americans with Disabilities Act; and section 1557 of the Patient Protection and Affordable Care Act.

How to report fraud, waste and abuse

Aetna Better Health® of Michigan is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

What are fraud, waste and abuse?

Fraud: When someone lies to get money or services.

Waste: When someone overuses resources they don't need.

Abuse: When someone takes money for services when they haven't earned payment.

How to report fraud, waste or abuse

If you see fraud, waste or abuse, report it right away.

Here's how:

- Go to **AetnaBetterHealth.com/michigan/medicaid-fraud-abuse-form.html**
- Call the Aetna Better Health Fraud and Abuse hotline at **1-800-338-6361 (TTY: 711)**
- Notify the Michigan Department of Health, Office of the Inspector General: **Michigan.gov/mdhhs/doing-business/providers/providers/billingreimbursement/report-medicaid-fraud-and-abuse**



Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Michigan. And you can remain anonymous.

Everyone can help prevent fraud, waste or abuse. Failure to report such events could result in fines and other criminal penalties.

Visit **AetnaBetterHealth.com/michigan/medicaid-fraud-abuse.html** for more info.

Your voice shapes better care.
Your feedback helps us improve the care we provide to members like you. If you get a survey, please take a few moments to complete it. Your answers are private. We value your honest feedback.

Nondiscrimination Notice

Aetna Better Health® of Michigan 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, sex, sexual orientation, gender identity, health status or need for health care services.

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 sexual orientation or gender identity, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
PO Box 818001, Cleveland OH 44181-8001
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**.

This notice is available at the Aetna Better Health website: **AetnaBetterHealth.com/Michigan**

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Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **877-833-0870** (TTY **711**).
Arabic	ملاحظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية المجانية متوفرة لك. يرجى الاتصال على **877-833-0870** (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 **877-833-0870** (TTY **711**)
Syriac (Assyrian)	ܚܘܫܒܐ: ܐܢ ܐܢܬ ܡܬܟܠܡ ܠܫܢ̈ܐ ܣܘܪܝܝܐ، ܐܝܟ ܕܡ ܫܝ ܠܟ ܫܝܪ̈ܘܬ ܥܙܪ̈ܐ ܕܠܫܢ̈ܐ ܒܠܠ ܚܠܦ. ܐܬܨܠ ܠ **877-833-0870** (TTY **711**).
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **877-833-0870** (TTY **711**).
Albanian	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **877-833-0870** (TTY **711**).
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **877-833-0870** (TTY **711**)번으로 전화해 주십시오.
Bengali	লক্ষ্য করুনঃ আপনি যদি বাংলা ভাষায় কথা বলতে পারেন, বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। অনুগ্রহ করে **1-877-833-0870** (TTY **711**) নম্বরে ফোন করুন।
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **877-833-0870** (TTY **711**).
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer **877-833-0870** (TTY **711**).
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **877-833-0870** (TTY **711**).
Japanese	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**877-833-0870**（TTY **711**）まで、お電話にてご連絡ください
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **877-833-0870** (телетайп **711**).
Serbo-Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **877-833-0870** (TTY Telefon za osobe sa oštećenim govorom ili sluhom **711**).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **877-833-0870** (TTY **711**).