



Fall 2021

AetnaBetterHealth.com/Pennsylvania



Aetna Better Health® Kids

A CHIP Health Plan

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Lead Poisoning Awareness

What parents need to know

Lead used to be all around us—and it is still in a lot of things. It can be in old paint, water pipes and even the soil. That's a problem because when children swallow lead, it can harm their brains.

Now there are laws designed to help keep lead out of people's homes. If you live in an older building, however, your child might still be exposed. As a parent, there's plenty you can do to lower the risk of lead poisoning. For instance:

- **Find out if your home has been tested.**
Talk with your local health department about getting your home tested for lead if it was built before 1978. That's when lead in paint was banned. If you rent, ask your landlord about lead, ideally before you sign a lease.

Should your child be tested?

A blood test is the only way to know if a child has been exposed to lead. If there's any chance your kids have come into contact with lead, ask your doctor if it's time for a test.

- **Reduce lead in the water.**
If you haven't used the tap in more than six hours, run the water for several minutes before using it. Use cold water for making baby formula, drinking and cooking. Hot water contains more lead from aging pipes.
- **Clean older homes often.**
Use a wet mop or rag to dust floors and windowsills. This helps keep lead dust from spreading.
- **Keep kids away from peeling paint.**
Cover it with duct tape or contact paper until it can be safely removed by professionals.
- **Renovate carefully.**
Repairs that aren't done the right way can create lead dust. Make sure the contractor is certified by the Environmental Protection Agency.
- **Watch where your child plays.**
If you live near older homes, there might be lead in the soil. Kids shouldn't play in that dirt.

Sources: American Academy of Family Physicians; American Academy of Pediatrics; Centers for Disease Control and Prevention
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Self-Care for You and Your Child

Self-care means taking charge of your health or your child's health. It includes visiting your doctor, taking care of your body, and doing things that make you feel happy.

Self-care includes well visits

A well visit is a good time to talk about any concerns you may have about your child's or your own health. You can also learn how your child is growing. You should schedule a well visit for yourself once a year. Young children may need to visit more often. Ask your doctor to find out when to visit.

Preparing for your doctor visit

The best results happen when you help make your own health plan for yourself or your child. Think of yourself as a partner with the doctor. When visiting a doctor:

- **Before:** Plan ahead and list your thoughts
- **During:** Ask questions to understand
- **After:** Follow through with the plan you and your doctor made.

Understand your doctor

You have the right to ask the doctor questions. It's important to understand what your doctor is saying. Ask your doctor to explain using different words if you don't understand.

It can be stressful, so write down your thoughts and questions before visiting the office. This will help you talk with your doctor. Then you can make notes about the responses.

List how you or your child feels

- Physically: Tired, sore throat, joint pain, fever
- Emotionally: Worried, depressed, happy

Questions to ask

- When will my child or I start to feel better?
- What are signs that the sickness is getting worse?
- When do I call or come back for another visit?
- Do I need tests? Can you help schedule them?

Ask for a referral if you feel your health condition needs more specialized care.

Tips for self-care

- Make play time fun time with your child. Focus on playing and only playing – no TV or social media. Fun helps you to lower stress.
- Make time for a walk or to exercise. Your child will enjoy fresh air too.
- Eat healthy foods and have less sugary drinks. Healthy foods help your child grow and both of you keep a healthy weight.
- Visit your dentist to check your child's teeth and your own. A healthy smile is important to each of you for your full body health.

You and your child deserve to feel good about healthcare. Aetna Better Health® Kids is here to help. Call Member Services **1-800-822-2447** (TTY: 711).

[Search for a provider](#)

Member Rights and Responsibilities

Aetna Better Health® Kids members have certain rights and responsibilities. To learn more about your rights and responsibilities you can:

- Look in your Member Handbook
- View them on [our website](#)
- Call Member Services at **1-800-822-2447 (TTY: 711)**



My Friend Is Talking About Suicide. What Should I Do?



Warning signs of suicide

Everyone feels sad, depressed, stressed, or angry sometimes — especially when dealing with the pressures of school, friends, and family. But some people may feel sadness or hopelessness that won't go away, along with thoughts of suicide.

You may have heard that people who talk about suicide won't actually go through with it. That's not true. People who talk about suicide may be likely to try it.

Immediate warning signs that someone may be thinking of suicide include:

- Talking about suicide or death in general
- Looking online for ways to kill oneself or buying items to use in a suicide attempt
- Talking about feeling hopeless or having no reason to live
- Engaging in self-destructive behavior (drinking a lot of alcohol, taking drugs, driving too fast, or cutting, for example)
- Visiting or calling people to say goodbye
- Giving away possessions.

The important thing is to notify a responsible adult. It may be tempting to try to help your friend on your own, but it's always safest to get help.

Source: Nemours KidsHealth



What can I do?

Ask: If you have a friend who's talking about suicide or showing other warning signs, don't wait to see if they start to feel better. Talk about it. Ask them directly if they're having thoughts of suicide. Having someone care enough to ask these questions can help save your friend's life.

Some people (both teens and adults) are reluctant to ask teens if they've been thinking about suicide or hurting themselves. They might worry that, by asking, they're planting the idea of suicide. Research has proven this to be 100% untrue. If you're worried — ask.

Asking someone if they're having thoughts about suicide can be hard. It can help to let your friend know why you're asking. For instance, you might say, "I've noticed that you've been talking a lot about wanting to be dead. Have you been having thoughts about trying to kill yourself?" Be prepared for their answer and be ready to talk to a trusted adult at home or at school to get the help needed.

Tell: If your friend asks you to keep these thoughts a secret, let them know you care about them and need to share this with a trusted adult. It may feel like you're betraying your friend, but you should always tell a trusted adult. Share your concerns with an adult as soon as possible.



You also can turn to these resources for 24/7 help:

National Suicide Prevention Lifeline

- Call **800-273-TALK (8255)**
- Text **CONNECT** to **741741**
- You also can contact them through suicidepreventionlifeline.org.

Trevor Lifeline for LGBTQ community

- Call **1-866-488-7386**
- Text **START** to **678678**
- You also can contact them through thetrevorproject.org.



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** (TTY: 711).



Your Privacy Matters

We understand the importance of keeping your child's protected health information (PHI) secure and private. We are required by law to provide you with the Notice of Privacy Practices. This notice tells you of your child's rights about the privacy of your PHI. It tells you how we may use and share your child's personal information. You can request a copy at any time.

Both Aetna Better Health® and your providers make sure that all enrollee records are kept safe and private. You can [access our privacy policy](#) here.

You'll find a link to information on our privacy practices at the bottom of our home page. If you have any questions, Member Services can help. Just call **1-800-822-2447** (TTY: 711).





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 CHIP 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** (TTY: 711)
- Asking and giving permission for your provider to file a grievance for you
- Writing to us at:
Aetna Better Health® Kids
Complaint and Grievance Department
PO Box 81139
5801 Postal Road
Cleveland, OH 44181
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 reason why the service is not being covered. 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** (PA Relay: 711). However, you must follow up by sending your grievance in writing within 60 days.

You can write to us at:

Aetna Better Health® Kids
Attn: Complaint and Grievance Department
PO Box 81139
5801 Postal Road
Cleveland, OH 44181
Fax number: **1-860-754-1757**



Complaint and Grievance Address Change

Our Complaint and Grievance mailing address has changed to:

Aetna Better Health® Kids
Complaint and Grievance Department
PO Box 81139
5801 Postal Road
Cleveland, OH 44181



Still need a COVID-19 Vaccine?

COVID-19 vaccinations are still available to Aetna Better Health Kids members at no cost. To find a vaccination site near you, go to [Vaccines.gov](https://www.vaccines.gov) or visit a [CVS Pharmacy](#) or other pharmacy near you. Have questions? Ask your child's pediatrician if the vaccine is suggested at your child's age.



Surviving Cold and Flu Season

It's that time of year again—when everybody seems to have a sore throat, a cough or the sniffles. It can seem almost impossible to avoid getting sick yourself.

The good news? You can take steps to keep your family well. More good news? If one of you does get sick, you probably won't have to see a doctor to get well again.

How to avoid getting sick

- Talk with your provider about getting a flu shot — it is the best way to help protect yourself and your loved ones against the flu.
- Besides that, one of the best ways to protect yourself against germs is by washing your hands often. Use soap to scrub your hands under warm, running water.
- Try to stay away from people who are sick so you don't get their germs.

How to feel better

If you do get sick, it's likely you'll get better on your own. Antibiotics don't work on colds and most sore throats, and they won't help you get well.

Here are some good steps to take instead:

- Get lots of rest.
- Drink plenty of fluids.
- Avoid smoking or secondhand smoke.
- Gargle with salt water to ease a sore throat.
- Breathe in steam from a bowl of hot water or a shower.
- Use over-the-counter medicines to relieve pain or fever. (Never give aspirin to children, though.)

When to see a doctor

Call your doctor's office if you or your child isn't getting any better—or if you get worse. For an infant, call your doctor if your baby isn't eating, has no tears when they cry or has a fever with a rash.

Sources: Centers for Disease Control and Prevention; U.S. Food and Drug Administration



Get the Aetna Better Health Mobile App

With the Aetna Better Health app, you can get on demand access to the tools you need to stay healthy. It's easy. Just download the app to your mobile device or tablet.

Mobile app features

- Find a Provider
- View or request your Member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other member details.



Download App

To get the mobile app, you can download it from Apple's App Store or Google's Play Store. It's free to download. This app is available on certain devices and operating systems (OS).

To access any of the menu items, you will need to register.

- If you have registered for the Member Portal on your health plan's website you are already registered.
- If you have not, you can register through the app.
- Just have your member ID card with you.



It's Time to Get Your Flu Shot

If there's one thing you can count on from year to year, it's another flu season.

You don't want to get the flu—it's a miserable experience. And you might not have to. Getting a flu vaccine each fall can nearly cut your risk in half.

Everyone 6 months and older needs a yearly flu vaccine, the Centers for Disease Control and Prevention recommends.

Getting vaccinated is even more important if you or someone you live with is at higher risk for complications from the flu.

This group includes:

- Older adults
- Pregnant women
- Young children
- People with chronic health problems, such as asthma, diabetes, heart disease or cancer.

People in high-risk groups are more vulnerable to flu complications. They may become very sick if they get the flu. Some may have to go to a hospital.

But remember: Almost everyone should get a new flu vaccine every year. Even healthy people can get sick and pass it on. And past vaccines won't protect you because flu viruses always change.

It takes two weeks to build immunity to the flu virus. So try to get vaccinated by the end of October each year. That way your body will be ready to fight the flu when it gets here.

Too busy to make an appointment with your PCP to get your flu shot? You can get your no cost flu shot at any _____ or many other pharmacies

Additional source: U.S. Department of Health and Human Services

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

ENGLISH: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-385-4104** (PA Relay: **711**).

SPANISH: ATENCIÓN: Si usted habla español, los servicios de ayuda de idioma, sin ningún costo, están disponibles para usted. Llamar al **1-800-385-4104** (PA Relay: **711**).

RUSSIAN: ВНИМАНИЕ: Если Вы говорите на русском языке, Вам предлагаются бесплатные переводческие услуги. Позвоните по номеру **1-800-385-4104** (PA Relay: **711**).

CHINESE: 注意：如果您說普通話，您可以免費獲得語言幫助。請致電**1-800-385-4104**（聽障專線：711）。

VIETNAMESE: LƯU Ý: Nếu quý vị nói [Tiếng Việt], chúng tôi sẽ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số **1-800-385-4104** (PA Relay: **711**).

ARABIC: يرجى الانتباه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم **1-800-385-4104** إذا كنت تعان من الصمم أو ضعف السمع فاتصل بخدمات الربط PA Relay على الرقم: **711**

NEPALI: ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। **1-800-385-4104** मा फोन गर्नुहोस् (PA Relay: **711**)

KOREAN: 주의: 한국어를 사용하실 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-385-4104** (PA 중계 서비스: **711**)번으로 연락해 주십시오.

MON KHMER: ត្រូវចងចាំ ៖ ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមហៅទូរស័ព្ទមកលេខ **1-800-385-4104** (PA Relay: **711**)។

FRENCH: ATTENTION: si vous parlez Français, vous pouvez bénéficier gratuitement des services d'assistance linguistique. Appelez le **1-800-385-4104** (PA Relay: **711**).

BURMESE: ဂရုပြုရန်-သင်သည် မြန်မာဘာသာစကားကိုပြောဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **1-800-385-4104** (PA ရိုလေး: **-711**) ကို ခေါ်ဆိုပါ။

FRENCH CREOLE: ATANSYON: Si ou pale Kreyòl Ayisyen, wap jwenn sèvis asistans pou lang, gratis, ki disponib. Rele nan **1-800-385-4104** (Sèvis Relè PA: **711**).

PORTUGUESE: ATENÇÃO: se falar Português, os serviços gratuitos de assistência linguística estão disponíveis para você. Ligue para **1-800-385-4104** (PA Ramal: **711**).

BENGALI: মন দিচ্ছে দেখুন: আপনি যদি বাংলা বলেন, আপনার জনস্ব বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-385-4104** (PA Relay: **711**)

ALBANIAN: VINI RE: Nëse flisni shqip, shërbime të ndihmës gjuhësore janë në dispozicionin tuaj, pa ndonjë pagesë. Telefononi **1-800-385-4104** (Personat me problem në dëgjim, PA Relay: **711**).

GUJARATI: ગુજરાતી: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કૌલ કરો **1-800-385-4104** (PA રિલે: **711**)