

FAMILY HEALTH



Protect your child with these key vaccines

The flu shot isn't the only vaccine that can help keep you and your family healthy this winter. Here are four covered vaccines to know about.

Flu

The Centers for Disease Control and Prevention (CDC) says that everyone 6 months and older should get a flu shot every year in the fall.

Pneumonia

Pneumonia is a lung infection that can cause serious illness in young children and older adults. The CDC recommends all children under 5 and adults over 65 get the shot. People with certain medical conditions

may need the vaccine, too. Ask your provider if you or your children should get vaccinated.

COVID-19

New boosters protect against the latest COVID strains. Ask your provider if a new booster is available, and if you should get it.

Respiratory Syncytial Virus (RSV)

RSV is a common virus that can cause cold-like symptoms. Older adults are more likely

to be hospitalized from RSV. Experts recommend adults 60 and older get vaccinated. Ask your provider if the RSV shot is right for you.



Your plan covers these vaccines and others at no extra cost to you. Your child can even earn rewards for getting certain vaccines. Talk to your care manager or call Member Services for more information.

TIME TO RENEW?

You must renew your child's CHIP coverage every year. Look for your renewal notice in the mail.

Visit aetna.com/fa24pa-1 or scan the QR code below to learn more.





Caring for kids with ADHD: It's a team effort

It may take a village to raise a child, but it takes a care team to help kids with Attention Deficit Hyperactivity Disorder (ADHD) thrive.

Team-based care, where school staff and health care providers work together, can make managing ADHD easier. Here are some key members to have on your child's ADHD care team.

1 You. You know your child better than anyone else. You can tell when they're doing well or struggling. And you're their number one ally.

2 Your child. Even young kids can be part of their own care team. Make sure your child knows they can tell you

if they're struggling or if some part of their care plan isn't working for them.

3 Your child's provider. That could be either your family physician or your pediatrician. They're responsible for managing your child's medicines, care plan and overall health.

4 School staff. From classroom teachers to coaches, school staff spend a big chunk of the day with your child. They may have insights to offer. Plus, they can help adapt classroom strategies to your child's needs. And don't forget the school nurse. They can help manage medicine during the school day. And they can check in on daily progress.

5 Your child's therapist. Not all kids with ADHD have mental health issues. But a therapist can still help with social skills and managing emotions. With a trained therapist, your child can sort through their experiences and find healthy ways to cope.

Know your rights. Aetna Better Health® Kids members have certain rights and responsibilities. View your rights and responsibilities online at [AetnaBetterHealth.com/pennsylvania/medicaid-rights-responsibilities.html](https://www.aetnabetterhealth.com/pennsylvania/medicaid-rights-responsibilities.html) or in your Member Handbook.

Primary care, urgent care or ER?

When your child is sick or injured, there are many places you can go for care. But going to the right place can get you the right care at the right time (and for the right cost).

- **Primary care:** Your child’s primary care provider is your go-to source for your child’s health care. You’ll visit them for regular checkups and health issues. You can also see them for non-urgent health concerns.
- **Urgent care:** These clinics can provide care for emergencies that are not life-threatening. You can go here for things like a sprained ankle, minor cuts and burns or minor illnesses like the flu.
- **Emergency room (ER):** ERs handle life-threatening emergencies. That includes things like serious injuries, major burns, poisoning, or heart attack and stroke symptoms.

Check out the chart below for examples of where to go in different situations. Remember to take your Aetna Better Health® member ID card with you wherever you go for care.



You can talk to a nurse anytime

Still not sure where to go for care? Call the 24-Hour Nurse Line at **1-800-822-2447 (TTY: 711)**. We’ll connect you with a registered nurse who can answer your questions. They can help you decide where to go for care, or help you treat the problem at home. Best of all? You can get this service at no extra cost.







PROBLEM	WHERE TO GET CARE
You’ve cut your hand and may need stitches.	Urgent care. They can check to make sure there’s no nerve or tendon damage and stitch you up, if you need it.
You’ve spotted a strange freckle or mole.	Primary care. They can see if the mark is a problem and refer you to a dermatologist (if you need one).
You slipped and fell on your arm, and you’re worried it’s broken.	Urgent care. Many centers can give you an X-ray and cast (if it’s broken). Plus, you can get a prescription for pain medicine if you need it.
You banged your head and lost consciousness (blacked out).	Emergency room. You may need a PET or CT scan to check for serious injury. The providers there can prescribe medicine if you need it.
You’re having sudden confusion and weakness in your face, arm or leg.	These could be signs of a stroke. Call 911 right away.

Keep your benefits at your fingertips. Access your plan anywhere through the online Member Portal or on our app. View claims, search our Community Resource Directory and much more! Go to [AetnaBetterHealth.com/pennsylvania/member-portal](https://www.aetna.com/betterhealth/pennsylvania/member-portal) to get started.

Stock a healthy pantry

Eating healthy isn't always easy. But it's important for staying well and feeling your best. Luckily, there is a simple trick to make sure your meals are full of nutrients: Stock your pantry with go-to staples that have a long shelf life. Here are six budget-friendly foods that dietitians recommend you keep in the kitchen.



SUPER FOOD	WHY IT'S GOOD FOR YOU	WHAT TO MAKE
 Canned beans	All beans have nutrients like protein, iron, zinc, fiber and potassium. Plus, they can last for up to five years in your pantry.	Make a quick lunch by mashing the canned beans and spreading them on toast with your favorite seasoning.
 Peanut butter	Peanut butter is loaded with protein and amino acids, which give you energy and help strengthen your muscles.	A classic peanut butter and jelly sandwich. Use whole-wheat bread for extra nutrients.
 Brown rice	Brown rice is a whole grain that's full of fiber. It breaks down slowly in your body and doesn't raise your blood sugar levels as much as white rice.	Pair brown rice with chicken and your favorite veggies for a simple dinner.
 Whole-wheat pasta	Whole-wheat foods are whole grains. Research shows that eating more whole grains lowers the risk of death from stroke and heart attack.	Try some spaghetti with marinara sauce for a quick dinner. Tomato-based sauces are low in calories and saturated fat.
 Canned fish	Fish is a good source of omega-3s, which help keep your heart and arteries healthy.	Mix canned fish with light mayo or Greek yogurt for a simple salad.
 Nuts and seeds	Nuts and seeds are small but mighty. They contain protein and minerals, which you need to keep your bones and muscles healthy.	Keep them in your pantry for a quick and nutritious snack.

Get healthy meals at your doorstep. Aetna Better Health® Kids has partnered with MANNA to provide medically tailored meals to members with certain diagnoses, like diabetes or obesity. For more information, call our Special Needs Unit at **1-855-346-9828 (TTY: 711)**.



Take advantage of these enhanced benefits

We want your child to be as healthy as they can be. That's why we offer extra benefits that go beyond your standard health coverage.



OTC benefit

Get \$30 in over-the-counter (OTC) products every month for each member, delivered at no cost.



Medication lockbox

You can request a lockbox to keep medications safely locked away from kids.



Medically tailored meals

We've partnered with MANNA to provide medically tailored meals to members with certain diagnoses. This benefit includes a dietitian consultation, dietary education and meal delivery.



Kids' sports physical

Each child can get one Sports Physical each year in addition to their covered annual physical.



Transportation

We've teamed up with Modivcare to provide no-cost rides to medical appointments.



Enhanced dental benefit

In addition to your regular dental benefits, Aetna Better Health® Kids now offers crowns that look like a real tooth for children with dental caries of their baby teeth.

OTC benefits made easy

The OTC Health Solutions app makes it easier to use your OTC benefit. With the app, you can:

- View your current balance
- Scan items to confirm eligibility
- Check out with a digital barcode
- Find CVS® stores near you that accept your benefits

Search "OTC Health Solutions" in your smartphone's app store to get started.



Enhanced vision benefit

Members can get up to \$180 applied toward the purchase of fashion frames. You can use this extra benefit once each calendar year.



Pyx behavioral health app

The Pyx Health mobile app and trained staff provide relatable, positive support to help teens with their mental health. Download the Pyx Health app to get started.

Go to [AetnaBetterHealth.com/pennsylvania/whats-covered.html](https://www.aetna.com/betterhealth/pennsylvania/whats-covered.html) to learn about these benefits and more.



Learn more about your plan with your Member Handbook.

Visit aetna.com/fa24pa-2 or scan the QR code to view it online. Or call Member Services at 1-800-822-2447 (TTY: 711) to have your handbook mailed to you.

Get check-ups, get rewards

Everyone has different health needs. And we want to help your child reach their health goals. The Aetna Better Health® Kids Enrollee Rewards Program rewards your child when they complete any of these healthy actions.



PROGRAMS			
Lead screening	Well Child First 15 months	Childhood immunizations (like the flu shot)	Adolescent immunizations (HPV vaccine)
Lead poisoning can cause serious health issues. Every child should have one lead screening before turning 2.	Newborns and infants need more regular visits to their primary care provider (PCP) than older children. This is to make sure they are developing normally for their age.	Completing vaccines on schedule helps protect your child against diseases such as the flu.	The HPV vaccine can protect your child against various cancers later in life.
WHO QUALIFIES			
Babies 0 to 2 years old	Babies 0 to 15 months old	Babies 0 to 2 years old	Kids 9 to 13 years old
HEALTH ACTION REQUIRED*			
Lead screening (blood test) completed before 2nd birthday	6 well visits before the child is 15 months old	A flu shot completed before 2nd birthday	Complete HPV vaccines series (2 or 3 doses) before 13th birthday
REWARD EARNED			
\$30 gift card	\$30 gift card	\$30 gift card	\$30 gift card

*Health actions must be completed before 12/31/24

Healthier happens together

Join the Member Advisory Committee (MAC) and let your voice be heard



We'd like to know your thoughts about your child's plan — or just anything about health that's on your mind! When you join the MAC, you can give feedback on member care, benefits and services you receive from us. The MAC can also make recommendations on our educational materials, prevention and wellness programs, outreach efforts, website and more.

MAC meetings are held several times a year. All meetings are virtual and last only an hour. After you register, you'll receive a link via email. You can choose whether you want to participate by phone or by video.

To join you must be:

- A parent/guardian of an Aetna Better Health® Kids member who has been enrolled for 90 days
- Willing to attend meetings by phone or video 2-4 times a year*

For more information about MAC, call **1-800-822-2447 (TTY: 711)**

Caring and helpful resources are just around the corner

You can find support and services near you with the Community Resource Directory (CRD) tool in your Member Portal. You'll find food and housing services, wellness and mental health support and more. You can also find resources and provide feedback through the CRD.

How to get to the CRD:

- 1** Log in to your Member Portal, or sign up if you don't already have an account.
- 2** Under the "Resources" column, go to "Community Resource Directory."

Enrollee Rewards Program FAQs

When will I get my rewards?

Rewards are paid after we receive the claim from your provider. Please allow 4-6 weeks after a claim has been submitted to receive the reward.

What type of gift card will I receive?

Gift cards are reloadable and can be used at any participating retailer found on mybenefitscenter.com.
**Some restrictions apply.*

Can I redeem my card for cash?

No. Your card can only be used to purchase approved products at a store. However, the card is reloadable for future programs and should not be thrown away.

What if I have questions about my card?

For balance inquiries or to see a list of participating retailers, visit mybenefitscenter.com or call **1-833-684-8472**.

For all other questions, including gift cards not received, call Member Services at **1-800-822-2447**.

Questions about your child's health plan? Call Member Services at **1-800-822-2447 (TTY: 711)**. We're here for you Monday through Friday 8 AM to 5 PM. Or go to [Aetna BetterHealth.com/pennsylvania](https://AetnaBetterHealth.com/pennsylvania).



Your breathe-easy action plan

If your child has asthma or even seasonal allergies, an action plan can help you prepare for a flare-up. Your child's primary care provider (PCP) can help you make a personal plan. In the meantime, follow these steps to help your child breathe easier every day.

- ✔ **Track your child's triggers.** Pay attention to things that make it harder for your child to breathe. Common triggers include air pollution, tobacco smoke and pollen.
- ✔ **Plan ahead.** Avoid your child's triggers whenever possible. Have their medicine on hand to help manage symptoms whenever triggers are near.
- ✔ **Take medications.** For daily care, help your child take their medicine as instructed by their provider. And make sure they know how and when to use their emergency medicines.

If allergies are making their symptoms worse, try over-the-counter (OTC) remedies like antihistamines. Ask your child's provider what OTC medicines they recommend.

What is sickle cell disease?

Sickle cell disease is a group of conditions in which red blood cells are not shaped as they should be. Red blood cells normally look like round discs. But in sickle cell disease, they're shaped like sickles, or crescent moons, instead.

Red blood cells become hard and sticky and get stuck in small blood vessels, causing pain throughout the body.

Go to kidshealth.org/en/kids/sickle-cell.html to learn more about sickle cell disease.

Keep your contact info up to date. CHIP and Aetna Better Health® Kids sends you mail, email or text messages to share important information about your health coverage. Go to AetnaBetterHealthKidsPA.com/Renew to learn more.