

wellness & you

Your Aetna Better Health® Kids member newsletter

HEALTHY LIVING



NEED TO RENEW?

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

If your child lost coverage and is still eligible, you may be able to get those benefits back. Visit

aetna.com/sp24pa-1

or scan the QR code below to learn more.



4 barriers to good health — and how Aetna Better Health Kids can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor's office can make it harder to take care of your child's health. These are called social determinants of health (SDOH). And many of them may be out of your control. That's why Aetna Better Health® Kids provides benefits designed to help overcome these barriers.

Barriers story continued on page 2

Barriers story continued



BARRIER 1 **Transportation**

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

How we can help:

We provide rides to any nonemergency appointments and covered services. To schedule a ride, call Modivcare at **1-866-824-1567 (TTY: 711)**. They'll be there to answer your call 24 hours a day, 7 days a week. Be sure to schedule your ride at least two business days before your appointment. If the ride is for a child 18 or younger, a parent or guardian will need to fill out a rider consent form. And an adult must ride with the child.



BARRIER 2 **Language**

We know that not all members speak English as their first language. That can make it hard to talk to your child's doctor or ask questions about your child's benefits.

How we can help:

We provide interpreter services in any language. If you need a qualified interpreter, written information in other formats, translation or other services, call **1-800-822-2447 (TTY: 711)**.



BARRIER 3 **Accessing care**

Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment. This can make it tough to get the care your child needs.

How we can help:

We offer telehealth services. You can talk to your child's provider via phone or video chat from the comfort of your own home, on your schedule. Telehealth services are covered just like in-person visits. Ask your child's provider what services they provide through telehealth.

Have questions after hours? You can call our 24-hour Nurse Line to talk with a nurse anytime.

Our Care Managers can help



Your child's dedicated Care Manager can help you overcome

barriers and manage your child's care. Your child's doctor, hospital discharge planner or another provider can refer your child to Care Management. Or a nurse on our health information line may refer your child. For more information, call our Special Needs Unit at **1-855-346-9828 (TTY: 711)**.

Just call **1-800-822-2447 (TTY: 711)**. Then, choose the option for Nurse Line. They can help you decide where to go for care or how to treat your child's health problem at home.



BARRIER 4 **Budgets**

Costs are rising for housing, food and other essentials. So it may be harder than ever to stick to your budget.

How we can help:

We provide other Value-Added Benefits to help pay for your child's health essentials. Benefits include:

- \$30 per month to spend on eligible over-the-counter (OTC) products.
- Tailored meals for children with certain diagnoses like diabetes or obesity
- A free smartphone with unlimited texts, minutes and data

Check out your Member Handbook or visit [AetnaBetterHealth.com/pennsylvania](https://www.aetna.com/betterhealth/pennsylvania) to learn more about the benefits and services included in your child's health plan, as well as those not covered.

Good health care starts with the right doctor

Your child's primary care provider (PCP) is the first stop for all their health needs. But at some point, your child may need to see a specialist to treat certain injuries or illnesses.

When this happens, your child's PCP will help you find a specialist and refer them for care.

Here are three ways we can help connect you with the right provider for your child.

Provider network

Your child must get most of their care from providers in our network. Go to [AetnaBetterHealth.com/pennsylvania/find-provider](https://www.aetna.com/better-health/pennsylvania/find-provider) to find in-network providers. You can search or download

our provider directory. Need help or want a hard copy of the provider directory? Call Member Services at **1-800-822-2447 (TTY: 711)**.

Out-of-network care

Let's say there are no network providers near you. Or there aren't any appointments available. If that happens, we can help you get a referral to see a provider outside of the network. You won't be charged more for out-of-network care in this case.

Second opinions

You may not always agree with your child's doctor's plan



of care. If this happens, you have the right to go to another provider for a second opinion. You don't have to pay to get a second opinion, and you don't need prior authorization. Call Member Services to learn more.



Understand your child's pharmacy benefits

Wondering if your child's medications are covered? Check out the List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at [AetnaBetterHealth.com/pennsylvania/drug-formulary.html](https://www.aetna.com/better-health/pennsylvania/drug-formulary.html) or call Member Services to ask for a printed copy. You can find more information on all your child's pharmacy benefits in the Member Handbook.

The Aetna Better Health Kids Member Handbook has info about all the types of care covered by your child's plan, including:

- Primary care
- Specialty care
- Behavioral health care
- Emergency care

View the Member Handbook at aetna.com/sp24pa-2 or call Member Services at for a hard copy.

Benefits at your fingertips. Access your child's plan benefits from anywhere through the online Member Portal. Or use the Aetna Better Health app to see your child's benefits on the go. Visit [AetnaBetterHealth.com/pennsylvania/member-portal.html](https://www.aetna.com/pennsylvania/member-portal.html) to get started.

How to report fraud, waste and abuse

Aetna Better Health® Kids 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 happens when someone lies to get money or services.

Waste happens when someone uses benefits or services they don't need.

Abuse happens when someone takes money for services when they aren't legally entitled to payment.



Reporting fraud, waste or abuse

If you suspect or know that fraud, waste or abuse is occurring, report it immediately.

There are three ways to do so:

- Call the member fraud hotline at **1-800-822-2447 (TTY: 711)**
- Call the provider compliance hotline at **1-866-638-1232 (TTY: 711)**

- Fill out a fraud, waste and abuse form online at [AetnaBetterHealth.com/pennsylvania/medicaid-fraud-abuse-form.html](https://www.aetna.com/pennsylvania/medicaid-fraud-abuse-form.html)

Reporting fraud, waste or abuse will not affect how you or your child will be treated by Aetna, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

We're here for you

Member Services:
1-800-822-2447 (TTY: 711),
Monday through Friday,
8 AM to 5 PM

Special Needs Unit:
1-855-346-9828 (TTY: 711),
Monday through Friday,
8 AM to 5 PM

24-hour Nurse Line:
1-800-822-2447 (TTY: 711).
Choose the "Nurse Line" option
24 hours a day, 7 days a week.

**Behavioral health
hotline:**
1-855-346-9828 (TTY: 711).
Choose the crisis option.

Transportation:

Modivcare
1-866-824-1567 (TTY: 711),
24 hours a day, 7 days a week.
Or call the Special Needs Unit
for assistance.

Dental care:

SKYGEN
1-800-508-2086 (TTY: 711)

We want to hear from you! Join our Member Advisory Committee (MAC) to give us your feedback and help us improve our services. Call Member Services at **1-800-822-2447 (TTY: 711)** to find out how to join.



Know your child's enhanced member benefits

We are excited to share details about our no cost Enhanced Member Benefits for you and your child(ren).

No cost over-the-counter (OTC) benefits

Each member can purchase \$30 worth of eligible OTC products each month. That's \$360 each year for every Aetna Better Health Kids member in your household! You can order online, by phone or in most CVS stores.

Sports physicals

Sports physicals are different than a regular physical. They focus on your child's current health and medical history to ensure that your child is healthy enough to play his or her sport.

Each child can get one sports physical each year in addition to their covered benefit of an annual physical for each member.

Tailored meals for children with medical conditions

Aetna Better Health Kids has partnered with MANNA to provide a series of meals that are designed for children and adolescents who can benefit from a medically tailored diet based on certain diagnoses like diabetes, hypertension and obesity.

This benefit includes a dietitian consultation, dietary education and meal delivery, no matter where you live.

To get more details, call our Special Needs Unit at **1-855-346-9828 (TTY: 711)** and speak with one of our Care Management representatives today.

Keeping kids safe: medication lockbox

Locking up medications can protect everyone's health and well-being and save lives — just like helmets and seat belts do.

You can request a no cost lockbox to secure medication, which can help prevent accidents from happening.

Enhanced dental benefit

In addition to your child's regular dental benefits, Aetna Better Health Kids now offers members aesthetic caps (that look like real teeth) for children with dental caries in their baby teeth. This can help your child feel better about their appearance. You can ask your child's dentist or Member Services for details.

Enhanced vision benefit

Members can get up to \$180 applied toward the purchase of fashion frames. Just ask your child's eye doctor for details. You can use this extra benefit once each calendar year.

If you have questions about any of your child's Enhanced Benefits, just call Member Services at **1-800-822-2447 (TTY: 711)**.



Watch for new enhanced benefits in 2024!

Check [AetnaBetterHealth.com/Pennsylvania/members/chip/enhanced-benefits](https://www.aetna.com/better-health/pennsylvania/members/chip/enhanced-benefits) for more information and an up-to-date list of benefits.

The Aetna Better Health® Kids outreach team makes a difference

From back-to-school events to health fairs and health screenings, we are here to help improve the health of the community. We hope you'll join us for the next **event in your area.**



Community-Based Organization partners

Aetna Better Health Kids has a Community Development outreach team that partners with Community-Based Organizations (CBOs). CBOs provide services that can positively impact our members. This is key to our outreach approach.

Since 2021, we have partnered with more than 308 Pennsylvania organizations across the Commonwealth. We have supported them with sponsorship funds to host events as we jointly engage our communities to improve health outcomes.



Find events near you!

Visit [AetnaBetterHealth.com/pennsylvania/news-events.html](https://www.aetnabetterhealth.com/pennsylvania/news-events.html)

to see a schedule of our upcoming event across the Pennsylvania Commonwealth.

Outreach continued

Aetna Wellness on Wheels RV

The Aetna Wellness on Wheels (AWoW) mobile health RV program provides a variety of free health screenings, education, activities and resources to every person, regardless of income, employment or background. This program is geared to all ages and abilities to create a welcoming space where people feel empowered to take an active role in their health.

This shows Aetna's mission of "bringing our heart to every moment of your health." AWoW made more than 150 stops across Pennsylvania through 2023. In 2024, events will be hosted at a variety of locations, with a focus on reaching underserved communities. The mobile RV unit is equipped with bilingual Community Health Workers and resources in both English and Spanish.



Member Services is here for you. We're ready to help you with any questions about your child's coverage or their care. Call us at **1-800-822-2447 (TTY: 711)**, Monday through Friday, 8 AM to 5 PM.

Take advantage of the Aetna Better Health Kids Member Handbook

The Member Handbook has everything you need to know about your child's health plan. Inside, you will find information about:

- ✔ Benefits and services included in your child's health plan, as well as those not covered
- ✔ Benefit restrictions outside the Aetna service area
- ✔ Copayments and other charges you may be responsible for
- ✔ How to file a complaint, grievance or appeal
- ✔ How to get language assistance
- ✔ How to get information about doctors in the Aetna network
- ✔ How to get emergency care, including when to go to the emergency room or use **911** services
- ✔ How to get care and coverage outside of the Aetna service area



- ✔ How we make decisions about your child's care (called Utilization Management)
 - ✔ How we evaluate new technology as a covered benefit
 - ✔ Notice of privacy practices
 - ✔ Pharmaceutical management procedures
 - ✔ Your child's member rights and responsibilities
 - ✔ And much more!
- The Member Handbook is updated every year. If there are major changes, we will send you a letter about it at least 30 days before the changes are effective.



Scan the QR code or visit aetna.com/sp24pa-2 to view the Member Handbook online. Prefer a hard copy? Call Member Services at **1-800-822-2447 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.