

HEALTHY LIVING

Better brushing, fewer battles

Daily brushing is key to keeping your child's smile cavity-free. Try these tips to get through common brushing battles.



Start dental care early

Kids should see the dentist when their first tooth pushes through and no later than their 1st birthday. Call us if you need help finding a dentist.

1 “I’ll do it later!”

Hearing kids say they’ll do something “later” is pretty common for most parents. But sometimes “later” never comes.

What you can do: Make brushing part of a regular routine. This way, it will be more likely to become a natural habit.

2 “I don’t like my toothbrush/toothpaste!”

Often, your child just wants some control. And this is one area where you can let them in on the decision-making.

What you can do: Let your child pick out the items they need for brushing their teeth. Set a budget and give them a chance to explore their options.

3 “That was long enough!”

The American Dental Association recommends two minutes of brushing at a time. But for a kid, two minutes can feel like forever.

What you can do: Looking at a clock might not cut it. There are other, more interesting ways to keep track of the time.

- **Get creative with timers.** Use a timer on a phone or a sand timer. Or try an electric toothbrush with a timer.
- **Sing along.** Playing music or singing can make brushing time more fun. Make up your own song or find one online.
- **Brush together.** An older child may enjoy brushing their teeth with you. You can track the two minutes together.

Smart strategies for managing multiple health conditions

Juggling different medications, specialists and appointments? These tips can help make it easier to manage your child's health care so they can feel their best.



records and doctors' notes. This way, you can track progress and watch for changes. And it gives you time to process information.

You can track your child's health history in the Member Portal or the Aetna Better Health® app. Visit [AetnaBetterHealth.com/westvirginia/member-portal.html](https://www.aetna.com/betterhealth.com/westvirginia/member-portal.html) to get started.

Keep a symptom journal

It can be hard to keep track of symptoms, especially if they change or are unpredictable. But those details can help your child's provider make decisions about treatment.

For younger kids, check in with them each day and ask about symptoms. Older kids can track their own symptoms. Help them set up a system for keeping track.

Review medications

If your child takes more than one medication, it's a good idea to review them with their doctor each year. They might suggest a medication that combines the work of two drugs, which means fewer doses to keep track of. Or they could offer alternatives to reduce unwanted side effects.

Keep track of test results

Ask for copies of your child's hospital and lab

Educate yourself

We're not talking about going back to high school or college. But you should try to learn as much as you can about your child's health conditions.

Ask your child's doctor to suggest reliable websites where you can find out more about the latest research and treatments. Understanding the condition will make it easier to ask the right questions at doctor appointments.



Get to know your child's case manager

All Mountain Health Promise members have a dedicated case manager. They can:

- Work with providers, agencies and others to get the services your child needs
- Help make appointments and discuss your child's care with their doctors
- Connect you to helpful resources

You can call your case manager any time you have questions about your benefits. Be sure to take down their name and contact information when they call for check-ins.



Ask the Pediatrician

How can I partner with my child's school to manage their diabetes?

The first step is to get to know your child's school nurse. "School nurses are fantastic. It helps to be on friendly terms and keep the lines of communication open," says Kathleen Bethin, M.D. She's a pediatric endocrinologist and spokesperson for the American Academy of Pediatrics.

Here are some more ways to prepare your child for a safe and healthy school year.

✔ **Share your child's diabetes medical management plan.** It details everything from medications and supplies to the best times for meals and snacks. Check in with the doctor to update

it yearly — or whenever your child's treatment plan changes.

✔ **File a 504 plan.** All public schools (and some private

schools) are required to provide support for kids with special health needs, including diabetes. "The 504 plan is the only way to make sure your child gets the services that help them stay healthy and safe," Dr. Bethin explains. It covers all your child's needs while at school, from eating when necessary to allowing teachers and other staff members to check their blood sugar and give medications.

✔ **Teach the teachers.**

Show your child's classroom teacher and other key staff how to recognize high or low blood sugar in your child. Plus, tell them where to find your child's emergency supplies.

✔ **Be prepared.** Provide supplies for the school nurse, including insulin, a blood glucose meter and glucagon. Pack an emergency supply kit for your child and make sure it's restocked when items run low. And don't forget to add some extra snacks.

Changes to your pharmacy benefit

Your outpatient pharmacy benefit is handled by Gainwell Technologies (1-888-483-0797). For more information, go to [AetnaBetterHealth.com/westvirginia](https://www.aetna.com/betterhealth/westvirginia). Click on *What's covered?* then *Pharmacy and prescription drugs*.

There you can learn about changes in how we handle:

- Medications you get at a doctor's office, hospital or other inpatient facility
- Medications that you get in an outpatient setting
- Medications that are given to you by a health care professional at home

Signs your child might need therapy

Every child goes through rough patches. But when those strong emotions persist and nothing you do seems to help, you may wonder: *Should my child see a therapist?*

It's a hard question to answer. Young kids often don't know how to explain what's wrong. So it's important to watch for changes in their mood or behavior that last for two weeks or longer. Signs may include:

- Dropping grades or trouble focusing in school
- An increase in temper tantrums or angry outbursts
- Behavior that seems to be going backwards, like becoming more clingy or talking like a baby (more common in younger kids)
- Sleeping or eating more or less than normal
- Self-injury or self-destructive behavior
- Suddenly becoming less social or more withdrawn from friends and family
- More unexplained physical complaints, like stomach-aches or headaches

If you notice any of these signs, try to talk to your

child about what's going on. It might not be easy to get them to open up to you. That's when bringing in a third party, like a therapist, can help.

You'll want to find the right therapist for your child's age and the issues they're dealing with. Try asking your child's pediatrician or a school counselor for suggestions.

Encourage your child to try seeing a therapist at least once to see how it goes. And remind them that therapy is very common. Lots of people find it helpful to talk through their feelings with someone new.

Your Aetna care team can help

Opening your heart and family to a child in need comes with many rewards. But there will be challenges too.

Children that have spent time in the child welfare system often have adverse childhood experiences (ACEs). Healing from these experiences takes time. Each developmental stage may bring new challenges.

Your Aetna case manager is there for the duration. They understand the importance of a trauma-informed approach to care. And they can help connect you to resources. Reach out to your care team any time for help.



Earn incentives for follow-up care. It's important to follow up with your doctor if you go to the ER for a mental health issue. You can earn \$50 when you follow up within 7 days or \$25 for follow up 8 to 30 days after discharge. Call Member Services to learn more.

Your back-to-school checklist

Summer break is a great time to get key health checks done. Schedule these appointments before heading back to school.



✔ Annual well-child visit.

School-age kids should get a routine checkup once a year. They may need a physical exam to participate in sports or other activities too.

✔ **Immunizations.** At the well-child visit, ask your child's doctor if they're due for any routine vaccines. Check with your child's school to see if they require certain vaccines.

✔ **Dental cleaning and exam.** Experts recommend dentist visits every six months to prevent cavities and other problems.

✔ **Eye exam.** Your child should have their vision checked every one to two years. If your child wears glasses, they may need to go to the eye doctor more often.

Your child's care is covered

These checks and more are covered at no cost to you as part of the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program.

The building blocks of EPSDT are:

Early: Finding health problems 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

Your child's primary care provider will provide checkups, screenings and preventive care based on a schedule established by health care experts. The EPSDT benefit covers all medically necessary and preventive health care services, at no cost, for members up to age 21.

For more information on EPSDT services, see your Member Handbook or call Member Services. To learn more about HealthCheck (West Virginia's EPSDT program), visit [DHHR.WV.gov/HealthCheck](https://www.dhhr.wv.gov/HealthCheck).



Get rewarded for preventive care! Earn \$50 when your child gets all their recommended vaccines by their 13th birthday. And members ages 12 to 21 can earn \$25 when they get an annual well-care visit.



Aetna Better Health® of West Virginia

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 - 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, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
P.O. 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>.

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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**).

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**).

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.

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**).

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**).

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.

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または **1-800-385-4104** (TTY: **711**)までご連絡ください。

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**).

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**).

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104** (TTY: **711**).

NEPALI: ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क रूपमा भाषा सहायता सेवाहरू उपलब्ध छन्। तपाईंको आइडी कार्डको पछाडि रहेको नम्बर वा **1-800-385-4104** (TTY: **711**) मा फोन गर्नुहोस्।

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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**).

URDU: توجہ دیں: اگر آپ اردو زبان بولتے ہیں، تو زبان سے متعلق مدد کی خدمات آپ کے لئے مفت دستیاب ہیں - اپنے شناختی کارڈ کے پیچھے موجود نمبر پر یا **1-800-385-4104** (TTY: **711**) پر رابطہ کریں۔



Aetna Better Health® of West Virginia
500 Virginia St. East, Suite 400
Charleston, WV 25301

<Recipient's Name>

<Mailing Address>

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Family planning is important

Family planning helps you decide how many kids you have and when you have them. It includes education and counseling, medications like birth control and other services.

Family planning is covered for all members of childbearing age. Services may include:

- Medical history
- Physical exam
- Medical tests
- Lab tests

- Birth control medication*
- Medical supplies for birth control*
- Education and counseling

You do not need a referral for family planning care. You can see a participating or nonparticipating family planning services practitioner.

If you need help finding a family planning practitioner, call Member Services at **1-888-348-2922 (TTY: 711)**.



**Pharmacy benefit covered by Fee-for-Service by Medicaid*



Learn more about your plan with your Member Handbook.

Visit aetna.com/su24wv-mhp-2 or scan the QR code to view it online. Or call Member Services at **1-888-348-2922 (TTY: 711)** to have one mailed to you.