



Look ahead



AetnaBetterHealth.com/Pennsylvania

Aetna Better Health® of Pennsylvania

If you get a survey, please respond.

Sometimes we send surveys to our members to get opinions about how we are doing or how our providers are doing. If you receive a survey, please respond. Your honest responses help us know how we are doing and how we can be even better for you, our members.

We want to help you stay healthy.



We want to give you and your children the tools needed to stay healthy. That's why we have the Health & Wellness section on our website. Here you will find information about:

- Well-child checkups
- Shots for children and teens
- Treating the common cold
- Lead screenings
- Asthma and knowing your triggers
- Dental benefits and care tips

If you don't have a primary care doctor or dentist to discuss these topics with, we'll help you find one. Just call Aetna Better Health Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711). We want to ensure that you get the health care you need. We can even help you make an appointment.

What are social determinants of health?

Many patients believe that just the care their doctor provides can lead to improved overall health outcomes. Did you know that your health can also be affected by:

- Where you live
 - The type of housing you have
 - Possible contact with lead
 - The safety of your neighborhood
- Access to education
 - Early childhood
 - School age
 - High school
- Your employment status
 - Is your income matching your need?
- Where your children play
 - Neighborhood safety
- Access to healthy food
- Available community resources
- Available support

 These are what your doctor may call social determinants of health (SDOH). These can affect your health, ability to function and quality of life.

Talk to your doctor about concerns on these topics, and ask for help when needed. You can also call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).



We make it easier to get help.

Just call us for help with locating resources for:

- Housing
- Employment
- Education services
- Food
- So much more!

To help you find help with resources, look on our home page, AetnaBetterHealth.com/Pennsylvania. Click on “Community Resource Tool” in the “What’s New” section. This is a free online search tool that makes it quick and easy to find and request resources. Just type in your ZIP code. You can look for free or reduced-cost services like housing, food or job training. We hope this will help you to be safe, happy and healthy.

We now cover teledentistry visits for dental emergencies.

Dental emergencies happen all the time. We want to make sure your dentist can provide care during the COVID-19 pandemic. So we now temporarily cover teledentistry visits for dental emergencies.

Teledentistry is a virtual dental visit. Virtual visits allow you and your dentist to meet safely, in real time, from almost any location. These visits may occur over phone or video. Your dentist will determine the right virtual platform for your visit. After the teledentistry visit, your dentist may say that you need in-person treatment in the dentist's office.

 If you need help finding a dentist, just call Member Services at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

Member rights and responsibilities.

We strive to treat you with respect and dignity. We do not discriminate against members based on age, race, sex, religion, national origin or any other reason that's against the law. Our providers must also follow the same standards.

You have certain rights and responsibilities as well. Knowing them helps you get the covered services you need. You'll find your rights and responsibilities listed in your Member Handbook and on our website, **AetnaBetterHealth.com/Pennsylvania**. Click on "Member Information." Then click on "Rights & Responsibilities." If you have any questions or would like a copy of your rights and responsibilities, call us at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).





The empowered patient: Self-care through health care.

When the term “self-care” entered the social media scene, it quickly became a buzzword most frequently associated with products like bath bombs and face masks. It is important to remember that self-care is so much more than just stress-relief tools: It also means advocating for your health before, during and after visits with your provider.

When you take an active role in your health, you commit to being an equal partner with your provider in all your health care decisions. When you feel empowered as a patient, you put yourself at the heart of your care, so you can benefit as much as possible.

How can you be an empowered patient?

Find your best-fit provider. There are lots of ways you can begin to take a more active role in your health alongside your health care provider.

The first step is to find a provider you feel comfortable with. Your health care provider should feel like a partner in your health journey so you feel you can discuss your care openly and ask questions.

You can access our provider search at any time to filter for location, gender, race, ethnicity and language spoken. You can also contact Member Services to reach a representative who is trained to help you find your best-fit provider.



Ask questions. Once you are connected with a provider, you should ask questions to clarify and better understand your treatment and health plan. Some examples of questions could be:

1. What is the problem or condition that I am facing?
2. What do I need to do next?
3. Why is this important?
4. When do I need a follow-up screening?

Write your questions down before your visit on your phone or on a piece of paper you can take notes on. That will make it easier to remember questions that could slip your mind during the appointment and will help you keep track of your next visit date.

Ask for a referral. You should always feel confident in your treatment and care. If you receive a new diagnosis, you may feel you want a second opinion on your diagnosis or treatment options. You can also ask your provider for a referral to a specialist who works specifically with your condition.



Taking an active role in your health care is an important part of taking care of yourself. We at Aetna Better Health are here to help.

Member Services:

1-866-638-1232 (PA Relay: 711). Or call the number on the back of your ID card.

Provider search:

AetnaBetterHealth.com/Pennsylvania/find-provider



Helping a survivor of domestic violence.

Sometimes people might be worried that someone they know is a survivor of domestic violence. Helping a person in an abusive relationship is about listening to them. Focus on their needs. Ending a relationship with an abusive person can be very unsafe. No one should be forced to leave an abusive partner.

Here are some ideas for helping someone if you are worried they are experiencing domestic violence:

- Always talk to them privately.
- Tell them why you are worried.
- Allow them to lead the discussion.

- If they do not want to talk or say they are fine, accept their answer. Let them know they can speak with you in the future if they wish.

Let them tell their story. Here are some other things to keep in mind:

- Safety is different for every person. Ask if there is anything you could do to help them feel safer.
- Encourage the person to reach out for support. Domestic violence programs can give people information. They share options and resources in a safe way.
- Talk about other people and groups that might be able to help them.

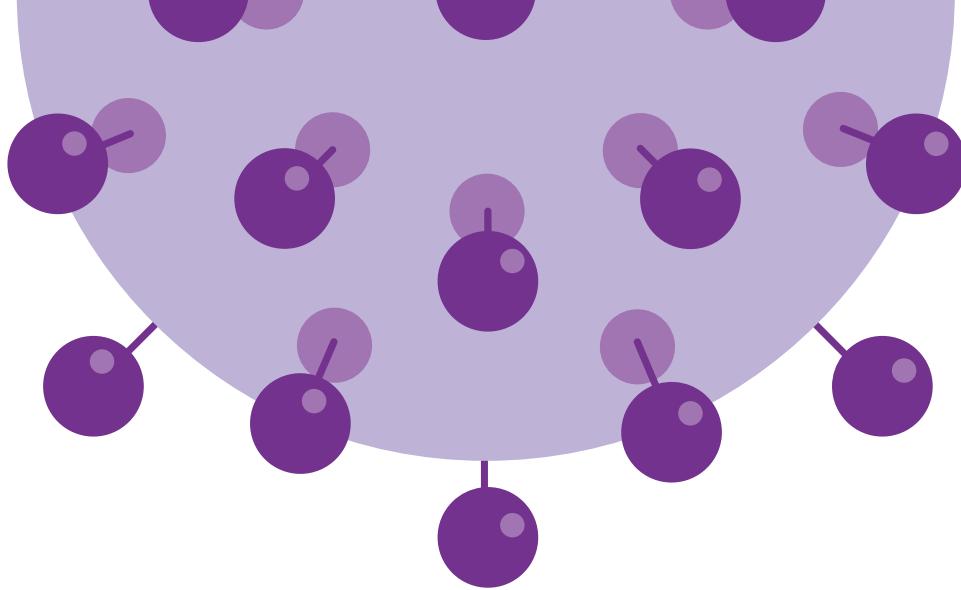
Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are confidential.

• <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program>

• The National Domestic Violence Helpline: **1-800-799-SAFE (7233)** or to chat:
<https://www.thehotline.org>

• Crisis Text Line: <https://www.crisistextline.org>

• The Trevor Project helps LGBTQ young people. They provide crisis intervention and suicide prevention services: <https://www.thetrevorproject.org> or **1-866-488-7386**.



Do's and don'ts

of the coronavirus disease (COVID-19).

✓ Do:

- Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw tissues in the trash.
- Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards.
- Call your health care provider if you have symptoms. Let them know you may have the virus.
- Wear a cloth face mask in public.

✗ Don't:

- Touch your eyes, nose and mouth with unwashed hands.
- Spend time with people who are sick.
- Go out in public if you're sick unless it's to get medical care.
- Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick.

Source: Centers for Disease Control and Prevention



Even during COVID-19, don't skip your child's shots.

Families are focused on staying healthy during the pandemic. And that's the right thing to do. But health experts have an important reminder for parents. COVID-19 prevention shouldn't mean skipping your child's vaccines.

Vaccines help protect kids of all ages from serious diseases. Those include diseases like whooping cough and measles. The Centers for Disease Control and Prevention recommends children get many of their shots by age 2.

Schedule your child's shots

Doctors' offices are taking steps to keep their patients safe during checkups and vaccine visits.

If you think you may have fallen behind on your child's shots, talk to their doctor. They can fill you in on vaccine recommendations for your child.

Here are some shots that kids of different ages may need.



Infants and toddlers (birth to age 2 years)

- DTaP (diphtheria, tetanus and pertussis)
- MMR (measles, mumps and rubella)
- Chickenpox
- Pneumonia
- Hepatitis A and B
- Polio



Preschoolers and school-aged kids (ages 3 to 10)

- DTaP (diphtheria, tetanus and pertussis)
- MMR (measles, mumps and rubella)
- Chickenpox
- Polio



Preteens and teens (ages 11 to 18)

- HPV
- Meningitis
- Tdap (tetanus, diphtheria, pertussis)



What does social distancing mean?

Social distancing is a way of slowing down the spread of an infectious disease like COVID-19. It means limiting how we interact with other people to lower the chances of sharing the virus.

For venues like schools, movie theaters and churches, social distancing may mean closing temporarily. For individuals, it might mean staying home or at least 6 feet away from other people.

Why 6 feet? The virus seems to spread mainly through droplets breathed out when someone coughs, sneezes or talks. It can sometimes linger in the air too. Keeping your distance helps lower the chances you'll breathe in the virus.

How to do it

If you're asked to socially distance, here's what to do:

- Limit face-to-face contact with people who don't live in your home.
- Avoid close contact with anyone who is sick with COVID-19.
- Cover your mouth and nose with a cloth face mask when you have to go out in public.
- Stay at least 6 feet away from others, even when you wear a face mask.

Coping with the distance

Social distancing can feel stressful or lonely. Try some of these tips to help you relax and cope:



Stay connected with family and friends via phone, email, video chat, text messaging or social media.



Try taking deep breaths, stretching or doing things you enjoy, like hobbies or reading.



Talk about your feelings with loved ones and friends.



Do your best to stay hopeful and positive. You might try keeping a journal where you can write down things you are grateful for or things that are going well.

Sources: Centers for Disease Control and Prevention; Substance Abuse and Mental Health Services Administration



Catch up on preventive care.

Early on in the COVID-19 pandemic, many people put off in-person doctor visits in order to help slow the spread of the coronavirus. For you and your family, that may have meant avoiding some routine care. But now it's time to catch up on any preventive health services you missed.

A good way to stay healthy

Preventive care includes screening tests, vaccines and wellness checkups that help you stay healthy.

It includes things like:

- Mammograms and Pap tests for women
- Screenings for heart disease and cancer
- Childhood vaccines and well-child visits
- Flu and pneumonia shots
- Routine checkups where you can get advice about diet, exercise and safety

Most health plans cover preventive care services like these. So don't put them off. It's safe to visit your doctor again — and doing so helps keep you and your family healthy.

Sources: American Academy of Family Physicians; HealthCare.gov



Contact us at the number on the back of your ID card or **1-866-638-1232** (PA Relay: 711).

This member newsletter is published as a community service for the friends and members of Aetna Better Health, 1425 Union Meeting Road, Blue Bell, PA 19422. This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.

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Nondiscrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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)

Aetna provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call Aetna at **1-800-385-4104** (PA Relay: **711**).

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, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Aetna Better Health
ATTN: Complaints and Grievances Department
1425 Union Meeting Road
Blue Bell, PA 19422
1-866-638-1232, PA Relay: 711

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, PA Relay: 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Aetna and the Bureau of Equal Opportunity are 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, 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：如果您说普通话，您可以免费获得语言帮助。请致电**1-800-385-4104**（听障专线：**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 تتكلّم العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم **1-800-385-4104** (إذا كنت تعاني من الصمم أو ضعف السمع فاتصل بخدمات الرابط 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: ត្រូវចែងថា ប្រសិទ្ធភាពកម្មកនិយាយ ភាសាខ្មែរ សេវាកម្មដំណឹងដោយភាសាមានជីវិតផ្តល់ជូនកម្មកដោយតាតិត្រួតពី ស្អែកហេងទូសពួមកណ្តាល **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 မှန်မာဘာသာစကားကိုပြုဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အဆူးရရှုနိုင်ပါသည်။ **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 দিয়ে দেখুন: আপনি যদি বাংলা বলেন, আপনার জন্য বিনামূলের ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-385-4104** (পিএ রিলে: **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: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કોણ કરો **1-800-385-4104** (PA રિલે: **711**).