



Member Newsletter

Winter 2021



AetnaBetterHealth.com/Pennsylvania

Aetna Better Health® Kids

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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 child
 - 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

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/pa. 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.

These are what your doctor may call Social Determinants of Health (SDOH). These can affect your health, ability to function, your 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 **1-800-822-2447, TTY: 711**.



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 check-ups
- 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 our Member Services at **1-800-822-2447 (TTY: 711)**. We want to ensure you get the health care you need. We can even help you make an appointment.



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 at [aetnabetterhealth.com/pennsylvania/
members/chip/rights-and-responsibilities](http://aetnabetterhealth.com/pennsylvania/members/chip/rights-and-responsibilities)

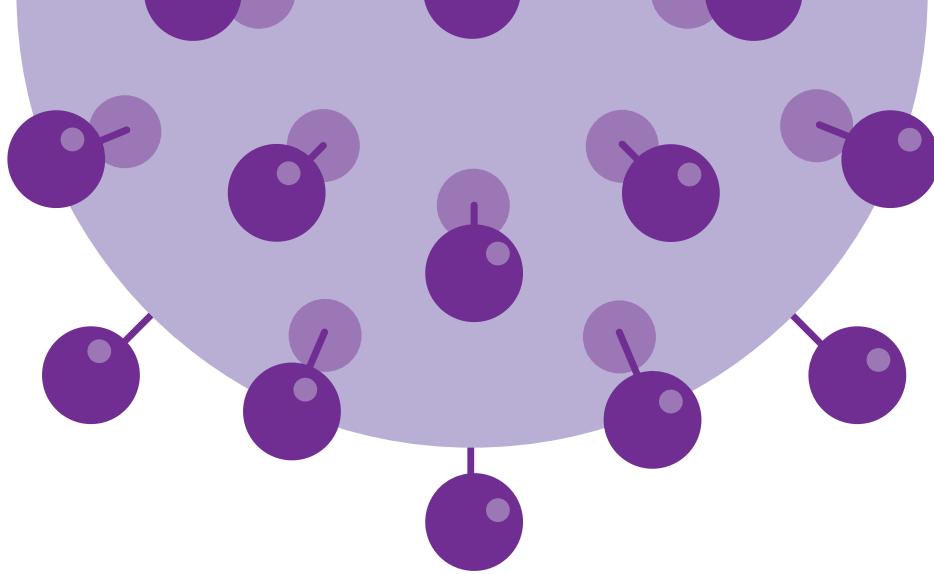
Call Member Services at **1-800-822-2447 (TTY: 711)**



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.





Do's and don'ts

of the coronavirus disease (COVID-19)

| ✓ Do: | ✗ Don't: |
|--|---|
|  Wash your hands often with soap and water or use a hand sanitizer that contains at least 60% alcohol. |  Touch your eyes, nose and mouth with unwashed hands. |
|  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. |  Spend time with people who are sick. |
|  Clean and disinfect frequently touched surfaces daily, including tables, doorknobs, countertops, desks, phones and keyboards. |  Go out in public if you're sick unless it's to get medical care. |
|  Call your health care provider if you have symptoms. Let them know you may have the virus. |  Share household items, like dishes, drinking glasses, eating utensils, towels or bedding, with other people if you're sick. |
|  Wear a cloth face mask in public. | |

Source: Centers for Disease Control and Prevention



What Does Social Distancing Mean?

You can't read or listen to the news right now without hearing the term "social distancing." But what exactly does it mean? And how might it affect your family?

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 means avoiding large groups and trying to stay at least 6 feet away from other people.

Why 6 feet? COVID-19 seems to be spread by droplets coughed or sneezed into the air. If you're too close to someone who coughs or sneezes, you might breathe in the droplets and become infected.

How to do it

We all need to work together to slow the spread of COVID-19. Here's how you can help:

- Stay home, except for essential activities like grocery shopping or exercising.
- When you're out in public, stay at least 6 feet away from others.
- Avoid large gatherings.
- Limit visitors to your home.

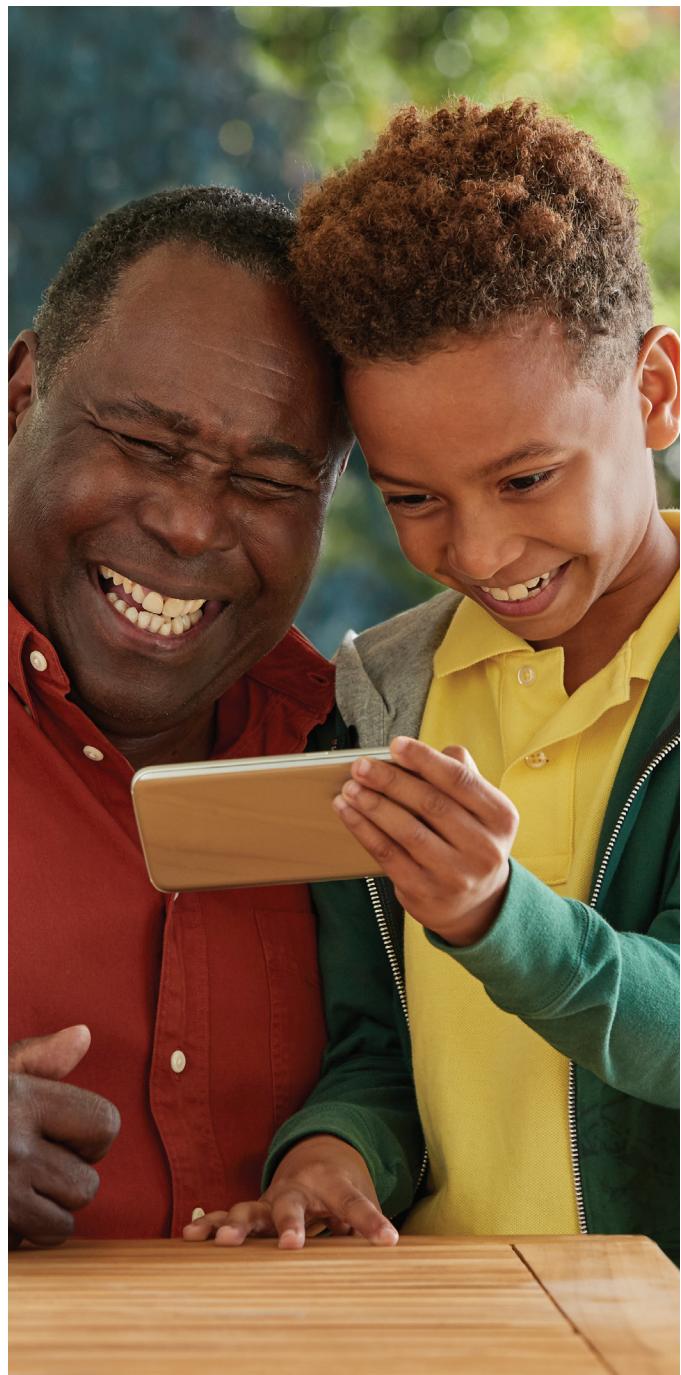
Sources: Centers for Disease Control and Prevention; Substance Abuse and Mental Health Services Administration

Coping with the distance

Social distancing can feel stressful or lonely. Try some of these tips to help you relax and cope with all that's happening:

- 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.





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 **1-800-822-2447 (TTY: 711)**.

The Empowered Patient: Self-Care Through Healthcare

When the term “self-care” entered the social media scene it quickly became a buzzword most often 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 to stand up for your health before, during, and after visits with your provider.

When you take an active role in your health, you commit to be an equal partner with your provider in all your healthcare 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 healthcare provider. The first step is to find a provider you feel comfortable with. Your healthcare 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 healthcare is an important part of taking care of yourself. We at Aetna Better Health are here to help.

Member Services:

1-800-822-2447 (TTY: 711)

Provider Search:

<https://www.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**.

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-PWBEAO@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

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 1-800-628-3323).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 1-800-628-3323).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-822-2447 (телефон: 1-800-628-3323).

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 1-800-822-2447 (TTY: 1-800-628-3323)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-822-2447 (TTY: 1-800-628-3323).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-822-2447 (رقم هاتف الصم والبكم: 1-800-628-3323).

६्यान दिनुहोसः तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशल्क रूपमा उपलब्ध छ । फोन गर्नहोस 1-800-822-2447 (टिटिवाइ: 1-800-628-3323) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-822-2447 (TTY: 1-800-628-3323) 번으로 전화해 주십시오.

ប្រយ័ត្ន៖ បើសិនចាប់អាជីយាយ ភាសាខ្មែរ, សេវាដំឡើងដៃការណា ដោយមិនគិតលូល គឺអាចបានសំបុរីឡើងក៏ ចាប់ទៅថ្ងៃ 1-800-822-2447 (TTY: 1-800-628-3323)។

ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-822-2447 (ATS : 1-800-628-3323).

သတိပုံရန် - အကယ်၍ သင့်ညွှန်များစွာ အကူအညီ၊ အခမဲ့၊
သင့်အကြောင်းပေးပါမည့်။ ဖုန်းနံပါတ် 1-800-822-2447 (TTY: 1-800-628-3323)
သို့၏ ဝေဆါးပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-822-2447 (TTY: 1-800-628-3323).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-822-2447 (TTY: 1-800-628-3323).

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશ્વર ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-822-2447 (TTY: 1-800-628-3323).