



Spring 2022

A Member Newsletter for Parents and Kids



Aetna Better Health® Kids

AetnaBetterHealth.com/pennsylvania/members/chip

A CHIP Health Plan

PA-22-02-02

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New No Cost Over-the-Counter (OTC) Benefit

You choose how to get your monthly OTC items



BY PHONE

Call 1-888-628-2770,
TTY: 711 to order by phone



ONLINE

Order online at
[CVS.com/otchs/abkids](https://www.cvs.com/otchs/abkids)



IN A CVS STORE

Visit a participating
CVS Pharmacy®



Get these OTC items and more at **NO COST** to you!

- Pain Relievers and First Aid
- Oral and Dental Care
- Cold, Cough and Allergy Remedies
- Anti-Fungals
- Ear and Eye Care
- Vitamins and Minerals
- Feminine hygiene products and tampons
- Miscellaneous products

See the complete list of products on our OTC web page.*



*Visit our OTC web page for more details about the OTC benefit

aetnabetterhealthpenn.com/otc

Call Aetna Better Health® Kids at 1-800-822-2447 (TTY: 711)

Only Aetna Better Health® Kids members get a \$30 OTC credit each month.

(Some restrictions apply.)



If your child's behavior is unsafe, or if your child talks about wanting to hurt themselves or someone else, seek help immediately.

National Suicide Prevention Lifeline:
Call: **1-800-273-TALK (8255)**
Chat: suicidepreventionlifeline.org

Text the Crisis Text Line:
HELLO to 741741

Understanding Behavioral Health Needs

As a parent it is hard to think that your child might be suffering from a mental illness. “Growing pains” or acting out can be normal parts of growing and developing, but prolonged issues are not. If your child displays the following signs and symptoms for a few weeks and that seem to impact daily functioning (home, school, or time with friends), an evaluation and/or treatment may be helpful.

Signs and symptoms to watch for:

- Frequent tantrums
- Intensely irritable
- Complaining about frequent stomachaches or headaches
- Low energy
- Change in or lack of interest in peer relationships
- Change in sleep habits (difficultly sleeping, sleeping more than usual)
- Decline in grades
- Repeating actions or checking things many times out of fear that something bad may happen.
- Loss of interest in hobbies and activities
- Dieting or exercising excessively for fear of gaining weight
- Engaging in self-harm behaviors (such as cutting or burning their skin)
- Demonstrating high risk or destructive behaviors (alone or with friends) – substance use, self-harm
- Having thoughts of suicide
- Having periods of highly elevated energy and activity, and requiring much less sleep than usual
- Saying that they think someone is trying to control their mind or that they hear things that other people cannot hear.

If your child is experiencing an emergency, go to the Emergency Room. Emergency care can be provided at any hospital and is covered.



Is Your Child at Risk for Mental Illness?

There are certain things that can put your child at risk for developing mental illness.

Bullying

Being bullied can put your child at risk of developing depression, anxiety, low self-esteem, feelings of loneliness, or wanting to avoid school.

Healthcare Disparities

Experiencing high exposure to things like illness, poverty, or violence can also lead to development of mental illness. Also, certain communities may have beliefs or fear that they will be treated differently or abused if they have an illness. These families are less likely to seek out the mental health services they need.

Work with your child's care team, school, and the health plan to help find resources to help you and your child.

Mental illnesses can be treated and is a covered benefit for Aetna Better Health® Kids Members!

It is very important to not only meet the physical needs, but also the mental health needs of your child. The following are some of the services that are covered with our network of mental health providers or facilities.

- Psychological testing
- Visits with mental health providers
- Partial hospitalization
- Intensive outpatient therapy
- Medication management.

We also offer case management services to our Aetna Better Health® Kids Members!

Our Case Managers are here to help you and your child. Call us at **1-800-822-2447** (TTY: 711) if you:

- Need self-referral help for a member
- Require help finding a participating provider in your area
- Have trouble getting an appointment scheduled with a participating provider
- Have questions about behavioral health benefits.



Your child can also program important numbers in their cell phone in case they need help or support:

- The phone number for a trusted friend or relative
- The non-emergency number for the local police department
- The National Suicide Prevention Lifeline **1-800-273-TALK (8255)**

Make the Most of Your Child's Checkup

Well-child checkups help your child stay healthy. Your child's provider will:

- Check to see if your child is meeting key milestones
- Keep your child up-to-date on vaccines
- Answer questions about your child's health and development

Your child should get a well-child checkup at each of the following ages: Newborn, 3-5 days, by 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, 30 months, 3 years.

After age 3, your child should get a checkup every year.

Get answers

A well-child visit is the perfect time to ask questions about your child's health or any parenting concerns you have. When your child is old enough, they can ask questions too.

To make the most of your child's appointment, write down your concerns ahead of time. That will help make sure you get the answers you need.

You might ask:

- Is my child up-to-date on vaccines?
- Is my child at a healthy weight?
- How can I convince my picky child to eat healthy foods?
- Is my child sleeping enough?

Source: American Academy of Pediatrics

Seeking Medical Care When It's Not an Emergency

Urgent Care Clinics are places you or your children can go to when your Primary Care Provider (PCP) office is closed, and medical care is needed for concerns that are not life threatening.

When to visit an Urgent Care Clinic

There are some conditions that need immediate medical care but are not an emergency. This is when you might visit an Urgent Care Clinic.

Some of these conditions include:

- A fever that won't go away
- A rash that won't go away
- A pulled or strained muscle
- Vomiting or diarrhea that doesn't stop
- Urinary tract (bladder) infection
- Sprains
- Flu
- Colds
- Sore throat
- Upset stomach
- Earaches.

Know ahead of time where your closest Urgent Care Clinic is located. You can search for [Urgent Care Clinics](#) on our website or call Member Services at **1-800-822-2447** (PA Relay: 711).

When it's an emergency:

In an emergency, call **911** or go to the nearest Emergency Department.

Emergencies are conditions that include:

- Chest pain
- Difficulty breathing
- Heavy bleeding
- Bad burns
- Gunshot wound
- Stab wounds.

Call our 24-hour Nurseline 24/7 at **1-800-822-2447** if you need advice on where to seek care.



Washing Your Hands the Right Way

Do you spend enough time at the sink? Washing your hands is one of the best ways to avoid germs that can make you and your family sick. In order for it to work, though, you have to know how to wash your hands correctly.

Follow these steps each time:

1. Wet your hands together with running water (cold or warm). Add some soap.
2. Turn off the faucet and rub your hands together. Get them good and soapy.
3. Scrub your hands for at least 20 seconds. (That's about how long it takes to sing "Happy Birthday" twice.) Be sure to scrub all over. Don't miss the backs of your hands and in between your fingers.
4. Rinse your hands well under running water.
5. Dry your hands with a clean towel or air-dry them.

When should you wash?

Here are some important times to be sure to wash your hands:

- Before handling food
- After using the toilet, changing a diaper or touching garbage
- Before and after caring for a sick person
- After you cough, blow your nose or sneeze

When soap and water aren't handy, you can use a hand sanitizer that contains at least 60% alcohol. Keep it with you in case you need it.

Source: Centers for Disease Control and Prevention



Put Baby Safely to Bed Every Time

Sleep is a time when your baby should be super safe. Make sure every person who puts your baby to sleep knows these steps:

- Put your baby to sleep in their own crib or bassinet. Never share a bed.
- Choose a flat, firm mattress. It should not indent while your baby is lying on it.
- Don't use nests, anti-roll pillows or other sleep positioners.
- Keep crib bumpers, loose bedding, toys and other soft items out of the crib.
- Never put your baby to sleep on a couch, sofa or armchair.
- Put your baby to sleep on their back, not their tummy.
- Try giving your baby a pacifier when you put them down. But it's OK if they don't like it or it falls out while they're sleeping.

Sources: American Academy of Pediatrics; March of Dimes





Free COVID-19 Tests



Get No Cost COVID-19 At-Home Tests

There are two ways to get your tests!

1 Get 4 free COVID-19 tests by mail

Each household can get 4 free at-home COVID-19 tests at covidtests.gov.

This one time shipment of four (4) free Over-the-Counter (OTC) at-home COVID-19 tests is shipped directly from The US Department of Health and Human Services.

2 Aetna Better Health® of Pennsylvania and Aetna Better Health® Kids (CHIP) members can now get COVID-19 at-home tests at no cost. Here's how:

Where can I get free tests?

You must get tests at any in-network pharmacy. Go to the pharmacy counter with your tests. Present your member ID card. You will not be charged for your COVID-19 tests. You must make the purchase at the pharmacy counter, not at the front of the store.

How many free tests can I get?

Members are allowed up to 8 free tests per month.

Which tests are part of the free program?

Any COVID-19 test sold at the pharmacy is covered.

How do I get reimbursed for tests I already bought?

We will reimburse you for up to 8 tests per member per month you bought between August 31, 2021 and February 28, 2022. You must have the original cash register receipt (no copies).

1. Visit our home page at AetnaBetterHealth.com/Pennsylvania.
2. Go to the COVID-19 Member Resource section on the right side of that page.
3. Click on the COVID-19 Home Test Reimbursement Form link.
4. Print the form and fill it out completely.
5. Send it to the address shown on the form. Include your ORIGINAL cash register receipt in the envelope.
6. If you need us to send you a form, just call Member Services at the number on the back of your ID card.

How will I be paid for the tests I buy?

We will send you a check for the balance in 30-45 days.

What if I have questions about the free COVID-19 Tests Program?

You can call Member Services:

Medicaid: 1-866-638-1232 (PA Relay: 711)

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



Quality Improvement at Aetna Better Health® Kids

Our Quality Management Department wants to make sure you get good care and services.

That includes:

- Health management programs that work for you
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when you need it most
- High satisfaction with your doctors and with us.

Our quality improvement activities each year include:

- Contacting you to remind you to get care (like well-child checkups)
- Sending you postcards or newsletters about health topics
- Reviewing the number, quality and kinds of services you receive
- Reminding your doctors and you about preventive health care
- Making sure you're continuing to get the care you need
- Checking that your calls are answered quickly and that you get the right information
- Ensuring your doctor has all the information needed to care for you or your child.

We have many more quality programs. You can call Member Services at **1-800-822-2447** (TTY: 711) to learn more about what we do to improve your care. We're also happy to give you a printed copy of our program goals and how we're doing. You can also read updates on our website at [AetnaBetterHealth.com/pennsylvania/members/quality](https://www.aetnabetterhealth.com/pennsylvania/members/quality).



Now You Can Pay Your Chip Premium At Local Retail Stores!



Paying your CHIP premium just got easier

Make a payment at any of these retailers* simply by scanning the bar code on your invoice.



Beginning with this month's invoice there is a bar code at the bottom of your CHIP Premium invoice. At checkout the cashier will scan your bar code(s). You can pay with cash, credit card, or debit card. After you have made a payment in-store, the payment will reflect on your account in 3 business days.

*This list is subject to change.

You can still make payments using these methods:



Pay by mail

With check or money order.*

Aetna Better Health® Kids
PO Box 785656
Philadelphia, PA 19178-5656

*Made out to Aetna CHIP.



Pay online

With credit card or debit card.

Using the **Aetna Payment System**.
<https://secure.directbiller.com/pbills/payer/welcomeDirect.do?h=1fnfgz5ge1>



Pay by phone

With check or money order.

Call **1-877-222-2004** using an automated touchtone phone.
Have your member ID and invoice number ready.



Aetna Better Health® Kids

If you have questions, call us at
1-800-822-2447 (TTY: 711)
AetnaBetterHealth.com/pennsylvania/members/chip
A CHIP Health Plan

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-PWBEOAO@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

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：如果您說普通話，您可以免費獲得語言幫助。請致電**1-800-385-4104**（聽障專線：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 تتكلم العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل بالرقم **1-800-385-4104** إذا كنت تعان من الصمم أو ضعف السمع فاتصل بخدمات الربط 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: ត្រូវចងចាំ ៖ ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមហៅទូរស័ព្ទមកលេខ **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 မြန်မာဘာသာစကားကိုပြောဆိုပါက ဘာသာ စကားဆိုင်ရာ အကူအညီပေးသည့် ဝန်ဆောင်မှုများကို သင့်အနေဖြင့် အခမဲ့ရရှိနိုင်ပါသည်။ **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 দিচ্ছে দেখুন: আপনি যদি বাংলা বলেন, আপনার জনস্ব বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-385-4104** (PA Relay: **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: ગુજરાતી: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સેવાઓ વિના મૂલ્યે તમને ઉપલબ્ધ છે. કૌલ કરો **1-800-385-4104** (PA રિલે: **711**)