



Care for you



TEXAS
Health and Human
Services

TEXAS
STAR  Kids
Your Health Plan ★ Your Choice

 aetna[®]

[AetnaBetterHealth.com/Texas](https://www.aetna.com/betterhealth/texas)

Aetna Better Health[®] of Texas

Why is family planning important?

Family planning, for many women, is the first time they seek health care. Family planning helps:

- Women plan family size and time between births
- Improve health for infants, children, women and families

You can go to any family planning provider or clinic. You do not need to be referred from your primary care provider (PCP). If you are under age 21, you do not need permission from your parent. You can pick an OB-GYN. This doctor must be in the same network as your PCP. We cover the following services:

- Annual exams and Pap tests
- Prescription and over-the-counter birth control medicines and devices
- Testing, education and counseling on sexually transmitted diseases (STDs) and prevention
- Help with making an informed decision on family planning
- Treatment of problems related to using birth control, including emergencies
- Pregnancy diagnosis, counseling and referral
- Sterilization if you are 21 or older. (A federal Consent for Sterilization form is needed.)

Unplanned pregnancies occur among women of all incomes,

education levels and ages. But the rates are highest among these groups of women:¹

- Those who are ages 18 to 24
- Those who were cohabiting
- Those whose income is below the poverty line
- Those with less than a high school diploma
- Those who are Black or Hispanic

Unplanned pregnancies can lead to:

- Birth defects and low birth weight
- Children who are more likely to have poor mental and physical health during childhood

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Winter 2022–2023

TX-22-09-13

Get more value at no extra cost

We have updated our no-cost value-added services so you can get even **more** out of your benefits:

- Transportation services
- Over-the-counter benefits
- Dental and vision benefits
- And more

If you have any questions, call Member Services at **1-844-787-5437 (TTY: 711)** (STAR Kids).

Population Health Programs

Aetna Better Health of Texas has programs to help you and your family take care of your health:

- Healthy Pregnancies and Healthy Babies
- Drug withdrawal in newborn babies (neonatal abstinence syndrome, or NAS)
- Care management
- Chronic conditions management for:
 - Asthma
 - Diabetes
 - CHF (congestive heart failure)
 - CAD (coronary artery disease)
 - Chronic obstructive pulmonary disease (COPD)
 - Mental health and depression
- Shots (vaccines)
- Autism spectrum disorder
- Case management for children and pregnant women



You can request to opt in or out of these programs. To learn more, go to our website at **[AetnaBetterHealth.com/texas/population-health-programs.html](https://www.aetna.com/betterhealth/texas/population-health-programs.html)**. The programs are educational help for you and your family. We may change the programs at any time to be sure we meet your needs.

Family planning

Continued from front page

- Children who are more likely to have a lower education and more behavior issues in their teen years

Think about family planning before you're ready to start a family. It's never too early to start taking prenatal vitamins (especially folic acid). They can help prevent birth defects.

You can get vitamins over-the-counter at your local grocery store.

See your doctor

Your doctor may want to give you a wellness checkup to make sure you are healthy. They will also answer any questions that you have about your health or getting pregnant.

If you think you are pregnant, call your PCP or OB-GYN.

Plan your first visit for the first six to eight weeks that you are pregnant.

*¹Lawrence B. Finer, PhD, and Mia R. Zolna, MPH. Declines in Unintended Pregnancy in the United States, 2008–2011, *N Engl J Med* 2016; 374:843–852 March 3, 2016 DOI: 10.1056/NEJMsa1506575. Available from: [NEJM.org/doi/full/10.1056/NEJMsa1506575](https://www.nejm.org/doi/full/10.1056/NEJMsa1506575)*

988 Suicide & Crisis Lifeline

The **988** suicide and crisis line is here to help you 24 hours per day. You can call or text **988** anywhere in the United States. The **988** team can help you with personal distress or a mental health crisis. You can call **988** if you need help for a family member or friend.

Details about **988**:

- Calls are free.
- Calls are confidential.
- Help is available in English, Spanish and 250 other languages.

- Counselors can help with a mental health or substance use concern.
- Counselors will listen, understand your problem and provide support.
- Counselors can connect you to the community mental health center in your county.

Call **911** for a mental health or substance use emergency:

- You need help right now.
- You are concerned about your safety.



- You are concerned about the safety of a family member or friend.

The Suicide & Crisis Lifeline helps people in crisis.

- Call **988**
- Text **988**
- Chat **988lifeline.org**

Community outreach

Our community outreach department attends health fairs and community events to help members and people who may become members learn about our plan.

They provide an overview of our plan and teach people about:

- STAR/CHIP/STAR Kids
- Texas Health Steps
- Renewal
- Accelerated services for farmworker children

Here are a few more services our team offers:

- **Re-enrollment assistance.** Call **211** Texas or visit **YourTexasBenefits.com/Learn/Home.**
- **Member Advisory Group meetings.** Our team hosts quarterly meetings and

welcomes all STAR Kids members to attend.

- **Texas Health Steps assistance.** Our team assists with scheduling for members who need help completing their Texas Health Steps exams with their providers.
- **Member Baby Shower Program.** Learn about our Maternity Care Program. You'll get lots of great

information to help with your pregnancy. Find the schedule on our website at **AetnaBetterHealth.com/Texas/wellness/women/pregnancy.**

For information on our value-added services, please visit **AetnaBetterHealth.com/Texas/members/starkids/skvalueadds.**



Flu vaccines and prevention

Flu season has begun, so it's time to start thinking about flu prevention. What is the flu? It is an illness caused by a virus and is usually spread through the air. When a person with the flu coughs, sneezes or talks, they can spray tiny droplets into the air. These droplets can get into your nose, mouth or lungs. You might also touch things where droplets have landed (light switches, doorknobs, etc.), then touch your nose, mouth or eyes. You can start spreading the virus even before you start to feel sick.

Each year thousands of people end up in the hospital or die from the flu. People who are more likely to get very sick from the flu are those over age 65, babies and people with asthma, COPD, diabetes and heart disease.

Sometimes it's hard to tell whether you have the

This year the National Influenza Vaccination Week is December 6–12, 2022, so if you haven't gotten your flu shot by then, join people all over the country in getting flu protection.

beginning of a cold or if it's the flu, allergies or even COVID-19.

Call your doctor's office immediately if you're sick and getting worse. They may want you to get tested for the flu or COVID-19.

The **best way to prevent the flu is to get your flu shot** each year. Ask your doctor for your flu shot at your next visit.

The flu shot can be given to children as young as 6 months of age. Other ways to help stop the spread of germs is to stay away from people who are sick; cover your mouth if you cough or sneeze; don't touch your eyes, nose or mouth; and wash your hands often. And get plenty of sleep, drink plenty of water and eat healthy meals.

Allergies, cold flu and COVID-19

Most common symptoms for each

Symptoms	Allergies	Cold	Flu	COVID-19
Body aches		✓		sometimes
Chills		rarely	✓	sometimes
Dry cough	✓	✓	✓	✓
Fatigue	sometimes	✓	✓	✓
Fever		rarely	✓	✓
Headache	✓	rarely	✓	sometimes
Itchy eyes	✓			
Loss of taste/smell	sometimes	rarely	sometimes	✓
Nasal congestion	✓	✓	✓	rarely
Nausea/vomiting/diarrhea		sometimes	sometimes	sometimes
Runny nose	✓	✓	✓	rarely
Sneezing	✓	✓	✓	sometimes
Sore throat	sometimes	✓	✓	sometimes
Shortness of breath	sometimes	rarely	✓	✓

Chart source: Beaumont Health, www.Beaumont.org



For more information, go to [AetnaBetterHealth.com/health-wellness/flu-shot.html](https://www.aetna.com/better-health/health-wellness/flu-shot.html) or [CDC.gov/Flu/Prevent/Actions-Prevent-Flu.htm](https://www.cdc.gov/Flu/Prevent/Actions-Prevent-Flu.htm).

Flu vaccine

Getting your flu shot is an easy way to stay healthy during flu season. That's why we offer flu shots at no extra cost to you. The flu virus is always changing. And your protection weakens over time. Getting your flu shot each year can help everyone, especially pregnant moms, people with chronic conditions, caregivers, and children and families.

The best time to get your flu shot is before the end of October, but later is better than never. You can get a flu shot at a:

- Doctor's office
- Pharmacy
- Clinic
- Health center

Having the flu is a little different than having a cold. Some symptoms of the flu include:

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue or tiredness
- Vomiting and diarrhea

If you or a loved one has the flu, it's important to:

- Get some rest.
- Drink plenty of fluids.
- Contact a provider if symptoms get worse.

Keep your child healthy this winter

The winter months can be filled with traveling, family time, holidays and indoor activities. It can be hard for both adults and children to stay healthy. Vaccines can help your child avoid common sicknesses like the flu, whooping cough and COVID-19. Everyone 6 months of age or older can now get a COVID-19 vaccine. A Texas Health Steps visit can help you stay up to date with vaccinations and keep your family safe.

If you have not scheduled a yearly Texas Health Steps visit, call your child's doctor to make an appointment and see if vaccines are right for your child. If you do not have a doctor, our Member Services team can help you find a doctor that is right for you or your child. Call us at the phone number placed on the back of your Aetna card.



Checkups for your children

Texas Health Steps (THSteps) is a program for children from birth to age 20 enrolled in Medicaid. THSteps provides:

- Medical checkups
- Dental checkups
- Vaccines/immunizations

Aetna Better Health of Texas also offers incentives for completing Texas Health Steps visits as part of our member value-added services.

For information on our value-added services, please visit **[AetnaBetterHealth.com/Texas/members/starkids/skvalueadds](https://www.aetna.com/betterhealth/texas/members/starkids/skvalueadds)**.

To learn more, call THSteps at **1-877-847-8377 (TTY: 711)** or contact our Aetna Better Health of Texas Member Services at **1-844-787-5437 (TTY: 711)**.

Our member advocates are ready to help

Our team works with you to be sure you have the best health care experience possible. They provide an overview of our plan and teach members about benefits for:

- STAR/CHIP/STAR Kids coverage
- Texas Health Steps renewal
- Accelerated services for farmworker children

Here are a few more services our team offers:

- **Answers to coverage questions.**
- **Re-enrollment help.** Call **211** Texas or visit **YourTexasBenefits.com/Learn/Home.**
- **CVS Health HUB events.** These weekly health education events provide

member education on STAR/CHIP/STAR Kids coverage, Texas Health Steps, renewal, accelerated services for farmworker children, and the latest on COVID-19 and vaccination incentives.

To connect with a member advocate, call the number on the back of your member ID card or leave a message, and we will return your call within one to two business days: **1-800-327-0016**. For members who are deaf or hard of hearing, please call **1-800-735-2989**.

To learn more about our value-added services, please visit **AetnaBetterHealth.com/Texas/members/starkids/skvalueadds**.



Urgent vs. emergency

Where do you go when you need medical care quickly — say for a bump, a bruise or a bellyache? Urgent care centers can manage many minor illnesses and injuries. But some symptoms call for emergency care.

Go to the urgent care for mild or minor:

- Allergic reactions or rashes
- Cuts, burns or wounds
- Headaches
- Sickness, such as colds, sore throats, earaches and low-grade fevers
- Injuries, such as back pain, sprains and strains
- Sickness or vomiting

Play it safe. This list is not medical advice or a complete list. If you think you have something serious or life-threatening, seek emergency care right away.

Call 911 or go to the ER for:

- Allergic reactions with trouble breathing, hives or swelling
- Chest pain that lasts for more than a few minutes
- Trouble breathing
- Heavy bleeding, severe burns or deep wounds
- High fever with a headache or stiff neck
- Injury to the neck, spine or head, especially with other symptoms
- Passing out, fainting or seizures
- Poisoning or overdose
- Serious injuries, such as broken bones



- Severe and continuing vomiting or diarrhea
- Sudden headache or pain, such as in the jaw or arm
- Sudden confusion, weakness, loss of balance, face drooping, blurred vision or slurred speech

For non-emergencies, there are other places where you can get care when you need it. If you are sick or hurt, you can also use the following.

Telehealth services

Easy, 24-hour access to in-network providers for non-emergency health issues. Do it all by phone or video at no cost to you. Get medical advice, a diagnosis or a prescription from home.

Often, your own trusted provider will offer a telehealth option. Ask your provider about

telehealth options when you call to make your appointment.

Telehealth and telemedicine services from MDLIVE are available to you when your provider's office is closed. Set up and activate your MDLIVE account, so it's ready when you need it, by calling **1-888-667-7652 (TTY: 1-800-770-5531)**. Or visit **[AetnaBetterHealth.com/texas/telehealth.html](https://www.aetna.com/betterhealth.com/texas/telehealth.html)**.

Make an appointment for:

- Behavioral health (10 and older only)
- Colds, flu and fevers
- Rash, skin conditions
- Sinuses, allergies
- Chest infections
- Sore throat
- Follow-up appointments
- Some screenings

24/7 Nurse Advice Line

Nurses can answer your health questions and help set up doctor appointments. Call for:

- Help caring for a sick child
- Help knowing if you should see your provider
- Answers to health questions

Call us using the number listed on the back of your Aetna Better Health member ID card.

Primary care provider (PCP)

Your PCP is your main provider. Call the office to make a visit if you don't need instant medical care.

Make a visit for:

- Shots
- An annual wellness exam
- Help with colds, flus and fevers
- General information about your health
- Care for health issues like asthma or diabetes

Behavioral health crisis lines

If you are having thoughts about hurting yourself or someone else, you should get help right away. For help right away, call your Member Service line and, when asked, select **1 (crisis)**.

Sources: American College of Emergency Physicians; National Institutes of Health

Diabetes and high blood pressure

What is diabetes?

In type 2 diabetes, which is the most common form in adults, the body doesn't make enough insulin or doesn't use insulin properly. Insulin is needed to move blood sugar into your body's cells for energy. You can lower your blood sugar (glucose) by eating fewer sugars and carbs or by exercising. Some people need medication, or insulin, to keep their blood sugar in normal range.

How to control or prevent diabetes

- Eat healthy: less bread, pasta and sugar in your diet.

- Exercise or be more active every day: lowers your blood sugar and can help you lose weight.
- See your doctor for regular checkups.
- If you have diabetes, check your blood sugar at home and take prescription diabetes medicine daily.

These steps can help prevent complications from diabetes. Diabetes can affect your kidneys, heart and eyes and can cause less feeling in your fingers and toes. It may also take you longer to heal from sores.

For further information, go to **Diabetes.org**.

What is high blood pressure (hypertension)?

Blood pressure measures how hard your heart is working to pump blood in your body. Ideally your blood pressure (BP) should be less than 140 on the top number and less than 90 on the bottom number. If your blood pressure is high, your doctor may ask you to:

- Lose weight: helps your heart not have to work so hard to pump blood all over.
- Use less salt in your foods: to have less fluid in your body.
- Exercise: strengthens your heart muscle and helps you lose weight.
- Stop smoking: makes your heart work harder.

Other things you may be asked to do is check your blood pressure at home using a blood pressure cuff. You may also be asked to take blood pressure medicine daily.

For further information, go to **Heart.org**.

If the changes above seem to be too much all at once, start with baby steps! Pick one thing to change each week or month. You can also talk with your doctor for help on getting started.

For other healthy living tips, go to Aetna's member portal: **AetnaBetterHealth.com/health-wellness/healthy-living.html**.



Help for children with chronic conditions

Some health issues need more care. Your child’s service coordinator can help manage chronic conditions like asthma, diabetes and more. They can help you:

- Find more resources and get referrals for care
- Work with your health care team
- Learn more about your child’s symptoms
- Get services during hours when you really need them

Contact your child’s service coordinator directly or call **1-844-787-5437 (TTY: 711)** and select the “Service Coordination” option to get help.



Member experience and satisfaction

We hope that you will always be happy with us and your doctors. It is our goal to be the best health plan for you. Earlier this year we sent some of you a survey to see how easy it was to get the care and services you need. We also asked about our customer service and if you like your doctors.

Here is how we did in 2022:

Question	Rate	Goal
Getting needed care	85.00%	85.65%
Getting care quickly	82.73%	86.90%
Treated with courtesy and respect by customer service staff	94.48%	93.86%
Rating of personal doctor	73.00%	78.01%
Rating of health plan	74.43%	72.19%

Your answers tell us what we are doing well and where we need to improve. This year’s answers showed that we need to keep improving our overall service and care being delivered to our members. We will continue to work with members and providers to improve and meet expectations.

Every year, we host meetings to talk about what is working for us and what needs improvement. We’d love to have you attend. Join us and tell us what you think. Call **1-844-STR-KIDS (1-844-787-5437) (TTY: 711)** and tell us you’d like to join!

Prescription drugs

How to get the medicines you need

Check that your pharmacy is in our network

It's easy to get your medicine when you need it. All you need to do is to take your prescription to a network drugstore. Show your Aetna Better Health of Texas ID card. If you have Medicaid or other coverage, show that ID card too.

To get a list of network drugstores, call Member Services:

- Medicaid STAR Kids **1-844-STR-KIDS (1-844-787-5437) (TTY: 711)**

Our lines are open Monday through Friday, 8 AM to 5 PM, Central time. You can also find information on our website at AetnaBetterHealth.com/Texas.

Make sure your medicines are on the Vendor Drug Program (VDP) Preferred Drug List (PDL)

Aetna Better Health of Texas covers only medicines on the HHSC/VDP PDL. We cover these drugs when they are medically needed. You can find this list in your welcome packet.

Prior authorization: Some medicines need to be approved before we cover them

We must approve some medicines on our drug list before we can cover them. We do this through **prior authorization, or PA**.

There are two different types of prior authorization:

- Clinical PA requests require you to meet specific clinical criteria before the drug is covered.
- PDL PA requests require a trial of a preferred drug before the drug is covered.

When you get a new prescription, ask your provider if you need approval for the medicine before you can get it. If so, ask if there is



another medicine you can use that doesn't need approval. If we need to approve your medicine, your provider must call us on your behalf.

We'll then review the request. If the pharmacist cannot reach your provider to get the PA process started, they can give you a three-day supply of the drug. We'll tell you in writing if we don't approve the request. You have the right to appeal. We'll tell you how to start the appeal process if you want to do that.

Quantity limits: Some drugs have limits on the number of doses you may get. The U.S. Food and Drug Administration (FDA) recommends limits on doses to make sure the medicine is being used safely.

The pharmacist will fill your prescription according to the FDA's safe dosing limits. If the dose your provider prescribed is above the FDA limit, your provider may submit a PA request to us to review.

Medical exceptions: If your medicine is not on the HHSC/VDP PDL, ask your provider if there is a preferred drug on the list that would be right for you. If not, your provider must ask us for a medical exception. We'll need to know why the preferred drugs won't work for your medical condition. We will review the medical exception request within 24 hours. If we can't meet this deadline, the pharmacist can give you a three-day supply of the drug. If we don't approve your medical exception, we'll tell you in writing. We'll also tell you how to start the appeal process.

Brand-name drugs instead of generic alternatives: Generic drugs work just as well as brand-name medicines. Aetna Better Health of Texas pays for generic drugs when available and allowed by the VDP PDL. If your provider wants you to have a brand-name drug and it's not on the VDP PDL, they must submit a prior authorization for review. If we don't approve the request for a brand-name drug, we'll tell you in writing. We'll also tell you how to start the appeal process.

Prescriptions

Pharmacy benefits are coordinated through CVS Caremark.

Aetna Better Health covers prescription medications. Members can get their prescriptions at no cost (Medicaid) or at low copays (CHIP) when:

- Prescriptions are filled at a network pharmacy
- Prescriptions are on the preferred drug list (PDL) or formulary

It is important for providers to know about all other prescriptions you are taking. Your provider should also ask you about non-prescription medicines, vitamins or herbal supplements you may be taking.

Get help updating your member contact information

You can call **211** or **1-877-541-7905 (TTY: 711)**. You can get help Monday through Friday from 8 AM to 6 PM CT.

Join us at the Member Advisory Group (MAG) meetings

STAR Kids members are welcome to come to our MAG meetings. Share your opinions and ideas. Learn more about STAR Kids.

We hold these meetings every three months. Members who attend will get a gift card.

Interested? Call Aetna Better Health of Texas at **1-844-787-5437 (TTY: 711)** and select the "Service Coordination" option to learn more about MAG meetings and dates.



Changes to the Texas Medicaid Preferred Drug List

Texas Medicaid shares the Medicaid Preferred Drug List (PDL) updates in January and July. The updates are based on the changes from the Texas Drug Utilization Review Board meetings. The tables below list changes for the July 2022 update.

Drugs on the PDL are shown as preferred, non-preferred or non-reviewed. The PDL includes only preferred or non-preferred drugs. Drugs listed as preferred do not need prior authorization, but some could need a clinical prior authorization. Drugs listed as non-preferred will need prior authorization. There are some clinical prior authorizations that all Medicaid managed care organizations must perform.



July 2022 Preferred Drug List updates

Reviewed drug class	Drug name	Current PDL status	Recommended status
Alzheimer's agents	Adlarity (transderm)	Non-reviewed	Non-preferred
Calcium channel blockers	Norliqva (oral)	Non-reviewed	Non-preferred
Cytokine and CAM antagonists	Cibinqo (oral)	Non-reviewed	Non-preferred
Fluoroquinolones, oral	Cipro suspension (oral)	Non-preferred	Preferred
Fluoroquinolones, oral	Ciprofloxacin suspension (oral)	Preferred	Non-preferred
Glucocorticoids, oral	Tarpeyo (oral)	Non-reviewed	Non-preferred
Immunosuppressives, oral	Tavneos (oral)	Non-reviewed	Non-preferred
Non-steroidal anti-inflammatory drugs (NSAIDs)	Diclofenac sodium (oral)	Non-preferred	Preferred
Non-steroidal anti-inflammatory drugs (NSAIDs)	Ketorolac (oral)	Non-preferred	Preferred
Non-steroidal anti-inflammatory drugs (NSAIDs)	Sulindac (oral)	Non-preferred	Preferred
Ophthalmic antibiotics	Vigamox (ophthalmic)	Non-preferred	Preferred
Ophthalmic antibiotic-steroid combinations	Tobradex suspension (ophthalmic)	Non-preferred	Preferred
Ophthalmics for allergic conjunctivitis	Lastacaft, OTC (ophthalmic)	Non-reviewed	Non-preferred
Ophthalmics for allergic conjunctivitis	Olopatadine, OTC (Pataday once daily) (ophthalmic)	Non-preferred	Preferred

Reviewed drug class	Drug name	Current PDL status	Recommended status
Ophthalmics for allergic conjunctivitis	Olopatadine, OTC (Pataday twice daily) (ophthalmic)	Non-preferred	Non-preferred
Rosacea agents, topical	Epsolay (topical)	Non-reviewed	Non-preferred
Skeletal muscle relaxants	Fleqsuvy (oral)	Non-reviewed	Non-preferred
Skeletal muscle relaxants	Lyvispah (oral)	Non-reviewed	Non-preferred
Ulcerative colitis	Canasa (rectal)	Non-preferred	Preferred
Ulcerative colitis	Mesalamine (Canasa) (AG) (rectal)	Preferred	Non-preferred
Ulcerative colitis	Mesalamine (Canasa) (rectal)	Preferred	Non-preferred
Ulcerative colitis	Pentasa (oral)	Non-preferred	Preferred
Uterine disorder treatments (new PDL class)	Myfembree (oral)	Non-reviewed	Preferred
Uterine disorder treatments (new PDL class)	Oriahnn (oral)	Non-reviewed	Preferred
Uterine disorder treatments (new PDL class)	Orilissa (oral)	Non-reviewed	Preferred
Acne agents, topical	Twyneo, cream (topical)	Non-reviewed	Non-preferred
Analgesics, narcotics short	Seglenti (oral)	Non-reviewed	Non-preferred
Antivirals, orals	Livtensity (oral)	Non-reviewed	Non-preferred
Colony stimulating factors	Releuko, syringe (subcutaneous)	Non-reviewed	Non-preferred
Colony stimulating factors	Releuko, vial (injection)	Non-reviewed	Non-preferred
Gastrointestinal (GI) motility, chronic	Ibsrela, tablet (oral)	Non-reviewed	Non-preferred
Hereditary angioedema (HAE) treatments	Takhzyro, syringe (sub-q)	Non-reviewed	Non-preferred
HIV/AIDS	Triumeq PD tab suspension (oral)	Non-reviewed	Preferred
Opiate dependence treatments	Zimhi (injection)	Non-reviewed	Preferred

Where to find PDL information

- Find the updated PDL at txvendordrug.com/formulary/prior-authorization/preferred-drugs.
- Find the prior authorization clinical edits (PA criteria) at txvendordrug.com/formulary/prior-authorization/mco-clinical-pa.
- Find the full list of all updates to the PDL at txvendordrug.com/about/news/2022/january-2022-drug-utilization-review-board-meeting-summary.

Language services available to members

Did you know your doctor can call an interpreter if you need one? You can also request a printed copy of your Member Handbook in another language, audio format, Braille or larger prints. The following language services requests are available to you:

- In-person interpreter
 - The interpreter will meet you at your appointment at the doctor's office.
 - Requests should be submitted at least three business days ahead of the appointment.
- Over-the-phone interpreter
 - You can submit a request the same day by calling Member Services.
- Reading materials translation
 - You can submit a request by calling Member Services.

For more information, call Member Services Monday through Friday, 8 AM to 5 PM, at **1-844-787-5437 (TTY: 711)**.

Non-emergency medical transportation (NEMT) services

What are NEMT services?

NEMT services provide transportation to non-emergency health care appointments for members who have no other options. These trips include rides to the:

- Doctor
- Dentist
- Hospital
- Pharmacy
- Other places you get Medicaid services

These trips do NOT include ambulance trips.

What NEMT services do I have?

- Passes or tickets for rides on mass transit within and between cities or states. This includes by rail or bus.
- Commercial airlines.
- Demand response services. This is curb-to-curb transportation in private buses, vans or sedans. It includes wheelchair-accessible vehicles if you need one.
- Mileage reimbursed for an individual transportation participant (ITP) for a verified completed trip to a covered health care service. The ITP can be you, a responsible party, a family member, a friend or a neighbor.
- If you are 20 years old or younger, you may be able

to receive the cost of meals for a long-distance trip to get health care services. The rate for meals is \$25 per day for the member and \$25 per day for an approved attendant.

- If you are 20 years old or younger, you may be able to receive the cost of lodging for a long-distance trip to get health care services. This is limited to an overnight stay. It does not include any extra charges during your stay, such as phone calls, room service or laundry.
- If you are 20 years old or younger, you may be able to receive funds before a trip to cover NEMT services.

If you need someone to travel to your appointment with you, NEMT services will cover the transportation costs of your attendant.

Children 14 years old and younger must have a parent, guardian or other authorized adult with them. Children 15 to 17 years old must be accompanied or have consent from a parent, guardian or other authorized adults on file to travel alone. Parental consent is not required if the health care service is confidential in nature.

How do I request a ride?

- Call Access2Care at **1-866-411-8920 (TTY: 711)** two business days before your appointment to schedule your ride. They are open 24 hours a day, 7 days a week.
- In some cases you may ask for the NEMT service with less notice, including:
 - Being picked up after being discharged from a hospital.
 - Trips to the pharmacy to pick up medication or approved medical supplies.
 - Trips for urgent conditions. An urgent condition is not an emergency but is severe or painful enough to need treatment within 24 hours. You must notify us prior to the approved

and scheduled trip if your medical appointment is canceled.

- Download the Access2Care (A2C) app on your smartphone from the app store. You can schedule your rides through your phone and get reminder texts if you want them.

Don't forget to mark your calendar for the time and date for your appointment. On the day of your appointment, be ready 30 minutes before your driver is due to arrive.

Before you schedule your ride, have your information ready:

- Your Medicaid or member ID number
- Your first and last name

- Your date of birth
- Your home address, including ZIP code, for the pick-up
- The name, address and ZIP code for the health care provider, medical facility or the pharmacy you'll visit
- The date and time of your appointment
- If anyone is traveling with you (one additional person is allowed)
- If you need special transportation requirements, like wheelchair-accessible

To learn more, visit our website at [AetnaBetterHealth.com/Texas/members/medicaid/benefits#0](https://www.aetna.com/betterhealth/texas/members/medicaid/benefits#0).





Taking care of you

The end of the year will be here soon. Before the end of the year, see your primary care physician to complete your annual checkup, make sure your vaccines are up to date and get the preventive care you need. Other services you may need:

- **Dental.** It's part of your overall health. You should see your dentist every six months.
- **Vision.** Routine eye exams are an easy way to keep your eyes healthy.
- **Pharmacy.** We make it easy to get the medications you need and get them filled at any pharmacy in our network.
- **Pregnancy and newborn care.** Prenatal and postpartum routine care.
- **Behavioral health.** If you need help with behavioral health, we are here for you. This includes mental health and substance abuse.

We don't want you to risk losing your benefits. If your contact info isn't current, Texas Health and Human Services (HHS) won't be able to notify you when it's time to renew your Medicaid coverage. To update your address, phone number or email, call Texas HHS at **1-800-252-8263 (TTY: 711) or 211**. Or you can log in to your online account at **YourTexasBenefits.com**.

Quality improvement

We want our members to get quality care when they need it. That means great service from our health care providers and doctors. Our Quality Improvement team works to provide services of high quality and value. They focus on meeting the needs of our members. By working with our members and health care providers, we can see how we're doing and make any needed changes.


Aetna Better Health of Texas looks for ways to make our members' experience better. Here are some ways we do that:


- Clinical quality surveys
- Member and provider satisfaction surveys
- Accreditation surveys
- Checking Healthcare Effectiveness Data and Information Set (HEDIS®) scores
- Performance improvement projects


You deserve the best-quality care. The Aetna Better Health of Texas Quality Improvement team will work to give you that level of care.

Renew your benefits

It's easy to renew your benefits. You can renew:

 **Online:** Visit **YourTexasBenefits.com** and choose "Log In." Then, choose "Manage Your Account." Find the case that says "Ready for renewal" and choose "Details." Then, choose "Renew Benefits." If you don't have an account, choose "Create a new account" and answer some basic questions.

 **By mail:** Complete the form that comes with your renewal letter. Mail it using the prepaid envelope.

 **By fax:** Complete the form that comes with your renewal letter and fax it to **1-877-447-2839**.



Utilization management

We want to make sure that our members are getting the services or benefits they need to stay healthy. This is called utilization management (UM). Our UM staff use medical criteria, rules and written policies to make UM decisions. We check that requested services are:

- Needed to keep or get you healthy
- Covered by Aetna Better Health of Texas

We also use rules for treating common conditions that we expect doctors to use. These are called Clinical Practice Guidelines. If you would like a copy of the Clinical Practice Guidelines, you or your provider can call Member Services or go to **[AetnaBetterHealth.com/texas/providers/clinical-guidelines-policy-bulletins.html](https://www.aetna.com/clinical-guidelines-policy-bulletins.html)**.

STAR members can call Monday through Friday from 8 AM to 5 PM. STAR Kids members can call 24 hours a day, 7 days a week. Both can call with questions about our UM program. Member Services may transfer your call to the UM department. After business hours, you may be transferred to our after-hours call center. Someone will take your message. We'll call you the next business day. When calling back, the representative will tell you that they are calling from Aetna Better Health of Texas and will give you their name and title.

Contact us



Aetna Better Health of Texas
P.O. Box 569150
Dallas, TX 75356-9150

STAR Kids
1-844-STR-KIDS
(1-844-787-5437)

TDD/TTY:
1-800-735-2989

This newsletter is published for the members of Aetna Better Health. This is 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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Notice of Nondiscrimination

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

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)
- 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
4500 East Cotton Center
Boulevard Phoenix, AZ 85040
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>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

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).

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).

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)。

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.

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).

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۔

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).

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).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: 711) पर कॉल करें।

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104** (TTY: 711) تماس بگیرید.

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.

GUJARATI: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કૉલ કરો (TTY: 711).

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).

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。

LAOTIAN: ເຊີນຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຫາເບີໂທທີ່ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ ຫຼື **1-800-385-4104** (TTY: 711).

TX-16-09-04