

wellness & you

HEALTHY LIVING



Family planning is important

Family planning helps you plan the size of your family. It also helps you plan the time between your children. And it gives you information on the use of birth control.

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

- Medical history
- Physical exam
- Medical tests
- Lab tests
- Birth control medication*
- Medical supplies for birth control*
- Education and counseling

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

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

**Pharmacy benefit covered by Fee-for-Service by BMS.*

SHARE YOUR IDEAS!

Call member services to find out how to join our Member Advisory Committee
1-888-348-2922 (TTY: 711)

If you get a bill



You should not get a bill or statement from a network provider or have to pay for covered benefits or preauthorized services. If you get a bill, you should call the health care provider listed on the bill and make sure they have all of your insurance information. You may get a letter from us that says your service was denied for payment. That doesn't mean that you owe money. Most often, you will not owe anything.

If you have questions, call Member Services at **1-888-348-2922 (TTY: 711)**.



Aetna Better Health
of West Virginia

Do you have a medical question? Call our 24-hour Nurse Line. Our nurses can help answer health questions. The toll-free number for the Nurse Line is **1-855-200-5975 (TTY: 711)**.

Kids and diabetes

Type 2 diabetes is becoming more common in children and teens. Learn why and how you can help lower your child's risk.



What is diabetes?

It's a condition where the body can't make or use insulin properly. Insulin is a hormone that helps your body use sugar, or glucose, from food for energy. Diabetes causes this sugar to build up in the blood.

Type 1 diabetes: The body doesn't make insulin at all.

Type 2 diabetes: The body can't use insulin correctly.

Risk factors

Being overweight is the biggest

risk factor for type 2 diabetes. It's also genetic: if you have diabetes, your child may be at a higher risk.

Prevention

To lower your child's risk of type 2 diabetes, encourage small changes:

Eat well. Include fruits or vegetables at each meal. Cut back on sweets, and choose water over sugary drinks.

Be active at least an hour total each day.

Limit screen time to two hours a day.

Stick to a regular sleep schedule. It's important for a healthy weight.

Symptoms

Call your child's doctor if they have any of these symptoms:

- Increased thirst
- Frequent urination
- Unusual tiredness

For more information on kids and diabetes, go to diabetes.org.

If you see something, say something

Fraud is a crime. It means getting money by tricking or fooling someone else. It is stealing.

Waste means not using something wisely. If two medications do the same thing, using the more expensive medicine would be waste.

Abuse means not using something properly. This could be ordering a test even though it is not needed.

West Virginia has a limited amount of money to spend on health care. When someone commits fraud, they are stealing. This means there is less money to treat other people in West Virginia. If you think something does not seem right, it is OK to report it. If you suspect fraud, waste or abuse by an Aetna Better

Health member or provider, please report it. Aetna Better Health has dedicated fraud, waste and abuse investigators. There are three ways to reach these investigators:

- 1 Member Services phone line:** The Member Services team is trained to address your concerns. Call **1-888-348-2922 (TTY: 711)**.
- 2 Aetna Better Health hotline:** Call **1-844-405-2016 (TTY: 711)**. This toll-free line instructs the caller to leave as much info as possible regarding the fraud, waste or abuse.
- 3 Aetna Better Health website:** Visit AetnaBetterHealth.com/WestVirginia, scroll to the bottom and click on "Fraud, Waste and Abuse."

Depression signs through the ages

Depression can happen to anyone. It's also highly treatable. Since some symptoms vary between age groups, it's important to know what to watch for.

Children

- More argumentative, grouchy or annoyed
- Often tired or agitated
- Problems concentrating in school
- Feeling inadequate, guilty or worthless
- Self-injury or self-destructive behaviors
- Angry outbursts or tantrums

Teenagers

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy, motivation or enthusiasm
- Using substances like alcohol or drugs
- Poor self-esteem
- Not taking care of appearance

Adults

- Often annoyed, frustrated, irritable and/or angry
- Loss of interest in socializing and hobbies
- Restless, agitated or sluggish
- Feeling worthless or very guilty
- Hard time concentrating, remembering and making decisions

- Older adults may also be anxious, confused, helpless or quick to cry

New mothers (called postpartum depression)

- Feeling overwhelmed or "empty"
- Detachment from baby
- Panic attacks
- Tired
- Decreased interest in activities
- Self-doubt, guilt, anger
- Changes in sleep or eating

If you see any of these signs in a loved one or yourself, reach out to your primary care provider (PCP) for help.

Remember, it's important to let your PCP know about other doctors who help you with your health. For example, if your PCP doesn't know about a drug that your behavioral health doctor prescribes, this could lead to problems with other drugs you take.

If you need help talking with your PCP about your behavioral health care, please contact our Care Management department at **1-888-348-2922 (TTY: 711)**.



Struggling with drugs or alcohol?

Our Care Management team can help you. Our staff of nurses, social workers and peer support specialists can assist with finding resources to help you get better.

Call **1-888-348-2922 (TTY: 711)** and ask for a Case Manager to help you.

Have you exceeded your benefit but you still need continued treatment?

Call **1-888-348-2922 (TTY: 711)** so we can help you get the care you need.

Your family's healthy-all-year secret

Spoiler alert: It's vaccinations. They can help your family stay well this winter — and for many seasons to come. Here are six vaccinations to keep on your radar. Go to **Vaccines.gov** for a full list.



Chickenpox (varicella)

When it's given: Children get two doses: one at 12 to 15 months old, the second between ages 4 and 6. If you've never had chickenpox or been vaccinated, you'll need the vaccination now.

Diphtheria, tetanus and pertussis (DTaP, Tdap)

When it's given: Younger children usually get five doses of DTaP between ages 2 months and 6 years. Tdap is for older kids, with a first dose between ages 11 and 12, as well as adults, who need the shot every 10 years (more often if pregnant).

Human papillomavirus (HPV)

When it's given: First dose between ages 11 and 12 plus a second dose before 13th birthday. If you're older and haven't had the shot, talk to your doctor. HPV, a sexually transmitted infection (STI), can cause cervical and other cancers.

Measles, mumps and rubella (MMR)

When it's given: Between 12 and 15 months of age for the first dose, and between ages 4 and 6 for the second dose. Sometimes adults need to get it again; ask your doctor if you need the shot.

Pneumococcal

When it's given: It's given at 2, 4 and 6 months and between 12 and 15 months. Adults get one more dose at age 65 or older.

Hot Shots

Get rewarded for getting your child's shots on time.

Go to **AetnaBetter Health.com/WestVirginia**. Click on "Health and Wellness" and then on "Rewards You Can Earn." Scroll down to HotShots and print your child's HotShots form.

Take the HotShots form to each visit with your child's provider.

Have your child's provider sign and date the form once all shots are complete.

Once your child has completed their shots, they'll get a certificate and a special reward.

Need help with transportation? You are eligible for Non-Emergency Medical Transportation (NEMT) services to medical appointments. Call the Modivcare reservation line at **1-844-549-8353** at least 5 days before your appointment.



Need help? Go online

Turn to **AetnaBetterHealth.com/WestVirginia**. Go to the “For Members” tab, then “Updates and Info” and then “News and Events.” Scroll down to “Member Notices” to learn about the following important information on:

- How to reach us: by phone and after hours
- How to use language assistance and interpreter services
- Benefits and services covered in your plan
- Plan restrictions or exclusions from coverage
- Co-pays and/or other charges you may be responsible for
- Benefit restrictions for services obtained outside the network or service area
- Information on participating practitioners, including contact information, specialty, qualifications and educational background
- How to get primary care services, including points of access
- How to get specialty care, second opinions, behavioral health care and hospital services through either your primary care provider or self-referral
- Direct access to women’s preventive health care and family planning services
- How to get care after normal business hours
- How to get emergency care, including when to go to the emergency room or call 911 services
- How to get care and coverage outside the service area
- How to file a complaint by phone or in writing
- How to file an appeal
- How new technology is evaluated
- What utilization management (UM) is, how we make decisions, how to contact our UM department and our affirmative statement about incentives
- Our Quality Management program, including goals and outcomes
- Population Health and Care Management programs, including eligibility; the referral process for member, caregiver or doctor; and opting in or out of a program
- Member rights and responsibilities
- Our privacy practices, including collection, use and disclosure of written, oral and electronic protected health information
- Information on advance directives
- Information about pharmacy procedures

This information can also be found in the Member Handbook. Your updated Member Handbook is on our website under the “For Members” tab. For a printed copy of the Member Handbook, Provider Directory or anything on our website, call Member Services at 1-888-348-2922 (TTY: 711).

Want to know how well we are doing? Go to the “For Members” tab, then “Policies and Procedures” and then “Quality Improvement.” Scroll down to “See Our Results.”

What is Family Finding?

Family Finding helps us answer three questions about children in foster care.

- 1 Does this child have family that may care for them?
- 2 Does the case worker have time to find them?
- 3 Will the people we find be safe and care about this child?

Often the answer is yes. Yes, there is a family, and with help from people like case workers, we can find adults willing to help and be there for children in care.

Family Finding is used to help children link to their family.

Family Finding helped a 14-year-old from Morgantown, WV reconnect with his grandmother and uncle after almost five years in foster care. And in Cabell County, a 10-year-old girl in care met her grandparents for the first time, and she now lives with them

Aetna Better Health is happy to bring Family Finding to West Virginia, putting families and children at the heart of what we do.



Aetna Better Health[®] of West Virginia

Nondiscrimination Notice

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**).

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104** (TTY: **711**)。

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104** (ATS : **711**).

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104** (TTY: **711**) an.

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104** (للصم والبكم: **711**).

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104** (TTY: **711**).

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104** (TTY: **711**) 번으로 연락해 주십시오.

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

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104** (TTY: **711**).

ITALIAN: ATTENZIONE: Nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuita. Chiamare il numero sul retro della tessera oppure il numero **1-800-385-4104** (utenti TTY: **711**).

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

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

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.

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104** (TTY: **711**).

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



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

<Recipient's Name>
<Mailing Address>

2536191-26-01-FA (10/23)

HEALTHY LIVING

It's flu shot time!

The single best way to prevent seasonal flu is to get vaccinated each year. The sooner you get your flu shot, the better. Good health habits like covering your cough and washing hands often can also help stop the spread of germs and prevent respiratory illnesses like the flu.

Get a \$25 state park gift card when you get your annual flu shot (ages 18 and up).



Sign up for Ted E. Bear M.D.'s Cub Club! Children under 13 can join and earn prizes by doing healthy activities like dental checkups, well-child visits and immunizations. To sign up and learn more about the Cub Club, **call Member Services at 1-888-348-2922 (TTY: 711).**