



# Quality time



[AetnaBetterHealth.com/WestVirginia](https://AetnaBetterHealth.com/WestVirginia)

Aetna Better Health® of West Virginia

## Flu shot time!

The single best way to prevent seasonal flu is to get vaccinated each year, but good health habits like covering your cough and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. There also are flu antiviral drugs that can be used to treat and prevent flu.

Practice these good health habits to help you stay healthy:

1. Avoid close contact with people who are sick.
2. Stay home when you are sick.
3. Cover your mouth and nose when you cough or sneeze.
4. Wash your hands often.

5. Avoid touching your eyes, nose or mouth.

Also make sure to get plenty of sleep, manage your stress, drink fluids and eat nutritious foods.

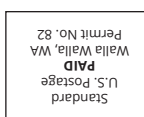
Visit our website at [AetnaBetterHealth.com/WestVirginia](https://AetnaBetterHealth.com/WestVirginia) for information on COVID-19.

**You can earn a \$25 reward for getting the COVID vaccine!**

Once we are able to confirm that you have been fully vaccinated with the COVID vaccine by Dec. 1, 2021, you can be eligible for a \$25 gift card. Call Member Services at **1-888-348-2922 (TTY: 711)** if you have questions.

**Mountain Health Promise  
Fall 2021**

86.22.339.0-FA A (9/21)



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



## Need help? Go online

Turn to [AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/betterhealth/westvirginia).

From the Member Home Page (For Members), click on “Member News” and then on “Helpful Information for Members” to learn about the following:

- 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

Want to know how we are doing? From the Member Home Page, click on “Quality Matters” and then on “HEDIS® And CAHPS® Performance Results.”

This information can also be found in the [Member Handbook](#). Your updated Member Handbook is on our website under the member tab. For a printed copy of anything on our website, call Member Services at **1-888-348-2922 (TTY: 711)**.

A copy of our Annual Community Report is available to you. If you would like a copy, call Member Services at **1-888-348-2922 (TTY: 711)**.



## If you get a bill or statement

You should not get a bill from or have to pay a network provider 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 child's service was denied for payment. This doesn't mean that you owe money. Most of the time you will not owe anything.

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

### We can help!

Do you need help finding transportation, food for your family, housing, utility assistance, or other services that will help you and your family? Our Case Managers are available to help you locate what you need in your community. Please call our Care Management department at **1-888-348-2922 (TTY: 711)**.

Have your benefits ended but you still need continued treatment? Call **1-888-348-2922 (TTY: 711)** so we can help you get your needed care.



## Vaccines help keep kids and teens healthy

One of the most important things you can do as a parent is to make sure your kids get their shots, or "vaccines." The benefits of these shots last a lifetime. Your kids will never have to worry about the diseases that harm or kill many children in other countries. The shots your kids get are safe. They work very well. They almost never cause any reaction or have any serious side effects.

Your kids should have most of the shots they need by age 2. Older kids need booster shots now and then. Teenagers need certain shots too. Call the doctor's office to make sure your kids are up-to-date on their vaccines.

If your child sees a behavioral health doctor or any other specialist, be sure to tell their PCP. The PCP can help support your child's care.



## 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.

Medicaid only has a limited amount of money. When someone commits fraud, they are stealing from Medicaid. This means there is less money to treat other people in Medicaid. If you think something does not seem right, it is okay 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 devoted fraud, waste and abuse investigators. You have access to these investigators three ways:

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 information as possible regarding the fraud, waste or abuse concern.
3. **Aetna Better Health website:** Visit **AetnaBetterHealth.com/WestVirginia**, then click on "Fraud & Abuse" in the upper right-hand corner.

## Don't let stigma get in your way!

Stigma about mental health leads to false beliefs. It stops people from getting the help they need. Mental health illnesses are like physical health illnesses. With treatment, people feel better and recover. For assistance, please contact the Care Management department at **1-888-348-2922 (TTY: 711)**.

## 24-hour Nurse Line

Do you have a medical question and don't know what to do? Call our 24-hour Nurse Line. Our Nurse Line can help answer specific health questions. You can also get advice on what to do when you need health care. The toll-free number for the Nurse Line is **1-855-200-5975 (TTY: 711)**. You can also find the Nurse Line number on the back of your child's Aetna Better Health ID card.



## Fostering resilience and healing in our children

As the caregiver for the children in your home, your role is very important for the child's ability to feel safe and to heal from prior adverse life experiences. Understanding a highly emotional child can be exhausting, but you can do it. Children who have experienced trauma may struggle with regulating their emotions and react behaviorally. The result you may experience is the meltdown! Here are some tips to help you defuse the situation.

1. Remember, it's not personal. The anger may appear directed at you, but it's not about you. Stay calm.
2. You may want to yell — don't. Remember the behavior you're seeing is a reaction to a complex experience without the child having a better way to communicate their feelings.
3. What you may see is screaming, hitting, throwing, crying, aggressive behavior, fighting, etc., but what it means is:
  - "I'm tired."
  - "I'm overwhelmed."
  - "I need a break."
  - "I'm frightened."
  - "I'm sad."
  - "I have no control."
  - "I don't know how to cope."
4. Don't use corporal punishment — ever.
5. Take a deep breath. Hurtful things may be said to you. Children who have experienced trauma sometimes will test you regarding your unconditional love and care.
6. Be sure the child knows you are listening. Use reflective listening.
7. Decrease all stimuli; ask other children to leave the room; and turn off the TV, music or video games. Be present with your child.
8. You can't rationalize with a dysregulated child. Help them to regulate first; there will be time to reason later.

9. Watch your body language. Uncross your arms, relax your stance, make eye contact if you can and get on their level.
10. Validate their feelings, not their actions.

When all is calm and the opportunity is right, explore with your child what was going on. With an older child, they may tell you; with a younger child, they may express themselves in their play. Remember: art, dance, music and any fun physical activity are great ways to help a child calm down. Play is good for children!

**Don't forget:** When little people are overwhelmed by big emotions, it's our job to keep calm.



## 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:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o 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](mailto: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.

## Help in your language

**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 आईडी 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 **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۔

## Join the Cub Club

Make staying healthy fun for your child. Sign up for Ted E. Bear, M.D.'s Cub Club! The Cub Club is a club that children under age 13 can join to earn prizes by doing healthy activities. Healthy activities include getting a dental checkup, well-child visits and getting shots.

**Cub Club members will get** information about staying healthy and new activities to earn prizes. Be sure to look for updates on our website. To sign up and learn more about the Cub Club, call Member Services at **1-888-348-2922 (TTY: 711)**.



## Get rewarded for getting care!


Aetna Better Health of West Virginia offers gift cards and other rewards for receiving certain care. After listening to our members, we have returned to using Walmart gift cards for many of the rewards. For more information about our incentive programs, call Member Services at **1-888-348-2922 (TTY: 711)**.

## Need care after hours?

You can call your child's PCP's office 24 hours a day, 7 days a week for instructions on how to get the care they need. If your child has an emergency, call **911** or go to the nearest hospital.

## Share your ideas and improve your plan. Join our Member Advisory Committee (MAC).

For more information, call **1-888-348-2922 (TTY: 711)**.

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

Member Services:  
**1-888-348-2922 (TTY: 711)**  
**[AetnaBetterHealth.com/WestVirginia](https://www.AetnaBetterHealth.com/WestVirginia)**

This newsletter is published as a community service for the friends and members of Aetna Better Health of West Virginia. This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Are you having problems reading or understanding this or any other information? The information in this notice is available in other languages and formats by calling **1-888-348-2922**. If you are hearing or speech impaired, call **TTY: 711**. Models may be used in photos and illustrations.

2021 © Coffey Communications, Inc. All rights reserved.