



# Laughter



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

Aetna Better Health® of West Virginia

## Help us help you.

If you receive a survey, please take time to fill it out and mail it back to us. Some surveys are done by phone. Take a few minutes to talk to us.

Your answers will let us know if your child's needs are being met.

Your answers will help us serve you and your child better.

### Your answers are private.

Your doctors **will not see your answers.**

We look forward to your input. Thanks in advance for your help!

**Mountain Health Promise  
Fall 2020**

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## Calling all members!

Did you know your child could get a free gift from us for taking an active role in their health? Bringing your child to one of our Wellness Drives is one way you can do just that.

### What is a Wellness Drive?

Aetna Better Health of West Virginia has joined with select doctors in the state to host these events, where time slots

are held just for our members to get needed services. Once the visit is over, your child will receive a goody bag. A Walmart gift card will be mailed to you as soon as your doctor lets us know your child was there.

**These events are by invitation only. So if we call, please say yes!**

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## 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**.

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**.

## Flu shot time!

It's that time of year to get your flu shot. Getting your flu shot is the number one thing you can do to help prevent the flu. When you get the vaccine, you help everyone avoid the flu.

### Preventing the flu: Good health habits can help stop germs

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.

1. **Avoid close contact.** Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

2. **Stay home when you are sick.** If possible, stay home from work, school and errands when you are sick. This will help prevent spreading your illness to others (being contagious). You can spread the flu virus up to 24 hours after symptoms end.

Stay home for **at least 24 hours after your fever is gone** without the use of fever-reducing medicines, such as acetaminophen



For information on COVID-19, visit our website at [AetnaBetterHealth.com/WestVirginia](https://www.aetna.com/better-health/west-virginia).

- (Tylenol). This will help ensure that your fever is truly gone. At that time you will be past the point of being contagious. Children and people with weakened immune systems need even more time to recover and to stop being contagious.
3. **Cover your mouth and nose.** Cover your mouth and nose with a tissue when coughing or sneezing. You can also cough or sneeze into your elbow. It may prevent those around you from getting sick.
4. **Clean your hands.** Washing your hands often will help protect you from germs. If soap and water are not

available, use an alcohol-based hand rub. Wash your hands also after coughing or sneezing into a tissue.

5. **Avoid touching your eyes, nose or mouth.** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
6. **Practice other good health habits.** Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.



## 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**.
2. **Aetna Better Health hotline:** Call **1-844-405-2016**. 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**.

## 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**. 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.

## What do we use to make decisions?

Medical necessity criteria are guidelines that our doctors use to decide if a service or procedure is needed to treat your child's condition or illness. If you have received a letter saying that a service or procedure has been denied, you have the right to request a copy of the guidelines used by our doctor. You also have the right to appeal our doctor's decision. For additional information, call our Member Services number at **1-888-348-2922**.

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.

## 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**.



## 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**.

## 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**.



## 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**.

## 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)**.

## 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.

# Welcome home! How to help a foster child settle in.

Are you expecting a new foster child in your home? This is an exciting time for you. It may be a very hard time for your foster child, though.

They may be leaving a home and family they love. Plus, they're coming to live with strangers. That can be scary.

Still, there is a lot you can do to make this move more comfortable for them.

## 10 ways to help

Start with these steps:


1. Find out what you can about the child's likes and dislikes before they arrive at your house.
2. Try to have your whole family present to give the child a warm welcome to your home. Introduce everyone.
3. Explain who you are and what you know about how long they'll be with you.



4. Have a small gift to give the child to let them know you're glad to have them there.
5. Give the child a tour of your home. Show them their bedroom and which bathroom to use.
6. Explain the routines of the house, such as mealtimes, bedtimes and screen time.
7. Gently explain your rules too, such as no swearing, no stealing and no lying.
8. Let the child know it's OK to ask questions about anything.
9. Let them know you understand this might be a hard time for them, but you're so excited to have them at your house.
10. As they settle in, be available to talk, but don't pressure them to open up to you.

It may take foster kids some time to feel safe and at home. Be patient and caring every step along the way. You're doing a good thing for them — and for you.

*Sources: American Academy of Pediatrics; National Resource Center for Healthy Marriage and Families*

**Contact us**  Aetna Better Health of West Virginia  
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Member Services:  
**1-888-348-2922**  
**AetnaBetterHealth.com/WestVirginia**

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