



# All smiles



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

Aetna Better Health® of West Virginia

## Need help?

Do you need help with finding food or housing, paying your utility bills, or other services that will help you and your family? You can call, text or chat for help by dialing **211** 24 hours a day, 7 days a week. A trained specialist will help you. The **211** service is free and confidential. Or visit **Findhelp.org** to search for help in your area. You just need to provide your ZIP code to get started.

*Clip and save*

### Get connected. Get help.



**CALL:**  
Dial **211** on your phone.



**TEXT:**  
Text your ZIP code to **TXT 211.**



**CHAT:** Go to **WV211.org** and click on "CHAT."



**SEARCH:** Go to **Findhelp.org** and enter your ZIP code.



West Virginia

Mountain Health Promise  
Spring 2022

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

## Programs to help your child stay healthy

Did you know that we have a lot of programs to help members be as healthy as possible? Whether your child has a medical problem or is just trying to live a healthy life, we have a program to help. For most programs, we will automatically put your child into the program if they are eligible. Call us if you do not want your child to be part of a program. For questions about these programs, call our Care Management department at **1-888-348-2922 (TTY: 711)**.

Program	Who is eligible	Program highlights
Child and Family Welfare	Child and family welfare members	<ul style="list-style-type: none"> <li>• Coordination and care planning</li> <li>• Condition-specific assessment</li> <li>• Assistance with navigating the Child and Family Welfare System</li> <li>• Integrated care connection team</li> <li>• Community resource referrals</li> </ul>
Healthy Pregnancies/ Healthy Babies	Pregnant members and moms up to 6 weeks after giving birth	<ul style="list-style-type: none"> <li>• Educational mailings</li> <li>• Texts with health tips</li> <li>• Phone calls from a Case Manager</li> <li>• Incentives/rewards for seeing your doctor</li> </ul>
Healthy Adults and Children	All members	<ul style="list-style-type: none"> <li>• Cub Club for kids</li> <li>• Well-visit reminder calls and postcards</li> <li>• Walking programs</li> <li>• Health education events</li> <li>• Gift card incentives</li> </ul>
Flu Vaccination	All members over 6 months of age	<ul style="list-style-type: none"> <li>• Flu vaccine reminders</li> <li>• Flu clinics in some areas</li> </ul>
Living with Diabetes	Members with diabetes	<ul style="list-style-type: none"> <li>• Educational mailings</li> <li>• Reminder calls to get needed care</li> <li>• Calls or visits with a Case Manager</li> <li>• Diabetes oral health program</li> <li>• Diabetes education programs with incentives</li> </ul>



## Do you need a Case Manager?

Case Managers are nurses who understand your child's health conditions. They can help your child get the care they need. Case Managers teach you about your child's benefits. They can help you find a doctor, schedule doctor visits or get medical supplies for your child. Case Managers can also connect you with local resources to get your child the help they need.

If you think your child needs help from a nurse, call us and ask to talk to a Case Manager. Your child's doctor or caregiver can also call to sign your child up. Just call our Care Management team at **1-888-348-2922**.

Program	Who is eligible	Program highlights
Moms and Babies	Pregnant women who have substance use disorder (drug addiction) and babies born with NAS	<ul style="list-style-type: none"> <li>• One-on-one help from a Case Manager</li> <li>• Help with community resources</li> <li>• Educational information</li> <li>• Community resource referrals</li> <li>• Incentives/rewards for participation</li> </ul>
Appropriate Use of Acute Care Settings	Members who are in the hospital or have recently been discharged	<ul style="list-style-type: none"> <li>• Phone call after discharge</li> <li>• Review of discharge information</li> <li>• Help with understanding medications</li> <li>• Community resource referrals</li> <li>• One-on-one education</li> </ul>
Opioid Management	Members who use certain drugs	<ul style="list-style-type: none"> <li>• Educational information</li> <li>• One-on-one help from a Case Manager</li> <li>• Community resource referrals</li> </ul>
Chronic Condition Management	Members with at least one chronic condition: asthma, diabetes, COPD, CAD, CHF, depression	<ul style="list-style-type: none"> <li>• Educational newsletters</li> <li>• Reminders to get needed care</li> <li>• Telephone calls to higher risk members</li> </ul>
Managing Diabetes and Heart Disease (Multiple Chronic Conditions)	Members with both diabetes and heart disease	<ul style="list-style-type: none"> <li>• Educational newsletters</li> <li>• Telephone calls to higher risk members</li> <li>• Reminders to get needed care</li> <li>• Community resource referrals</li> </ul>
Emergency Room (ER) Utilization Management	Members who frequently use the ER	<ul style="list-style-type: none"> <li>• Telephone calls to members at high risk</li> <li>• PCP or specialist referrals</li> </ul>
Care Management	Members who need help managing their care	<ul style="list-style-type: none"> <li>• Telephone calls to high-risk members</li> <li>• Face-to-face visit with a Case Manager</li> <li>• Personal care plan</li> <li>• Educational information</li> <li>• Referrals to community resources</li> </ul>

## What is an emergency?

It is not always easy to know if you should go to the emergency room (ER). If you're not sure, call your child's doctor first.

A true emergency means a life is in danger. Serious problems are treated in the ER. Go to the closest ER for treatment. If you can't get to the ER quickly, call **911**. Examples of emergency conditions include:

- Sharp chest pain
- Severe burns
- Choking
- Seizures
- Poisoning
- Bleeding that will not stop
- Thoughts of suicide or self-harm

### What to do if it is *not* an emergency

Urgent care centers can manage many minor illnesses and injuries — and you don't need an appointment. Go to urgent care for mild or minor:

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

You should always follow up with your child's doctor after you go to the ER or urgent care within two weeks of the visit.

## Keeping you and your baby healthy


Having a baby is an exciting time in your life. It is important to stay healthy during and after your pregnancy.

When you are pregnant, you are enrolled in our Healthy Pregnancy, Healthy Baby program. This is a free program to help mothers and their babies.

Aetna Better Health of West Virginia offers coverage for prenatal care (before your baby

is born) and postpartum care (after your baby is born).

Prenatal care is seeing your doctor while pregnant. This can help prevent many problems and give your baby a healthy start to life. Postpartum care is a follow-up visit with your doctor four to six weeks after delivery. You will talk about

 If you are pregnant and using substances like alcohol, opioids or other drugs, it may cause your newborn baby to have withdrawal symptoms. Our Care Management team can help. Call **1-888-348-2922 (TTY: 711)** and ask to speak to a Case Manager.

any changes or issues after your delivery.

- After six prenatal visits, you can receive a free cribette.
- If you go to your follow-up visit within 7 to 84 days after having your baby, **you can earn a \$50 gift certificate.** If you need help scheduling this appointment with your doctor, please call us at **1-888-348-2922 (TTY: 711).**

## What is EPSDT?

The Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program aims to help children stay healthy. Well-child checkups and screenings can detect health problems so they can be treated before they become more serious.

### The building blocks of EPSDT are:

Early	Identifying problems early, beginning at birth
Periodic	Checking children's health at regular, age-appropriate intervals
Screening	Doing physical, mental, developmental, oral health, hearing, vision and other screening tests to detect potential problems
Diagnostic	Performing diagnostic tests to follow up when a risk is identified
Treatment	Treating the problems found



Your child's PCP will provide regular checkups, physical and mental health screenings, and preventive services based on a schedule established by health care experts. The EPSDT benefit covers all medically necessary and preventive health care services for members up to age 21. There is no cost to members for EPSDT services. For more information on EPSDT services, see your Member Handbook or call Member Services at **1-888-348-2922 (TTY: 711).**

HealthCheck is the name for West Virginia's EPSDT program. To learn more about HealthCheck, visit **[DHHR.WV.gov/HealthCheck](https://DHHR.WV.gov/HealthCheck)**.



## Coordinating your child's care

Your child's primary care provider (PCP) is responsible for managing your child's day-to-day health care needs. When you share information about diagnoses, treatments or new medicines that you get from other doctors, your child's PCP is able to better manage their care. It is very important for you to share information about hospitalizations, appointments with specialists or behavioral health visits with your child's PCP.

If your child visits the emergency room or is admitted to the hospital for any reason, please remember to give the hospital staff contact information for your child's PCP. This allows the hospital to send a copy of your child's discharge summary directly to their PCP so he or she can stay up-to-date on any changes to your child's health or medications.

When your child sees a specialist, like a behavioral

health doctor or heart doctor, they become a part of your child's health care team. It is important that all members of the health care team know the other people who are helping to treat your child! You can make it easy for providers to exchange information about your child by asking to sign a release of information for each provider. When all of your child's doctors are working together, it helps your child get the best care and treatment.

## Don't let stigma get in your child's way

Stigma is incorrect beliefs and attitudes toward mental illnesses that keep people from getting the help they need. Mental illnesses are just like physical illnesses — they require that you see a doctor and start treatment. Many people won't go to the doctor because they are ashamed. There's no reason to be ashamed about mental illnesses. When people go to the doctor, they can get better.



Need help finding a doctor in your area or one that speaks a different language? Want to find a doctor who is male or female or with certain cultural beliefs? You can find this information in our online Provider Directory, or you can call Member Services at **1-888-348-2922 (TTY: 711)** for help.

## 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۔

# Annual notice about your child's prescription drugs

Aetna Better Health of West Virginia manages drugs given in the doctor's office, while your child is in the hospital or in an infusion center. We do not manage drugs you pick up at a pharmacy. We do not decide what brand of drug your child is given. We do not decide what drug your child is given based on cost. We do not replace one drug for another. We do not place limits or quotas on drugs. For questions about drugs covered by Aetna Better Health, just call us at **1-888-348-2922 (TTY: 711)**.

At least yearly, the Bureau for Medical Services (BMS) decides if any new drugs will be covered or not. You can get to this list by


going to **DHHR.WV.gov/BMS/Pages/Chapter-518-Pharmacy-Services.aspx**. You can also get details about drugs you pick up at a pharmacy by calling **1-888-483-0797 (TTY: 711)**.

Some drugs need to be reviewed by us before they are given. Your child's doctor can ask for this by calling or faxing our prior authorization team. We will review the request and make a decision based on information from your child's doctor and criteria. If you are not happy with our decision, you can ask us to look at your request again. This is called an appeal. Your child's doctor may need to give us more details




about why your child needs the drug. You or the doctor can request an appeal by calling us at **1-888-348-2922 (TTY: 711)**.

## Cell service at no cost to you

 Did you know you may be able to get Lifeline cell service plus a smartphone at no cost to you? Go to **AetnaBetterHealth.com/WestVirginia** or call Member Services at **1-888-348-2922 (TTY: 711)** and ask about the Assurance Wireless Lifeline program.

Prevention is the best medicine! Talk to your child's primary care provider (PCP) about what you can do to help your child stay healthy. Take your child to visit their PCP at least once a year!

**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**

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.

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