



# Play time



[AetnaBetterHealth.com/California](https://www.aetna.com/better-health/california)

Aetna Better Health® of California

## Find community resources.

Search for food, housing, transportation, job training programs and more.

We want to help you be healthy and find the resources you need to stay healthy.

We know finding the right resources can be tough. The Aetna Better Health® Community Resource is a free website that links you to community resources. All you do is type in your ZIP code to find local resources and services that can help meet your needs.

Now it's easy to search for free or reduced-cost services like housing, food, transportation,

job training and more. Anyone can access Aetna's Community Resource website using a laptop, desktop computer or smartphone.

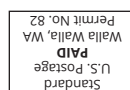
Visit **[Aetna-CA.AuntBertha.com](https://www.aetna.com/better-health/california)** to find help near you. Scan the

QR code to reach the website. If you have any questions, just call Member Services at **1-855-772-9076 (TTY: 711).**



Fall 2021

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Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131

## Keep your child well.

### Early and Periodic Screening, Diagnostic, and Treatment (EPSDT).

EPSDT is a federal benefit for children from birth up to age 21 who are eligible for Medi-Cal. Under the EPSDT program, children are checked for possible medical issues early and on a regular basis. These well-child checkups are available through your provider and local health department. Scheduled well-child visits protect your child's health and future.

Well-child visits are regular checkups. How often they occur usually depends on the child's age. Your doctor will want to see your baby

every month or so for a while. For an older child, yearly checkups may be enough. Here are a few reasons why well-child visits are a good idea:

1. These checkups let your doctor see how well your child is growing.
2. They ensure that your child is up-to-date with immunizations.
3. They give you a chance to talk with your doctor about anything that's on your mind. That's hard to do if you wait until your child is sick.

 To schedule your child's next checkup, call your doctor's office. If you need help finding a provider, we can help. Call Member Services at **1-855-772-9076 (TTY: 711)**.



## Schedule your child's lead poisoning test today!

Your child needs lead testing before they turn 2 years old. A lead test is where your child's primary care provider (PCP) will draw blood and test it for the presence of lead. For an infant, the PCP may draw blood from the heel. The test will only take a few minutes. Call your child's PCP today to schedule the test.

## Your covered care.

Want to be sure your medical care is necessary and covered? The utilization management (UM) department staff can help you and your doctor make the best medical decisions for your care.

The UM staff uses guidelines, medical criteria and more to make UM decisions based on:

- Medical need
- Covered benefits

Aetna Better Health of California does not reward health care providers who:

- Deny needed care
- Limit needed care
- Deny tests or services that are medically necessary

Call Member Services at **1-855-772-9076 (TTY: 711)** if you have any questions about covered services.



## This season, a flu vaccine is more important than ever!

Getting a flu vaccine is very important to protect yourself, your family and your community from the flu. A flu vaccine this season can also help reduce the burden on our health care system. It can help save medical resources for the care of COVID-19 patients.

If you haven't gotten your flu vaccine yet, get vaccinated. Immunization is the No. 1 best way to prevent the flu. With rare exceptions, everyone 6 months and older needs a yearly flu vaccine.

### 5 things to know

1. The flu can bring miserable symptoms and lead to missing work or school. It makes some people seriously ill. Every year, flu complications lead to hospital stays — and even deaths.
2. Viruses tend to change each flu season. Scientists review U.S. flu vaccines yearly to make sure they best match the viruses that are going around that year.
3. Flu vaccines have a solid safety record. Vaccines can't give you the flu. And serious side effects are very rare.
4. Shot or spray? You can have it your way. Flu vaccines are available as shots or nasal sprays. The nasal spray is an option for healthy people ages 2 through 49 years who are not pregnant.
5. You can get the flu shot at no cost. Talk to your doctor or call Member Services at **1-855-772-9076 (TTY: 711)** to find a location near you.

*Source: Centers for Disease Control and Prevention*



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## We cover transportation.



Did you know you can get no-cost transportation for traveling to and from a medical appointment or services related to your Medi-Cal benefits? To get more information or to request transportation services, call Aetna Better Health of California at **1-855-772-9076 (TTY: 711)** at least three days before your appointment, or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

## Your health, your goals, your care, your voice.

Are you interested in providing feedback to Aetna Better Health of California for improving health care services? Call us at **1-855-772-9076 (TTY: 711)** to join our Member Advisory Committee (MAC) and Public Policy Committee (PPC).

When you join, you can:

- Share your thoughts about Aetna Better Health of California
- Connect with other Aetna Better Health members who live in your community
- Learn about resources and services available to you and your family
- Receive a \$50 gift card as a thank-you for your participation



Your feedback on our program is important. We will use your opinions to make our program and your experience better. Rides are available; just call us. Learn more about the MAC and PPC by visiting [AetnaBetterHealth.com/california/member-advisory-committee.html](https://www.aetna.com/betterhealth/california/member-advisory-committee.html).

## Check out our website.

Get all the information you need about care and services available from your health plan. Go to [AetnaBetterHealth.com/California](https://www.aetna.com/betterhealth/california) and check out our website and the latest Member Handbook.

You will find:

- Care management information
- Pharmacy benefits
- Your rights and responsibilities
- Benefits and services included and excluded with your plan
- When you may have to pay for services

- How we look at new technology
- Benefit restrictions for services out of network
- Translation and interpreter services
- How to file a claim
- Information about doctors
- How to choose a primary care or behavioral health provider, specialist, and hospital services
- How to get after-hours care, emergency care or **911** services
- How to file a complaint or an appeal
- How to get care when in or out of the service area



## Continuity of care.

When you join Aetna Better Health of California, you may be able to continue seeing your doctor(s) for a period of time if they are not currently in our network. If you now go to providers who are not in the Aetna Better Health of California network, in certain cases you may get continuity of care and be able to go to them for up to 12 months. If your providers do not join the Aetna Better Health of California network by the end of 12 months, you will need to switch to providers in the Aetna Better Health of California network.

### Providers who leave Aetna Better Health of California

If your provider stops working with Aetna Better Health of California, you may be able to keep getting services from that provider. This is another form of continuity of care. Aetna Better Health of California provides continuity of care services for:


- Members who transition from Medi-Cal Fee-for-Service to Aetna Better Health
- Members transferring into Aetna Better Health during a member choice period or open enrollment
- Members transferring out of Aetna Better Health during a member choice period or open enrollment
- Members transferring within the Aetna Better

Health network from one practitioner or provider to another (because of a change in a practitioner/provider's contract status or location)

Aetna Better Health of California provides continuity of care services for certain eligibility groups like State Children's Health Insurance Program (SCHIP), Seniors and Persons with Disabilities (SPD) and Low Income Health Program (LIHP) members.

Aetna Better Health of California does not provide continuity of care services if members are not in a current course of

treatment by a non-participating provider and have been seen at least once within the last 12 months prior to the effective date of plan enrollment to be considered for continuity of care. Aetna Better Health sees that appropriate care and services are made available to the member while maintaining the member's privacy.

 To learn more about continuity of care and eligibility qualifications, call Member Services at **1-855-772-9076 (TTY: 711)**.



## Your rights.

As a Medi-Cal member, you have the right:

- To be treated with respect, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information
- To be provided with information about the plan and its services, including covered services
- To be able to choose a primary care physician (PCP) within the Aetna® network

- To participate in decision-making regarding your own health care, including the right to refuse treatment
- To voice grievances, either verbally or in writing, about the organization or the care received
- To receive oral interpretation services for your language
- To formulate advance directives
- To have access to family planning services, Federally Qualified Health Centers, Indian Health Service facilities, sexually transmitted disease services and emergency services

- outside the Aetna network, pursuant to the federal law
- To request a state hearing and get information on the circumstances under which an expedited hearing is possible
- To have access to and, where legally appropriate, receive copies of, amend or correct your medical record
- To disenroll from your Medi-Cal plan upon request
- To access Minor Consent Services
- To receive written member-informing materials in alternative formats (including Braille, large-size print and audio formats) upon request and in a timely fashion appropriate for the format being requested and in accordance with W & I Code Section 14182 (b)(12)
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- To receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand
- To receive a copy of your medical records and request that they be amended or corrected, as specified in 45 CFR §164.524 and 164.526
- To be free to exercise these rights without adversely affecting how you are treated by Aetna, providers or the state





## Your responsibilities.

As a Medi-Cal member, you are responsible for:

- Reading your Member Handbook. It tells you about our services and how to file a grievance or appeal.
- Using your Medi-Cal ID cards when you go to your appointments or get services. Do not let anyone else use your cards.
- Knowing the name of your PCP and your care manager, if you have one.
- Knowing about your health care. And understanding the rules for getting care.
- Telling us and the Department of Health Care Services (DHCS) when you make changes to your address,

telephone number, family size, employment status and other information that might affect enrollment. You must also tell us if you move out of state.

- Understanding your health problems and participating in developing mutually agreed-upon treatment goals, to the degree possible.
- Being respectful to the health care providers who are giving you care.
- Scheduling your appointments, being on time and calling if you are going to be late to or miss your appointment. If you need to cancel an appointment, it must be done at least 24 hours before your scheduled visit.
- Using the emergency room for true emergencies only.

- Giving your health care providers all the information they need.
- Telling us and DHCS about your concerns, questions or problems.
- Asking for more information if you do not understand your care or health condition.
- Following your health care provider's advice.
- Scheduling wellness checkups. Members under 21 years of age need to follow the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) schedule.
- Getting care as soon as you know you are pregnant. And keeping all prenatal appointments.
- Telling us about any other insurance you have.
- Telling us if you are applying for or getting any other health care benefits.
- Bringing vaccine records to all appointments for children under 18 years old.
- Giving your doctor a copy of your living will or advance directive.
- Keeping track of the cost-sharing amounts you pay.



### Contact us



Aetna Better Health® of California  
10260 Meanley Drive  
San Diego, CA 92131

Member Services: **1-855-772-9076**  
**(TTY: 711)** 24 hours, 7 days a week  
**[AetnaBetterHealth.com/California](https://www.aetna.com/betterhealth/california)**

*Here For You* is published as a community service for the friends and members of Aetna Better Health® of California. This newsletter contains information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. This content was reviewed for accuracy in May 2021. Models may be used in photos and illustrations.

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## Nondiscrimination Notice

Discrimination is against the law. Aetna Better Health of California follows Federal civil rights laws. Aetna Better Health of California does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health of California provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
- Information written in other languages

If you need these services, contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.



## How to file a grievance

If you believe that Aetna Better Health of California 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 Aetna Better Health of California. You can file a grievance by phone, in writing, in person, or electronically:

**By phone:** Contact Aetna Better Health of California 24 hours a day, 7 days a week by calling **1-855-772-9076**. Or, if you cannot hear or speak well, please call **TTY 711**.

**In writing:** Fill out a complaint form or write a letter and send it to:  
Aetna Better Health of California  
10260 Meanley Drive  
San Diego, CA 92131

**In person:** Visit your doctor's office or Aetna Better Health of California and say you want to file a grievance.

**Electronically:** Visit Aetna Better Health of California website at  
**[AetnaBetterHealth.com/California](http://AetnaBetterHealth.com/California)**

## Office of Civil Rights

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

**By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.

**In writing:** Fill out a complaint form or send a letter to:  
**U.S. Department of Health and Human Services**  
**200 Independence Avenue, SW**  
**Room 509F, HHH Building**  
**Washington, D.C. 20201**

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

**Electronically:** Visit the Office for Civil Rights Complaint Portal at  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**.

**LANGUAGE ASSISTANCE**

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**English**

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-385-4104 (TTY: 711).

**Español (Spanish)**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-385-4104 (TTY: 711).

**Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ 1-800-385-4104 (TTY: 711).

**Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-385-4104 (TTY: 711).

**한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-385-4104 (TTY: 711) 번으로 전화해 주십시오.

**繁體中文 (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 1-800-385-4104 (TTY: 711)。

**Հայերէն (Armenian)**

ՈւշտՊՐՈՒԹՅ ՈՒՆ Եթէ խոսուիք հայերէն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակապակցի անվճար ծախսերը: Ձանգահարեք 1-800-385-4104 (TTY (հեռատիպ)՝ 711)

**Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-385-4104 (телетайп: 711).



Send with all notices

**فارسی (Farsi)**

**توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-385-4104 (TTY: 711) تماس بگیرید.

**日本語 (Japanese)**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。  
1-800-385-4104 (TTY: 711) まで、お電話にてご連絡ください。

**Hmoob (Hmong)**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-385-4104 (TTY: 711).

**ਪੰਜਾਬੀ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।  
1-800-385-4104 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**العربية (Arabic)**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-385-4104 (رقم هاتف الصم والبكم (TTY: 711)).

**हदी (Hindi)**

ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
1-800-385-4104 (TTY: 711) पर कॉल करें।

**ภาษาไทย (Thai)**

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-385-4104 (TTY: 711).

**ខ្មែរ (Cambodian)**

ប្រយ័ត្ន: បរិស្ថានជាអ្នកនិយាយ ភាសាខ្មែរ, បសវនករជំនួយខ្លួនភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ ចូរ ទូរស័ព្ទ 1-800-385-4104 (TTY: 711) ។

**ພາສາລາວ (Lao)**

ໂປດຊາບ: ຖ້າ ວ່າ ທ່ານ ເວົ້າ ພາສາ ລາວ, ການ ບໍລິການ ຊ່ວຍ ເຫຼືອ ດ້ານ ພາສາ, ໂດຍ ບໍ່ ເສັ ບັດ ວ່າ, ແມ່ນ ມີ ພ້ອມ ຫຼື ທ່ານ. ໂທ 1-800-385-4104 (TTY: 711).