



Big strides



AetnaBetterHealth.com/California

Aetna Better Health® of California

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:

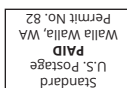
1. These checkups let your doctor see how well your child is growing.
2. They ensure that your child is up-to-date with immunizations.

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)**.

Summer 2020

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



Community resources.

Social determinants of health are the situations, settings and systems that impact a person's health and access to care. These include housing stability, food security and nutrition, education, access to transportation, financial wellness, primary care and prevention, and others.

We have a team at Aetna Better Health of California that works to identify local organizations and community groups that address these issues. We know our members may need these supports in order to improve their lives and their health. As you can imagine, there are a lot of groups that can help in San Diego and Sacramento counties.

You can go to our website at **[AetnaBetterHealth.com/California](https://www.aetna.com/betterhealth/california)** to find some of these resources. Look under the "For Members" tab, and you'll see an "In Your Community" link where the information can be found. You can download and print it, too! If you need help, you can also call Member Services at **1-855-772-9076 (TTY: 711)**.

Join the Cub Club!

Make staying healthy fun for your child! Sign up for Ted E. Bear, MD's Cub Club! The Cub Club is a club that kids ages 3 through 12 can join to earn prizes by doing healthy activities, such as going to well visits, staying active, eating healthy foods and brushing their teeth.

To learn more about the Cub Club, call Member Services at **1-855-772-9076 (TTY: 711)**.

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)**.



Pharmacy services.

If you need medicine, your doctor will choose one from our list of preferred drugs and write a prescription for you. Ask your provider to make sure that the drug he or she is prescribing is on our list of preferred drugs.

Sometimes your doctor will want to give you a drug that is not on our list. If the medicine is not on our list and you can't take any other drugs except the one prescribed, your doctor can request an approval from us. The provider knows how to do this.

An updated formulary is posted on our website, [AetnaBetterHealth.com/California](https://www.aetna.com/better-health/california), monthly.

All of your prescriptions will need to be taken to one of the pharmacies listed in the provider directory or at [AetnaBetterHealth.com/California](https://www.aetna.com/better-health/california) online.

Prescriptions

Your doctor may give you a prescription for medicine. Be sure to let him or her know about all of the medications you are taking or have gotten from other providers. You also need to tell them about any non-prescription medications or herbal treatments you take. Before you leave the provider's office, ask these questions about your prescription:

- Why am I taking this medicine?
- What is it supposed to do for me?

- How should the medicine be taken?
- When should I start the medication and for how long should I take it?
- What are the side effects or allergic reactions of the medicine?
- What should I do if a side effect happens?
- What will happen if I don't take this medicine?

Carefully read the drug information the pharmacy gives you when you fill your prescription. It will explain what you should do and should not do and possible side effects.

Mail-order prescriptions

If you take medicine for an ongoing health condition, you can have them mailed to your home. Aetna Better Health works with a company called CVS Caremark to give you this service, which is available at no cost to you.

If you choose this option, your medicine comes right to your home. You can set up your refills. You can ask pharmacists questions. Here are some other features of home delivery:

- Pharmacists check each order for safety.
- You can order refills by mail, by phone or online, or you can sign up for automatic refills.
- You can talk with pharmacists by phone.

It's easy to start using mail service

Choose ONE of the following ways to use mail service for a medicine that you take on an ongoing basis:

On the phone

Call the CVS toll-free number at **1-855-271-6603 (TTY: 711)**, 24 hours a day, 7 days a week. They will let you know which of your medicines can be filled through CVS mail service pharmacy. CVS will then contact your doctor for a prescription and mail the medicine to you. When you call, be sure to have:

- Your Plan member ID card
- Your doctor's first and last name and phone number
- Your payment information and mailing address

By mail

Go to **AetnaBetterHealth.com/California** and use the link to the member portal to register or log in. Once you enter the member portal, go to "Tasks" and then "Pharmacy Services." Click on the CVS link to go to **Caremark.com**. Click on "Print Plan Forms" to print off the mail order form. You can also request a form by calling Member Services at **1-855-772-9076 (TTY: 711)**.

Fill out and send the mail service order form. If you already have a prescription, you can send it to CVS Caremark with a completed mail service order form.

Keep your Medi-Cal benefits.

We want to make the renewal or redetermination process as easy as possible so you can continue living the life you love without losing your benefits. Here are three simple ways to stay in the Aetna Better Health of California family:

1. **Renew online.** Simply go to **CoveredCA.com/Medi-Cal/Renewing-Medi-Cal-Coverage** to get started.
2. **Renew in person.** Visit **www.DHCS.CA.gov/Services/Medi-Cal/Pages/CountyOffices.aspx** for a list of local agencies that can help you enroll in person.
 - In Sacramento, call **916-874-3100** or visit **HA.SacCounty.net/Pages/Default.aspx**.
 - In San Diego, call **1-866-262-9881** or visit **SanDiegoCounty.gov/hhsa/programs/ssp/medi-cal_program/index.html**.
3. **Renew by mail.** You should have received a redetermination packet in the mail from the county Health & Human Services office. Simply send the completed form(s) back before the due date.

Our Member Services team can also assist you. Call us at **1-855-772-9076 (TTY: 711)** or visit us online at **AetnaBetterHealth.com/California**.



Opioids: What to know.

Prescription pain medications can be as dangerous as street drugs. Here are some ways you can protect yourself and your family:

- Properly store medications.
- Talk to your doctor about alternatives for pain control.

We have a care management team that includes nurses and social workers that can help you with:

- Finding resources and other treatment options
- Requesting help and treatment
- Education and tools for treatment success
- Making sure you get the care you need

A care manager can help you find other pain control options, such as:

- Physical therapy
- Exercise therapy
- Relaxation training
- Neurostimulators
- Chiropractic care
- Over-the-counter drugs and anti-inflammatories

If you are taking an opioid medication, talk to your doctor about other options. You can opt in or opt out of the care management program at any time.

If you or someone you know wants more information or help with opioid dependence, call Member Services at **1-855-772-9076 (TTY: 711)** and ask to speak with a care manager.



Transportation benefit.

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. Visit **[AetnaBetterHealth.com/California/Members/](https://www.aetna.com/members/california)** to learn more about the MAC and PPC.

Access and availability. Did you know you can get copies of member materials in other languages or formats such as Braille, large-size print or audio? We provide these materials at no cost. To request them, call our Member Services Department at **1-855-772-9076 (TTY: 711)**.

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/members/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 2020. Models may be used in photos and illustrations.

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AETNA BETTER HEALTH® OF CALIFORNIA

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

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>.

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**)。

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**).

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**).

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.

ARMENIAN: Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարե՛ք ձեր ID քարտի հետևի մասում գտնվող հեռախոսահամարով կամ **1-800-385-4104** (TTY (հեռախոս)՝ **711**):

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**).

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。

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**)

PANJABI: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਆਪਣੇ ID ਕਾਰਡ ਦੇ ਪਿੱਛੇ ਦਿੱਤੇ ਨੰਬਰ ਜਾਂ **1-800-385-4104** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

MON KHMER: ប្រយ័ត្ន: បសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេ វាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ ទៅលេខនៅខាងក្រោយនៃ អត្តសញ្ញាណប័ណ្ណ (ID Card) របស់អ្នក ឬ **1-800-385-4104** (TTY: **711**) ។

HMONG: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau tus nab npawb xov tooj nyob rau sab qab ntawm koj daim ID lossis **1-800-385-4104** (TTY: **711**).

HINDI: ध्यान दें: यदि आप हिंदी भाषा बोलते हैं तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। अपने आईडी कार्ड के पृष्ठ भाग में दिए गए नम्बर अथवा **1-800-385-4104** (TTY: **711**) पर कॉल करें।

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