

## HEALTHY LIVING

### Budget-friendly healthy snacks your whole family will crave

Handing out the right snacks can do double duty: It can fuel good energy and health now, and boost immunity to help fight off illness as we enter cold and flu season. But common go-tos like packaged chips, cookies and candy can be pricey and harm your health over time. Instead, try these easy, kid-friendly snacks. They're good for your health and kind to your wallet.



#### Greek yogurt

It's thick and creamy, and loaded with calcium and protein. Throw in some banana slices for potassium. Or add berries (fresh or frozen) for vitamin C and antioxidants.



#### Apple slices and peanut butter

Together, they serve up healthy fats, protein and important vitamins and minerals like vitamin E and potassium.



#### Glass of milk

A cold glass — or a warm mug — is an easy way to satisfy hunger. Plus you're drinking up immune-boosting minerals like calcium, and vitamins A and D.

**Need more ideas?** Nuts like almonds and walnuts, air-popped popcorn with a shake of salt, sliced veggies with hummus, frozen grapes, oatmeal and fruit are all great options.

#### IT'S TIME TO RENEW!

Find out how to renew your coverage by going to [aetna.com/tx23q4-1](https://aetna.com/tx23q4-1) or scan the QR code.



#### Get help managing your health

From expecting a child to managing a chronic condition like diabetes — wherever you are on your health journey, we're here to help. As an Aetna Better Health of Texas member, you have access to special programs to help you get the care you need.

To learn more or join a program, visit [AetnaBetterHealth.com/texas/population-health-programs.html](https://AetnaBetterHealth.com/texas/population-health-programs.html) or call Member Services and ask to speak with a Care Manager.

# Family planning is important

Family Planning means having a plan for when, or if, you want to start a family. If you don't plan to become pregnant anytime soon, ask your doctor about birth control options. Some forms, like birth control pills, need a prescription. Other options, like condoms, are available over the counter.

If you are trying to become pregnant, your care team can help. A healthy pregnancy starts by taking care of your health first. Consider taking these steps to get yourself healthy before starting a family:

- Ask your doctor if you'll need to change your medicines before getting pregnant.
- Take steps to reach a healthy weight.
- Start taking a prenatal vitamin.
- Ask your doctor if you need any vaccines.
- Talk to your doctor about your family health history.
- Stop vaping/smoking, drinking alcohol or using drugs. Talk to your doctor if you need help quitting.

If you find out you're pregnant, make an appointment with your doctor as soon as possible.

Aetna Better Health of Texas offers these services to you:

- Family planning services with any family planning provider or clinic that accepts Medicaid
- Yearly Well Woman exams and cervical cancer screening
- Education, prevention and testing for sexually transmitted diseases (STD)
- Birth control medications
- Pregnancy testing and counseling. You may see an ob/gyn or other specialist if needed. Your PCP can refer you, or you can self-refer.
- Value Added Benefits, such as our Promise Program which rewards you with gift cards, baby items or diapers for enrolling with a Care Manager and completing prenatal and postpartum visits.

For more information, go to [AetnaBetterHealth.com/health-wellness/womens-health.html](https://www.aetna.com/health-wellness/womens-health.html)



## Regular checkups bring great rewards

Regular checkups help make sure your child is healthy and growing well. During these visits, your child's doctor will check them from head to toe and give any shots they need.

STAR Kids members won't be charged for Texas Health Steps visits. Aetna Better Health of Texas also offers incentives to our members for the completion of regular checkups:

- \$50 gift card for all newborn checkups (2-week, 2-month, 4-month and 6-month)
- \$25 gift card for 9-month checkup
- \$25 gift card for 12-month checkup
- \$25 gift card for 15-month checkup
- \$25 gift card for 18-month checkup
- \$25 gift card for 30-month checkup
- \$25 gift card for each yearly checkup (ages 3–20 years).

Call us at **1-844-787-5437 (TTY: 1-800-735-2989)** to learn more.

# Signs of depression in children and teens

Depression can happen to anyone, even children and teens. And it's a lot more common than you might think. Research shows depression has been rising among kids and teens since the pandemic. Here's how to tell if your child might be depressed, and what to do.

## Depression in children

Young kids might not understand that they have depression. And depression often looks different in kids than it does in adults.

Look for signs of all-or-nothing thinking. They might say things like "I can't do anything right" or "No one likes me."

Other signs of depression in kids may include:

- More argumentative, grouchy or annoyed
- Often tired or agitated
- Problems concentrating
- Feeling guilty or worthless

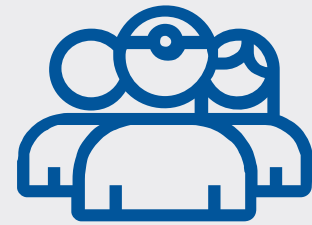
- Self-injury or self-destructive behaviors
- Angry outbursts or tantrums

## Depression in teens

Depressed teens often exhibit many of the same symptoms that children do. Look for these other signs of depression, too:

- Doing poorly in school
- Often restless or agitated
- Overreacting to criticism
- Lacking energy, motivation or enthusiasm
- Using alcohol or drugs
- Poor self-esteem
- Not taking care of appearance

If you think your child might be depressed, talk to their doctor. They can ask your child more questions to screen them for depression. If needed, they can provide treatment options or refer you to a mental health care provider.



## Member satisfaction

We hope that you will always be happy with us and your doctors. Earlier this year we sent some of you a survey to see how we're doing. This year's results showed that we need to keep improving on:

- How members rate their satisfaction with their personal doctor
- How well doctors communicate with members
- Our level of customer service

If you get a member satisfaction survey, please take time to complete it. We will continue to work hard to give you the best health care and service.

Every year, we also host meetings to talk about what is working for us and what needs improvement. Call us if you'd like to attend:

**1-844-787-5437** (STAR Kids, Dallas and Tarrant)

**1-800-735-2989** (TTY)

**We speak your language.** If you speak a language other than English, we can help. Just call the number on your ID card or **1-844-787-5437 (TTY: 1-800-735-2989)** and ask for an interpreter. This service is available at no cost to you.



## Your family's healthy-all-year secret

**Spoiler alert:** It's vaccinations. They can help your family stay well this winter — and for many seasons to come. Here are six vaccinations to keep on your radar. Go to [Vaccines.gov](https://www.vaccines.gov) for a full list.

### Diphtheria, tetanus and pertussis (DTaP, TdaP)

Children usually get five doses of DTaP between 2 months and 6 years old. TdaP is given to older kids between ages 11 and 12. Adults need a TdaP booster every 10 years (more often if pregnant).

### Flu (influenza)

Everyone 6 months and older should get a flu shot every year as soon as it's available in the fall.

### Human papillomavirus (HPV)

Kids aged 11 to 12 should get two doses, six to 12 months apart. Older and haven't had it? Talk to your doctor.

### Pneumococcal

Children get doses at 2, 4 and 6 months and between 12 and 15 months. Adults 65 or older get one more dose.

### Chickenpox (varicella)

Children get a dose at 12 to 15 months old and another between 4 and 6 years old. If you've never been vaccinated or had chickenpox, you'll need the shot.

### Measles, mumps and rubella (MMR)

The first is given between 12 and 15 months and the second between 4 and 6. Sometimes adults need to get it again; ask your doctor.

## Utilization management

Utilization management (UM) ensures that our members receive the care they need to stay healthy. Our UM staff relies on medical criteria, rules and written policies to make UM decisions. We check that services are:

- Needed to keep you healthy
- Covered by Aetna Better Health of Texas
- Following rules for treating common conditions

If you would like a copy of these Clinical Practice Guidelines or Preventive Health Guidelines, you or your provider can call Member Services or go to [AetnaBetterHealth.com/texas/providers/clinical-guidelines-policy-bulletins.html](https://www.aetna.com/betterhealthof texas/providers/clinical-guidelines-policy-bulletins.html)

STAR Kids members can call Monday through Friday, 8 AM to 5 PM. Member Services may transfer your call to the UM department. After business hours, you may be transferred to a call center to leave a message. We'll call you the next business day. When calling back, the representative will tell you that they are calling from Aetna Better Health of Texas and will give you their name and title.

Member Services:  
**1-844-787-5437** (STAR Kids, Dallas and Tarrant)

**1-800-735-2989** (TTY)



## Use your value-added benefits

For a complete list, visit [AetnaBetterHealth.com/texas](https://www.aetna.com/betterhealth/texas)

### 24-hour nurse line

This 24-hours-a-day, 7-days-a-week service enables all members to have telephonic access to clinical support from experienced registered nurses. Members call the nurse line directly at **1-800-556-1555** for assistance.

### Additional transportation services

Daily bus passes for members and their legally authorized representative (LAR), as well as siblings, if LAR cannot make other arrangements to:

- Visit WIC offices
- Go to plan-sponsored community events or classes
- Attend Member Advisory Group meetings

Demand-response transportation services are also available for CHIP Perinate members.

### Over-the-counter (OTC) catalog

Each member can order \$25 per month (\$300 annually) of certain OTC drugs and supplies from a catalog. Your monthly supplies can be ordered by phone, online, fax or mail. They are mailed right to your home.

### Free cell phone

Members who qualify for the Federal Lifeline Program are provided with their choice of a smartphone, feature phone or

use of their personal cell phone to include multiple plan options depending on coverage area.

### Dental services

STAR members 21 years and older and CHIP Perinate pregnant members can receive dental exams/cleanings twice each year, annual X-rays, limited fillings, simple extractions and fluoride treatments.

### Sports physicals

Members 19 and younger can get medically necessary sports and school physicals.

### Vision care

Every two years, members 21 years and older can get an eye exam and up to \$175 for frames, lenses and contact lenses. Members under 21 can get up to \$175 for frames, lenses and contact lenses yearly.

### Smoking cessation program

Assessment and counseling is offered to members 12 and older to help them stop smoking. (CHIP members only.)

### Asthma program

Members with an asthma diagnosis enrolled in the asthma disease management program can receive up to \$100 per year for: One peak flow meter and

holding chamber or spacer per year; pest control; hypoallergenic bedding; deep carpet cleaning (additional assistance beyond initial \$100 per year up to \$50 based on service delivery area); or baby/pet gates.

### Behavioral health facility follow up

Members can earn a \$25 gift card when completing a follow-up visit with their behavioral health provider within 7 days after leaving a behavioral health facility.

### Online behavioral health resources

Members can access online mental health resources on our website at [AetnaBetterHealth.com/Texas/members/behavior](https://www.aetna.com/betterhealth/texas/members/behavior).

### Home visits for lactating moms

A virtual home visit with a lactation consultant for all new moms. (STAR and CHIP members only.)

### Respite care

Up to 10 additional hours for STAR Kids Medically Dependent Children Program (MDCP) and coordinated care waivers per month. Up to 12 additional hours for STAR Kids Level 1 non-Medically Dependent Children Program (MDCP) per year.

### Gift Cards

Earn over \$300 in gift cards when you complete wellness activities such as well-child/Texas Health Steps exams and our PROMISE program for healthy pregnancies.

## **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:
  - Qualified sign language interpreters
  - 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:
  - Qualified interpreters
  - 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

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.

## 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**).

**FRENCH CREOLE:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd nan lang ou pale a ki disponib gratis pou ou. Rele nan nimewo ki sou do kat Idantifikasyon (ID) w la oswa rele nan **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**).

**PORTUGUESE:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número que se encontra na parte de trás do seu cartão de identificação ou **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**).

**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**).

**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**).

**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**).

**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**).

**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.

**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.

**POLISH:** UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer podany na odwrocie Twojego identyfikatora lub pod number **1-800-385-4104** (TTY: **711**).

**GUJARATI:** ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:ચુલ્ક આપના સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. તમારા આઈડી કાર્ડના પાછળ આપેલા નંબર પર અથવા **1-800-385-4104** પર કોલ કરો (TTY: **711**).

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



Aetna Better Health® of Texas  
P.O. Box 569150  
Dallas, TX 75356-9150

<Recipient's Name>

<Mailing Address>

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## CONDITION MANAGEMENT

# Population health programs

Aetna Better Health of Texas offers programs to help you and your family take care of your health. The following programs are:

- Healthy Pregnancies and Healthy Babies
- Drug withdrawal in newborn babies (neonatal abstinence syndrome or NAS)
- Care Management
- Shots (Vaccines)
- Case Management for Children and Pregnant Women
- Autism Spectrum Disorder
- Chronic Condition Management:
  - Asthma
  - Diabetes
  - CHF (congestive heart failure)
  - CAD (coronary artery disease)
  - Chronic Obstructive Pulmonary Disease (COPD)
  - Mental health/Depression

The programs provide educational support for you and your family. You can request to opt in or out of these programs. For more information visit

**[AetnaBetterHealth.com/texas/population-health-programs.html](https://www.aetna.com/texas/population-health-programs.html)**



**Don't risk a gap in your coverage.** You'll need to renew Your Texas Benefits every year, no matter which health coverage you have. Questions? Call Your Texas Benefits at **1-800-252-8263 (TTY: 711)**.