

HELLO *to* HEALTH

AETNA BETTER HEALTH® OF NEW JERSEY
— YOUR NJ FAMILYCARE HEALTH PLAN



Renew your NJ
FamilyCare benefits
every year

Earn rewards

Keep kids healthy

When to use the
emergency room

Perks for new moms



Hello there,

Welcome and thank you for choosing Aetna Better Health® of New Jersey as your NJ FamilyCare health plan. Your plan is local, so we're right here with you in New Jersey. You have a large network of health care providers, serving the whole state. This means more options as we join you on your health care journey.

Some of your benefits include:

- General and specialized care (no referrals needed)
- Comprehensive dental care
- Vision care
- 24/7 Nurse Line
- Wellness exams
- Maternity care*
- Pharmacy services*

You can find answers:

- In your member handbook: see a full list of your benefits here
- By phone: call **1-855-232-3596 (TTY: 711)** anytime
- Online: visit **[AetnaBetterHealth.com/NJ](https://www.AetnaBetterHealth.com/NJ)**

Remember to renew your NJ FamilyCare benefits every year. Your benefits can go a long way in keeping you and your family healthy.

And ask us questions anytime. We're here to help, wherever your journey takes you. Just let your health goals lead the way.

In good health,

Aetna Better Health® of New Jersey

*Copays may apply for some NJ FamilyCare members.



Explore

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The right care at the right time

Save time and stress — know when to use the emergency room (ER)

We've all been there — feeling sick or in pain but not knowing who to call or where to go. Whether it's for a sick child or an accident, the right care can save you time and stress.

You and your family can get health advice when you need it — it's covered. Simply call **1-855-232-3596 (TTY: 711)** and press 4. Nurses are available 24 hours a day, 7 days a week.

Get a ride to planned health visits — it's covered

Remember, we cover rides to all of your planned health care visits. Just call ModivCare, formerly LogistiCare, at **1-866-527-9933 (TTY: 1-866-288-3133)** at least three days before you need a ride.



Think of your PCP

for most of your needs

Your primary care provider (PCP) can treat many health issues at an office visit. If it's after hours, try calling anyway. Your PCP may have an answering service that can direct you to a provider on call.

Try to keep up with your preventive care. Checkups and screenings are the best way to keep you and your family healthy. See your primary care dentist (PCD) within 30 days of getting a referral for a dental problem.



Use urgent care

for non-emergencies when you can't see your PCP

What if you have an urgent health concern? It's not a true emergency, but you can't see your PCP right away. This is the right time to use an urgent care or after-hours center. Colds, flu and earaches are some examples.

Urgent care can save you time and money. In fact, nine of ten people are in and out in less than an hour. You'll want to follow up with your PCP after using urgent care. See your PCD within three days after you go to urgent care for a dental problem.



Choose the ER

for life-threatening emergencies only

A true emergency is the right time to use the ER. Chest pain, nonstop bleeding, broken bones, seizures and overdose are good examples. See more in the table on the next page. Just remember, a visit to the ER can take a lot of time and may be stressful, too.

You'll want to follow up with your PCP after an ER visit. See your PCD within two days if you visit the ER with a dental problem. It's also a good idea to call us at

1-855-232-3596 (TTY: 711).



Consider MinuteClinic®

This helps you get care right in your neighborhood — and at no or low cost to you. You can read more about it on page 8.

Visit a CVS® HealthHUB™

This is a neighborhood wellness destination with a professional care team, more health services and more wellness products, all in one place. Visit **CVS.com/HealthHUB** to find a location near you.

Where to go for care

If you don't feel well and your PCP's office is closed, call the office anyway. You may be able to reach a provider on call. You can also go to the nearest urgent care or after-hours center.

DOCTOR'S OFFICE	URGENT CARE	EMERGENCY ROOM
When medical problems aren't urgent or an emergency	When medical problems need to be treated right away	When medical problems are life threatening
• Fever • Cough • Cold • Flu • Sore throats • Earaches • Diarrhea • Rash • Medicine refills • Mild asthma or chronic obstructive pulmonary disease (COPD)	• Broken bones (not through skin) • Allergies • Bronchitis • Sinusitis • Colds and flu • Sore throats • Small cuts that need stitches • Lower back pain • Minor bruises and rashes	• Severe burns or wounds • Severe allergic reactions • Severe, sudden or unusual headache • Chest pains or pain in arm or jaw • Danger of losing limb or life • Very bad pain in the gum around a tooth, with fever • Suicide attempts • A broken natural tooth

These aren't complete lists. Call the 24/7 nurse line if you're not sure about the kind of care you need: **1-855-232-3596 (TTY: 711)**

PCP phone/address:

Preferred urgent care phone/address:

Preferred ER phone/address:

NJ FamilyCare renewal

Did you know that to keep your benefits, you must renew your NJ FamilyCare health coverage every year? Don't worry — it's easy. We'll guide you through the process and answer any questions you have.

How to renew your coverage

Renewal by mail

- You should have received a renewal reminder form in the mail from the Eligibility Determining Agency.
- Simply send the completed form back before the due date.

Renewal in person

- To see a list of enrollment sites by county, visit [NJFamilyCare.org/need_help.aspx](https://www.njfamilycare.org/need_help.aspx).

What happens if you don't renew on time?

It's important to renew your plan on time, so you can keep getting benefits to help you and your family stay healthy. Plus, you'll have the comfort of knowing you're covered.

Keep in mind

You must renew your NJ FamilyCare coverage every year. Call for your renewal date to avoid losing your benefits. Visit [AetnaBetterHealth.com/NewJersey/members/renew](https://www.AetnaBetterHealth.com/NewJersey/members/renew) for more information on the process. Or call our Healthcare Central store at **1-959-299-3102 (TTY: 711)**, Monday–Friday 10 AM to 6 PM.



Convenient care you can count on

As much as we all try to stay well, illness and accidents can happen. And if they do, it's nice to know you and your covered family members can count on convenient care with **MinuteClinic**®. This helps you get care right in your neighborhood — and at no or low cost to you.

MinuteClinic is a great alternative to your doctor's office when making it in isn't convenient. With their flexible after-hours and weekend availability, the MinuteClinic providers are there to help.

Plus, you get:



Convenient hours

You can visit MinuteClinic locations seven days a week, including nights and weekends, by scheduling an appointment online at **CVS.com/MinuteClinic/reserve-online**.



Over 125+ services

MinuteClinic locations offer a range of services to keep you and your family healthy. Providers can provide a treatment plan and write prescriptions when medically appropriate. You can also pick up a prescription at the pharmacy of your choice.



Keep in mind

Under the NJ FamilyCare plan, visits to MinuteClinics are a covered service. And copays may apply for some NJ FamilyCare members.

A close-up photograph of a man with a beard and a young girl with curly hair and a pink bow, smiling and touching their noses. The man is wearing a grey V-neck shirt and a small earring. The girl is wearing a colorful striped shirt and a small earring.

Go to **CVS.com/MinuteClinic**
to find a MinuteClinic location
near you.



All good
things
start with a plan

How to prepare for your next wellness exam

Going to the doctor can feel overwhelming. But don't worry — we can help you prepare and feel confident that you're getting the most out of your appointment. It's your doctor's job to answer any questions you may have, so don't be shy. You can get started by filling out this form before your visit.

This visit is for (your name): _____

Appointment date and time: _____

Reason for visit: _____

Doctor's name: _____

Medicines I take (remember to list medicine that doesn't need a prescription, like vitamins or aspirin):

Questions you may want to ask:

1. Do I have a condition or problem that needs treatment?
2. What kind of exercise should I be doing?
3. What type of diet and which foods would help me?
4. What should I do next and why is it important for my health?

Now you can add your own questions:

Feel good about your health goals

Getting a wellness exam is the first step in taking charge of your health. Remember to make appointments for you and your family — they're covered, so they won't cost anything. And you'll feel great knowing that you checked it off your to-do list.

Spotlight on safety



Hiding spots for lead — how to keep kids safe

Ever shop for toys? Live in an old building? Eat candy? Remodel a room? These are just a few of the ways lead can show up in your life. You've probably heard about the dangers of lead, but do you know where it can hide? You need to know for your own health — and especially if you have kids.

All children must be tested for lead at age 1 and again at age 2. Any child up to 72 months of age who hasn't been tested previously should be tested immediately.

Why is lead poisoning so serious?

Lead poisoning happens when a person absorbs too much lead. Children can easily breathe in lead or swallow something with lead in it, like paint chips, drinking water or food. This can have harmful effects on kids' learning, development and behavior. It can even cause serious health problems.

Keep in mind, all children are at risk for lead poisoning. Your child may not look or feel sick, but they may have lead in their blood. This is why testing is so important.

Lead testing for kids is covered

You'll want to schedule lead testing at age one and again at age two when your children are young. You can get lead testing for your children — it's covered. You can also earn rewards for getting your child tested. A blood test that your child's PCP orders is the only way to know whether they have lead poisoning. So if your children are due for a lead test, or you're **concerned they have been exposed to lead**, call your PCP to make an appointment today.

You can earn a

\$15
gift card

You may be eligible for a \$15 gift card as a reward if your child gets a lead screening test. We'll mail your gift card once we get a claim from your provider. A claim is a form your provider sends us so we know you went for a visit.

Keep your family safe with this lead checklist

On toys

- ☐ Wash toys often.
- ☐ Teach your kids to wash their hands with soap and water after playing and before eating.
- ☐ Don't buy small jewelry, as it may contain lead.
- ☐ Remove recalled toys: learn more at **CPSC.gov** (Consumer Product Safety Commission).

In food

- ☐ Use cold water for drinking, making baby formula and cooking. Let cold water run for one minute before using.
- ☐ Eat fruits that are high in calcium, like milk, cheese, ice cream, yogurt and pudding.
- ☐ Eat foods that are high in iron, like fish, lean meat, chicken, green leafy vegetables and beans.
- ☐ Avoid eating candy or spices from other countries, as they may contain lead.

In your home

- ☐ Talk to the landlord or local health department about testing your building for lead-based paint if you live in or visit a building built before 1978.
- ☐ Clean floors and surfaces regularly. Wet-mop floors and wipe window frames, windowsills and other surfaces weekly. Wipe in one direction only.
- ☐ Keep your work clothes apart from your family's clothes. Shower and change your clothes before coming home if you work in a place that can produce lead dust or dirt.
- ☐ Take off your shoes before coming into the house.
- ☐ Learn how to remove lead safely: **EPA.gov/lead**.

What to know about lead

- Homes built before 1978 probably have lead-based paint. When the paint peels and cracks, it makes lead dust. Children can be poisoned when they swallow or breathe in lead dust.
- Water pipes in some homes may be joined together with metal (solder), which contains lead.
- Certain people may work with lead-based products at their jobs, like auto mechanics, home repairers and stained glass makers, which may cause them to bring lead into the home.
- Lead is also found in materials used in hobbies like fishing, target shooting and painting.
- Children who live near airports may be exposed to lead in air and soil from aviation gas.
- Ingredients from other countries in homemade medicines or remedies and in makeup may contain lead.
- Lead is sometimes found in candies imported from other countries.

**LEARN MORE
ABOUT LEAD**

<https://www.cdc.gov/nceh/lead>
(Centers for Disease Control and Prevention)

State.NJ.US/health/childhoodlead

Maternity care



Sometimes women are ready for motherhood. And sometimes a baby is a surprise. Whatever you're feeling, you can count on us to help. We'll provide guidance, education and support to help you have a healthy pregnancy and baby.

Count on our dedicated care management nurse team

As a member, you can get help from care coordinators. This special team of nurses understands what you're going through and can offer medical, emotional and social services support. And they'll be with you every step of the way to help you through your pregnancy and after your baby's birth.

Your care plan

Our care coordinators will talk with you about your concerns and goals for a healthy pregnancy. By listening to you, they'll create a personalized plan with your provider. They'll also help keep you on track for doctor visits, tests and much more, including:

Prenatal support (care during pregnancy)

- Help with selecting a doctor
- Support before and during pregnancy
- Answers to your questions

Emotional support

- Connection to birthing classes
- Access to text message resources
- 24/7 Nurse Line

Post-natal support (care after baby)

- Help with going home
- Tips to keep you and your baby healthy
- Information about lead testing
- Help with plan enrollment
- Gift card of \$15 for completing postpartum visits

Breastfeeding support

- Lessons on how to feed your baby
- Help ordering and using a breast pump

Doula services

Doulas are culturally diversified trained professionals who provide continuous emotional support to you during your pregnancy and for a brief time after birth. Doulas are based in your community, so they can connect you to local resources.

You can earn a

\$15
gift card

You may be eligible for a \$15 gift card as a reward for getting a cervical cancer screening. Just talk to your doctor during your prenatal visit.

Benefits of a breast pump

If you're breastfeeding, you'll want to empty your breasts regularly by feeding or using a breast pump. This prevents your breasts from becoming full and painful.

Many women find it helpful to use a breast pump. You just pump breast milk when it works for you. Then your baby can get the best nutrition, no matter what your schedule.

A breast pump also gives other family members the chance to feed and bond with your baby.

How to get a no-cost breast pump

Ask to speak with your care coordinator.

You can get your no-cost breast pump up to two weeks before your baby's birth. We offer the Medela Pump In Style® Advanced Breast Pump + Starter Kit. You don't need pre-approval (prior authorization). Just call

1-855-232-3596 (TTY: 711) to get your pump.

How to order your pump

- 1 Go to **BreastPumpsMedline.com**
- 2 Call Medline Mother and Baby at **1-833-718-BABY (2229)**.

Check in with your doctor and earn a \$15 gift card

It's important to visit your ob/gyn provider 7–84 days after having your baby. If you had a C-section, you may need two visits. The first visit checks your incision. This is usually one to two weeks after delivering your baby. The second visit is your regular postpartum visit. You may be eligible for a \$15 gift card as a reward for this visit, if it was within 7–84 days of delivery. Your provider will send us a claim for the completed service.

Rides to planned health care visits

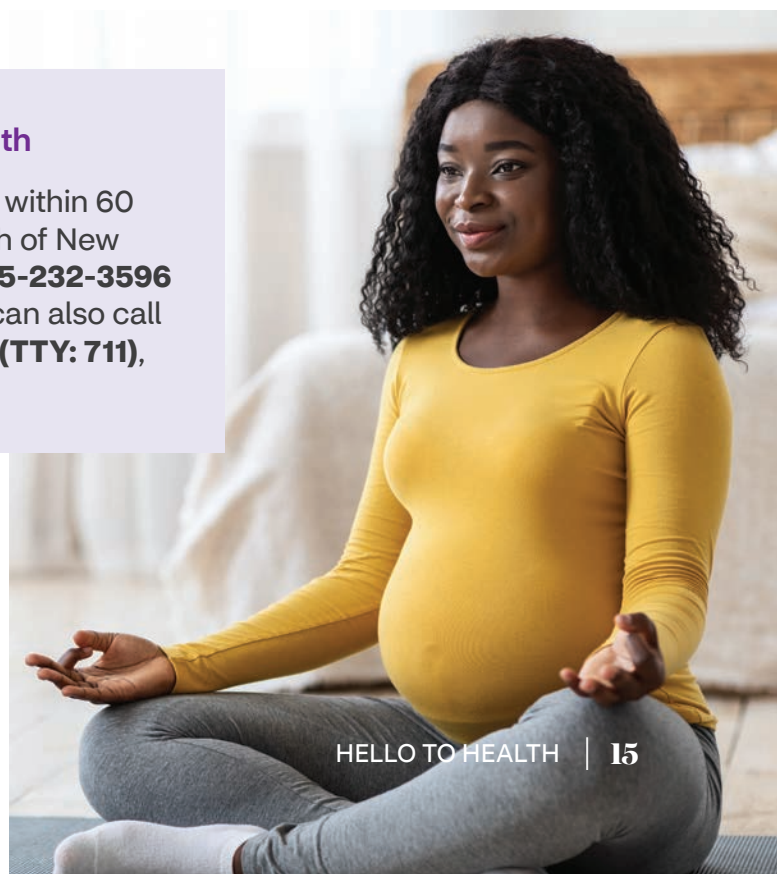
You can get a ride to your follow-up ob/gyn and pediatric appointments, along with other medical visits and planned eye, dental and behavioral health appointments. And there's no cost to you for this service. If you need a car seat, just let us know when you call. To schedule a ride, call ModivCare, formerly known as LogistiCare, at **1-866-527-9933 (TTY: 1-866-288-3133)** at least three business days before you need it. Or visit **Member.LogistiCare.com** and register. Then choose "Request Reservations."

Enroll your baby in a health plan soon after birth

Don't forget to enroll your baby in NJ FamilyCare within 60 days of birth. You can choose Aetna Better Health of New Jersey as your baby's health plan. Call us at **1-855-232-3596 (TTY: 711)** to learn more about the process. You can also call our Healthcare Central store at **1-959-299-3102 (TTY: 711)**, Monday–Friday 10 AM to 6 PM.

A special gift for your little one

Soon after your baby's birth, we'll send you a special welcome kit. This kit includes a diaper bag, baby blanket, wipes and other items to help give your baby a healthy start.





Staying healthy during

flu season

During flu season, it's important to know how to keep you and your family healthy.

The seasonal flu and COVID-19 are both illnesses that spread easily, but they're caused by different viruses. The symptoms* for both are similar and can range from mild to serious illness. They include:

- Fever
- Shortness of breath
- Sore throat
- Body aches
- Cough
- Tiredness
- Runny nose
- Headache

But symptoms of COVID-19 may include a change in or loss of taste or smell.

Easy ways to prevent a virus

To stay well, avoid close contact with those who are sick, wash your hands often and cover your mouth and nose when coughing or sneezing.

And be sure to check in with your doctor if you're not feeling well.

When to get emergency care

If you or someone you know shows any of the signs* below, get emergency medical care right away. Call 911 or phone ahead to your local emergency facility.

- Trouble breathing
- New confusion
- Inability to wake or stay awake
- Constant chest pain or pressure
- Bluish lips or face

*This list doesn't include all of the possible symptoms and signs. Call your medical provider for any other symptoms or signs that are serious or that concern you.

Benefits available to you

As a member of our health plan, you have benefits to help you stay safe and healthy. Talking to your doctor on the phone or through video (telemedicine) should be the first step for non-emergency care. This can help limit contact with viruses. Call your doctor to make an appointment.

We also cover:

- Routine care
- Physical, speech and occupational therapy
- Phone calls with dentists, and more
- Urgent medical care
- Behavioral health care

Questions or need to reach a care coordinator?

Just call us at **1-855-232-3596 (TTY:711)**, 24 hours a day, 7 days a week.

Centers for Disease Control and Prevention. Get the facts about coronavirus.

Available at: **[CDC.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)**. Accessed July 2, 2020.



Keep your **hands clean**

One easy way to stay healthy is to wash your hands properly. The key to washing your hands is to make sure you thoroughly clean all surfaces and areas of your hands, fingers and wrists. And plain soap is just as good as over-the-counter antibacterial soaps.

4 simple steps to clean hands

- 1** | Wet your hands with clean, running water. Apply enough soap to cover all surfaces of your hands and wrists.
- 2** | Lather and rub together thoroughly.
- 3** | Make sure to scrub your hands, fingertips, fingernails and wrists for at least 20 seconds. Then rinse.
- 4** | Dry with a clean towel or air-dry. Use a towel to turn off the faucet.

Benefits, rewards and plan perks

you don't want to miss

Check up on your health so you can feel your best

To be your best, it's important to take care of your — and your family's — health. And preventive care is one great way to do that. That's why it's important to get a wellness exam. It can give you peace of mind and helps your PCP and dentist find any health problems early, when they're easier to treat. And this checkup is already part of your benefits plan — there's no extra cost to you.

And you can earn rewards, too!

Did you know you can get gift cards for taking steps toward better health? It's easy. Just complete these screenings (and check with your doctor about how often they're needed):

- Well-care checkups
- Lead screening for kids
- Breast cancer screening/mammogram
- Cervical cancer screening/Pap test
- Care for new mothers after childbirth (postpartum visit)

To earn rewards:

1

Choose your PCP

You can search for a PCP at **[AetnaBetterHealth.com/NewJersey/find-provider](https://www.aetna.com/betterhealth/newjersey/find-provider)**. Or call **1-855-232-3596 (TTY: 711)** if you need help.

2

Call your PCP

Call your doctor, make an appointment and get your wellness exam or screening.

3

Visit your PCP

Your doctor will send us a form (claim) to let us know you had a visit.

Get a ride to health care visits

No ride? No problem. You can get a **free** ride when you need to go to planned medical appointments. Just call **1-866-527-9933 (TTY: 1-866-288-3133)**. Be sure to call at least three days before you need a ride.



Manage your health on the go

With the Aetna Better Health app, you can get on-demand access to the tools you need to stay healthy. It's easy. Just download it to your mobile device or tablet from the Apple App Store® or Google Play.

Enjoy these mobile app features:

- Find a provider
- View or request your member ID card
- Change your PCP
- See your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other member details

Visit **AetnaBetterHealth.com/NewJersey/members** for more information.

App Store is a service mark of Apple Inc.

Google Play is a trademark of Google LLC.

Stay connected with a free cell phone

If you're a New Jersey Assurance Wireless Lifeline service customer, you'll get:

- An Android™ smartphone
- Free monthly data
- Unlimited monthly texts
- Free monthly minutes

Extra Aetna Better Health of New Jersey Benefits include:

- Health tips and reminders by text
- One-on-one texting with your health care team
- Calls to Member Services that won't count against your monthly minutes

Already have Lifeline? It's easy to switch to Assurance Wireless.

You can get Assurance Wireless Lifeline service plus health extras from us at no cost.

Android is a trademark of Google LLC.





Get dirty

Dig in to the tasty
benefits of gardening

When was the last time you got your hands dirty? If it was a long time ago, it may be time to explore the fun of gardening. It offers so many great benefits, from a chance to get dirty and grow your own food, to meeting new friends and helping your own community bloom.

Try more garden-fresh, healthy food

If you don't live in an area with grocery stores that carry fresh fruits and vegetables, don't worry. Try growing your own food. It can be very tasty and inexpensive.

Get kids excited about healthy food

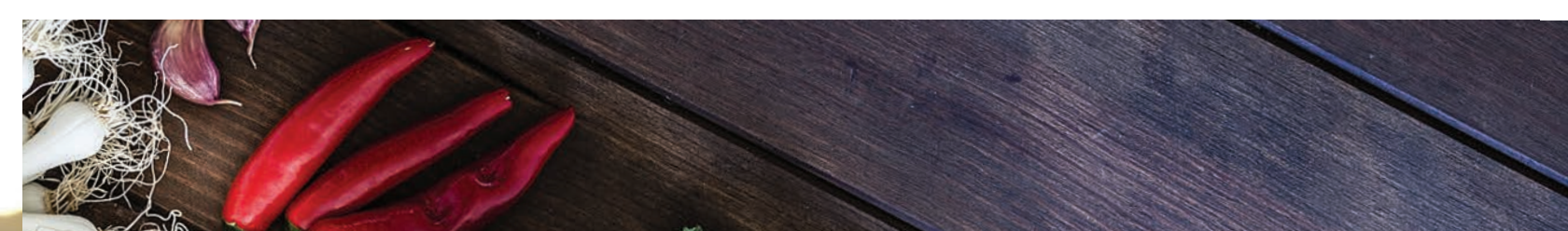
Who said eating healthy can't be fun? Let your kids dig into gardening and get their hands dirty. They'll learn many useful skills, join other kids and have a great time, too!

Stay active to avoid health problems

Did you know that gardening counts as exercise? And active people are less likely to have depression, weight problems, high blood pressure, type 2 diabetes, heart disease and colon cancer. Try to be active for **at least 2½ hours each week**. Keep it fun with chores that allow you to stretch, bend, walk, dig, and lift tools and plants.

Connect and make your community beautiful

A community garden is a great way to connect with your food and the outdoors. It allows you to spend quality time with your friends, family and community while growing healthy food.



Try garden fries for a healthier choice

What's the most common source of vegetables for kids? French fries. But garden fries are a fresher and healthier spin on this old favorite. You can make fries from many vegetables, like zucchini, asparagus, pumpkin, turnips, carrots, parsnips, green tomatoes, beets, green beans and jicama. Just choose your vegetable and start cooking with this simple recipe:

Directions:

- Cut your vegetables into fry shapes.
- Drizzle olive oil over fries.
- Add salt and pepper. You can also add any other seasoning you like.
- Bake at 400° F for 30–45 minutes. (root vegetables like carrots need more time).
- Dip fries into your favorite sauce and enjoy.



New Jersey has active gardens and needs your help to grow the movement.

Find a community garden at **PeoplesGarden.USDA.gov**. Learn how to start a garden at **CommunityGarden.org/resources**.

12 TIPS FOR EATING HEALTHY ON A BUDGET

Eating healthy doesn't have to hurt your wallet. There are many low-cost ways to plan and cook healthy meals for you and your family. Plus, eating a healthy diet can lower the risk of certain diseases.¹

- 1 | Drink water instead of sodas or other sugary drinks. Make water more exciting by adding different fruits like watermelon, cucumber or oranges.
- 2 | Use fresh vegetables and fruits that are in season. They're usually less expensive. Check out your local farmer's market for seasonal produce.
- 3 | Check the local newspaper, online and at the store for coupons and specials that will cut food costs.
- 4 | Shop store brands. You'll get the same or similar product for a cheaper price. Look for buy one, get one free deals, too.
- 5 | Start a garden in the yard, or in a pot on the deck. Herbs, cucumbers, peppers or tomatoes are good options for beginners.
- 6 | Add leftover vegetables to casseroles or blend them to make soup. Also, try slow cooker recipes. They're easy and take little effort.
- 7 | Overripe fruit is great for smoothies. So are frozen fruits/vegetables.
- 8 | Try buying canned. Choose fruit canned in 100% fruit juice and vegetables with "low sodium" or "no salt added" on the label.
- 9 | Rice and pasta are budget-friendly grain options. Try whole-grain pastas or brown rice. You can even try mixing white rice with brown rice to get used to the taste.
- 10 | Prepare and freeze vegetable soups, stews or other dishes in advance. This saves time and money.
- 11 | Some great low-cost choices for protein include beans and peas, like kidney beans and split peas. Or lentils or chia seeds.
- 12 | To lower meat costs, buy the family-sized or value pack and freeze what you don't use.

¹Harvard T.H. Chan School of Public Health. The Nutrition Source. Disease prevention.

Available at: [HSPH.Harvard.edu/nutritionsource/disease-prevention/](https://hsph.harvard.edu/nutritionsource/disease-prevention/). Accessed December 10, 2020.

Healthcare Central store

A photograph of a man with a beard and short brown hair, smiling broadly. A young child with brown hair is sitting on his shoulders, laughing with their mouth open. The man is wearing a dark blue t-shirt and a denim jacket. The child is wearing a green t-shirt and a blue jacket. The background is a soft, out-of-focus indoor setting.

Visit our Healthcare Central store in Newark, New Jersey. We can help you sign up for NJ FamilyCare, find a provider, better understand your Aetna Better Health benefits and more.

Address

48A Jones St., Suite C-101 Newark, NJ 07103

Hours

Monday through Friday, 10 AM to 6 PM

Phone

1-959-299-3102 (TTY: 711)

Visit **[AetnaBetterHealth.com/NewJersey/members/store](https://www.aetna.com/betterhealth/newjersey/members/store)** for more information.



A song and a smile

Sing your way to healthy smiles

Find a dental home for your whole family

We offer complete dental benefits to help you and your family have good oral health. We use LIBERTY Dental Plan to provide dental care and services. A dental home is the office where you and your family will get your dental and oral health care. Your dental home delivers care in a complete and family-centered way.

Get started on good oral health by going to the dentist

After you've enrolled in Aetna Better Health of New Jersey, you should schedule a dental exam.

Children should see their dentist when they get their first tooth or before their first birthday.

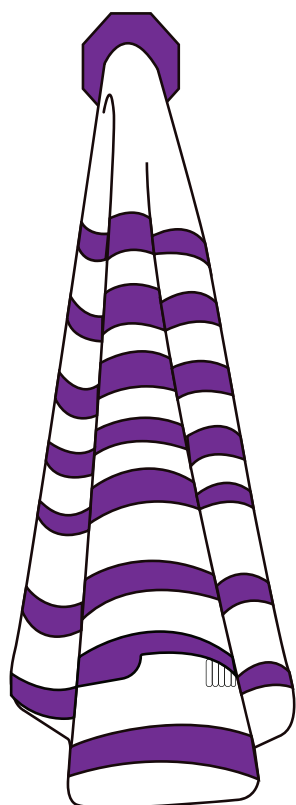
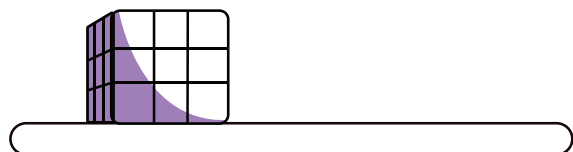
Children and adults should have a preventive dental visit every six months, unless more frequent visits are recommended by your dentist.

It's important that you and your family complete all necessary treatment. Frequent dental visits and completing dental care can keep your teeth strong and gums healthy for a lifetime!

Help make brushing more fun

Having trouble getting your little one to brush? Do you want to make it more fun? Letting kids choose a special toothbrush and toothpaste is a good start. To make brushing last at least two minutes, try singing or humming a favorite song. Be sure to use only a pea-sized amount of fluoride toothpaste for children ages 3 to 6. And “spit, don’t swallow” is a good rule to follow.

Help Mikey find his family's toothbrushes. There are 9 hidden in the bathroom.
Can you find them all?





Healthy and strong

Well-child checkup — it's covered

Checking up on kids as they grow can help them be healthy and strong. From birth to age 20, your kids can get a well-child checkup — it's covered. Call your PCP today to make an appointment.

Need help finding a PCP?

Just visit [AetnaBetterHealth.com/NewJersey/find-provider](https://www.aetna.com/betterhealth/newjersey/find-provider). Or call 1-855-232-3596 (TTY: 711).

Well-child checkups find problems early

Why get regular checkups, even when kids aren't sick? They can help your PCP find or prevent health problems early, when they're easier to treat. Some health problems are tricky — they have no warning signs. For example, most kids with high levels of lead in their blood have no symptoms. But this can cause serious health problems.

Your PCP may order lab work, like a blood lead test, during your visit. This test checks for lead levels in the blood. Be sure to read more about lead safety on pages 12–13.

Your PCP covers a lot in a short time

What happens during a well-child visit? Your child will get a complete exam, checking things like height, weight, hearing and vision. You can also learn about sleep, safety, childhood diseases and what to expect as your kids grow.

Your PCP may also give your child shots (immunizations). These shots help protect against many diseases. Be sure to share any concerns or questions about shots with your PCP.

Getting to know your kids can help your PCP give them the best care. Your PCP may ask you questions. It's also a great time for you to ask questions. Don't be shy. The information you get can go a long way in keeping your child healthy.

When your children should get their checkups:

- | | | |
|--|---|---|
| ☐ Newborn (2 days to 2 weeks after bringing baby home) | | |
| ☐ 1 month | ☐ 6 months | ☐ 18 months |
| ☐ 2 months | ☐ 9 months | ☐ 20 months |
| ☐ 3 months | ☐ 12 months | ☐ 24 months |
| ☐ 4 months | ☐ 15 months | ☐ 3–20 years (one every year) |

A woman with dark hair in a ponytail, wearing a grey hoodie, is shown in profile, looking out over a body of water towards distant mountains. The scene is bathed in soft, warm light, suggesting late afternoon or early morning. A purple rectangular overlay is positioned across the lower half of the image, containing the text.

**Your recovery
can start today**

Get the support you need for overcoming addiction

Addiction is real, but treatable. If your child is struggling with a substance use disorder, they're not alone. There's help available.

Addiction and recovery treatment services

There are a range of treatments available. The first step is to talk with your PCP. Ask for more details about treating substance use or alcohol problems.

Treatment options range from outpatient to inpatient care. This includes medicine-assisted treatment. This option may be used if your child struggles with the use of prescription drugs. Your doctor and/or health care team will work with you to find the best program.

Know the risks of e-cigarettes and vaping

There's been a rise in kids and teens turning to e-cigarettes or vaping to ease the transition from traditional cigarettes to not smoking at all. It's important to know that nicotine is in both regular cigarettes and e-cigarettes. It's highly addictive.

Get support from a counselor — it's covered

There are counseling services to help quit tobacco use. Just call **1-855-232-3596 (TTY: 711)** for help finding a counselor.

We also provide smoking cessation medicines at no cost:

- Bupropion and bupropion SR
- Nicotine gum, lozenges and patches, which you can get over the counter
- Chantix®

Talk to your child's PCP about how you can help them quit tobacco. Or simply call **1-800-QUIT-NOW (1-800-784-8669)**.

Chantix is a trademark of Pfizer, Inc.

The more you know

Providers in your network

To learn more about your provider, just check the directory at **AetnaBetterHealth.com/NewJersey/find-provider**. You can find out if the provider is taking new patients or if the office is handicap accessible. You can also find the basics, like:

- Name, address and phone number
- Specialty and board certification (look for  showing certification)
- Spoken languages, and other details

Learn about providers not listed

To learn about a provider who isn't listed in the directory, just call **1-855-232-3596 (TTY: 711)**. You can find out things like where they went to school or did their training. Need to learn about a provider's board certification? Just visit **CertificationMatters.org**.

Hospital care is covered

You're covered if you have an emergency or if you need planned hospital care. This includes surgery or other procedures. Just be sure to get approval first. You'll also want to use a hospital that's in our network.

Here are some things we review about your hospital stay:

- The care you get: We want to be sure you're getting the care you need and that it needs to be in a hospital.
- The hospital notes about all the days you spent there. We need the notes to approve the stay; otherwise we may not approve payment.

Some things can affect payment for hospital care. **You won't be responsible for payment even if we tell the hospital we won't pay.** Questions? Just call **1-855-232-3596 (TTY: 711)**.

Visit us online to learn more

Need to learn more about your plan benefits, services and limits? Just go online for quick answers at **AetnaBetterHealth.com/NJ**. Choose "For Members," then "Handbook."

You'll learn how to:

- Get health care services and medicine
- File a claim for payment
- Submit a complaint
- Appeal a decision, and more

Just visit: **AetnaBetterHealth.com/NewJersey/members/portal**.



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

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 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)**.

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)**。

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.

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)**.

POLISH: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod

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

numer podany na odwrocie Twojego identyfikatora lub pod number **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)**.

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)**.

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)**.

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)**.

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)**.

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।

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)**.

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۔



Here for you

Keep these numbers handy

Aetna Better Health® of New Jersey
1-855-232-3596 (TTY: 711) anytime
AetnaBetterHealth.com/NJ

24/7 Nurse Line
1-855-232-3596 (TTY: 711) anytime

ModivCare, formerly LogistiCare
(rides to health care visits)
1-866-527-9933 (TTY: 1-866-288-3133)

LIBERTY Dental (dental services)
1-855-225-1727 (TTY: 711) weekdays
from 8 AM to 8 PM

Interpreter service
1-855-232-3596 anytime (covered)

Health Benefits Coordinator (for NJ
FamilyCare renewal and benefits)
1-800-701-0710 (TTY: 1-800-701-0720)

Pharmacy services
1-855-232-3596 (TTY: 711) anytime

March Vision (vision services)
1-844-686-2724 (TTY: 1-877-627-2456)

To report fraud or abuse
1-855-282-8272 (TTY: 711)

Rewards for health and wellness
1-855-232-3596 (TTY: 711) anytime

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.



AetnaBetterHealth.com/NJ