

HEALTHY LIVING



NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. If you lost your coverage and are still eligible, you may be able to get your benefits back. Visit aetna.com/sp24ks-1 or scan the QR code below to learn more.



4 barriers to good health — and how your Aetna plan can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor's office can make it harder to take care of your health. These are called social determinants of health (SDOH). And many of them may be out of your control. That's why Aetna Better Health® of Kansas provides benefits designed to help you overcome these barriers.

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Barriers story continued



BARRIER 1 **Transportation**

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

How Aetna can help: We provide rides to any nonemergency appointments and covered services. Call Access2Care at **1-866-252-5634** to schedule your ride. You'll need to call at least three business days before your appointment. If you need a ride sooner, call us at **1-855-221-5656 (TTY: 711)**. We can help you set it up.



BARRIER 2 **Language**

We know that not all members speak English as their first language. That can make it hard to talk to your doctor or ask questions about your benefits.

How Aetna can help: We provide interpreter services in any language. If you need a qualified interpreter, written information in other formats, translation or other services, call **1-855-221-5656 (TTY: 711)**.



BARRIER 3 **Accessing care**

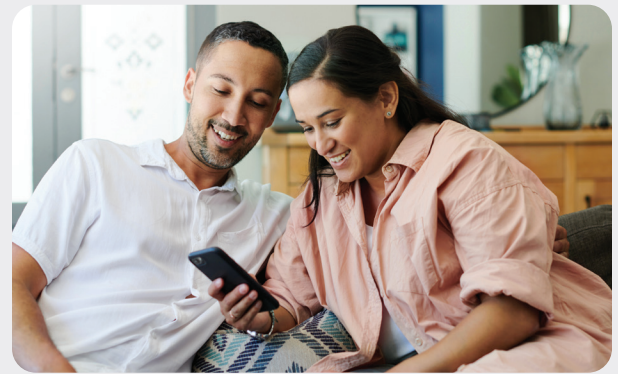
Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment. This can make it tough to get the care you need.

How Aetna can help: Telehealth services can help. You can talk to a provider via a phone or video chat from the comfort of your own home, on your schedule. Telehealth services are covered just like in-person visits. Ask your provider what services they provide through telehealth.

Have a medical problem after hours? You can talk to a nurse anytime through our 24-hour Nurse Line. Just call **1-855-221-5656 (TTY: 711)**. Then choose the Nurse Line option. They can help you decide where to go for care or how to treat your health problem at home.

Our Care Managers are here for you

Whatever barriers you're facing, your dedicated Care Manager can help. Your doctor, hospital discharge planner or another provider can refer you to Care Management. Or a nurse on our health information line may refer you. You can also self-refer by calling Member Services at **1-855-221-5656 (TTY: 711)** and asking to speak with Care Management.



BARRIER 4 **Budgets**

Costs are rising for housing, food and other essentials. So it may be harder than ever to stick to your budget.

How Aetna can help: Your health plan provides other Value-Added Benefits to help you pay for life's health essentials, including:

- No Place Like Home: Emergency housing assistance to help keep you in your home or to establish a new home in the community
- \$25 per month to spend on certain over-the-counter (OTC) drugs and supplies
- A free Android™ smartphone with unlimited texts plus data and voice minutes each month

Check out your Member Handbook or visit [AetnaBetterHealth.com/kansas](https://www.aetna.com/betterhealth/kansas) to learn more about the benefits and services included in your health plan, as well as those not covered.

Good health care starts with the right doctor

Your primary care provider (PCP) is your first stop for all your health care needs. But at some point, you may need to see a specialist to help treat certain injuries or illnesses. When this happens, your PCP will help you find a specialist and refer you for care.

You don't always need a referral to see a specialist. For example, women do not need a referral to see an ob-gyn for routine care.

Here are three ways your Aetna Better Health® plan can help connect you with the right provider.

Provider network

You must get most of your care from providers in our

network. Go to **AetnaBetterHealth.com/kansas/find-provider** to find in-network providers. You can search or download our provider directory.

Need help or want a hard copy of the provider directory? Call Member Services at **1-855-221-5656 (TTY: 711)**.

Out-of-network care

Let's say there are no network providers near you. Or there aren't any appointments available. If that happens, we can help you get a referral to see a provider outside of the network. You won't be charged more for out-of-network care in this case.



Second opinions

You may not always agree with your doctor's plan of care. If this happens, you have the right to go to another provider for a second opinion. You don't have to pay to get a second opinion, and you don't need prior authorization. Call Member Services to learn more.

Your Member Handbook has info about all the types of care covered by your plan, including:

- Primary care
- Specialty care
- Behavioral health care
- Emergency care

View your Member Handbook at **aet.na/sp24ks-2** or call Member Services at **1-855-221-5656 (TTY: 711)** for a hard copy.



Understand your pharmacy benefits

Wondering if your medications are covered? Check out your plan's List of Covered Drugs (also called the "Drug List," or formulary). It tells you which medicines are covered at network pharmacies. It also tells you if there are any special rules or restrictions on any covered drugs.

The Drug List is updated regularly. Find the latest list at **AetnaBetterHealth.com/kansas/pharmacy-prescription-drug-benefits.html**. Or call Member Services at **1-855-221-5656 (TTY: 711)** for a printed copy. Find more info on all your pharmacy benefits in the Member Handbook.

Benefits at your fingertips. Access your plan benefits from anywhere through your online Member Portal. You can also use the Aetna Better Health app to see your benefits on the go. Visit **AetnaBetterHealth.com/kansas/member-portal.html** to get started!

How to report fraud, waste and abuse

Aetna Better Health® of Kansas is committed to stopping fraud, waste and abuse. If you see fraud, waste or abuse, report it right away.

What is fraud, waste and abuse?

Fraud happens when someone lies to get money or services.

Waste happens when someone uses benefits or services they don't need.

Abuse happens when someone takes money for services when they aren't legally entitled to payment.

Reporting fraud, waste or abuse

If you suspect or know that fraud, waste or abuse is occurring, report it immediately. There are several ways to report:

- Call our Fraud, Waste and Abuse Hotline at **1-866-275-7704**
- Call Member Services at **1-855-221-5656 (TTY: 711)**
- Call Provider Experience at **1-855-221-5656**
- Call the state of Kansas at **1-866-551-6328**



- Fill out a form online at **[AetnaBetterHealth.com/kansas/medicaid-fraud-abuse-form.html](https://www.aetna.com/betterhealth/kansas/medicaid-fraud-abuse-form.html)**

Reporting fraud, waste or abuse will not affect how you will be treated by Aetna Better Health of Kansas, and you can remain anonymous. Combating fraud, waste and abuse is everyone's responsibility. Failure to comply with these laws could result in civil and criminal penalties.

We're here for you

Member Services: 1-855-221-5656
(TTY: 711) 24 hours a day, 7 days a week

Vision care: SkyGen 1-855-918-2259
(TTY: 711) Monday through Friday, 8 AM to 5 PM

24-hour Nurse Line: 1-855-221-5656

Transportation: Access2Care
1-866-252-5634 (TTY: 711)

Be sure to call for a ride at least three days before your appointment. If you need a ride sooner, call Member Services for help.



We want to hear from you! Join our Member Advisory Committee (MAC) to give us your feedback and help us improve our services. Call Member Services at **1-855-221-5656 (TTY: 711)** to find out how to join.

Use your Value-Added Benefits!

We offer extra benefits to help with your health and wellness. Find a complete list of covered benefits at [AetnaBetterHealth.com/kansas](https://www.aetna.com/betterhealth/kansas) or in your Member Handbook. To learn more about using your Value-Added Benefits, call Member Services.

Additional transportation

In addition to free rides to medical appointments, you can get up to 12 round-trip rides to things like job interviews, grocery stores and senior services.

MyActiveHealth

Get free health coaching through MyActiveHealth. Sign up at myactivehealth.com/aetnabetterhealthKansas or through your member portal.

Pyx Health

Through Pyx Health, you can connect with compassionate humans for a friendly chat or help with resources. Visit hipyx.com or download the Pyx Health app to get started.

CampusEd

Get your GED and learn new job skills at no cost. For help earning your GED, get access to prep courses and a voucher to pay for the exam. For new job skills, you have access to over 3,000 resources in health care, IT, business and other trades. CampusEd can also help you build your résumé and find a job.

Weight management

You can join a 12-week class from the University of Kansas weight management program on healthy eating, exercise and behavior change.

Adult dental

Members 21 years and older receive \$500 per year for dental services. It can be used for things like cleanings, X-rays, fillings and more.

PROMISE pregnancy program

Earn gift cards for completing prenatal and postnatal checkups as well as a dental visit during your pregnancy.

After-school programs

Kids (ages 5 through 18) can get \$50 per year toward an after-school program.

Healthy rewards program

Earn gift cards when you complete wellness activities such as:

- Vaccines and yearly checkups
- Diabetic eye exams and HbA1C tests
- Chlamydia screenings
- Cervical cancer screenings

Respite care

Up to 120 hours of respite care per year for members on a waiver waiting list for Home and Community-Based Services.

iFoster

Through iFoster, we will provide a tablet to youths ages 13 to 17 and a notebook computer for ages 18 to 24. We also provide digital literacy training and access to online resources for youths in foster care.



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 gender/gender identity. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or gender/gender identity.

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 gender/gender identity, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
P.O. Box 818001
Cleveland, OH 44181-8001
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.

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Lao	ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Burmese	သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Hmong	Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.
Persian Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.
Swahili	Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.



Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210

<Recipient's Name>

<Mailing Address>

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Take advantage of your Member Handbook

Your Aetna Better Health® of Kansas Member Handbook has everything you need to know about your health plan, including:

- ✔ Benefit restrictions outside the Aetna service area
- ✔ Copayments and other charges you may be responsible for
- ✔ How to submit a claim
- ✔ How to file a complaint, grievance or appeal
- ✔ How we make decisions about your care (called Utilization Management)
- ✔ How we evaluate new technology as a covered benefit
- ✔ Notice of privacy practices
- ✔ Your member rights and responsibilities



The Member Handbook is updated every year. If there are major changes, we will send you a letter about it at least 30 days before the changes are effective.



Scan the QR code or visit aetna.com/sp24ks-2 to view your Member Handbook online. Prefer a hard copy? Call Member Services at **1-855-221-5656 (TTY: 711)** to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.