



All smiles



AetnaBetterHealth.com/Kansas

Aetna Better Health® of Kansas

Make a plan to prevent flu and COVID-19

The Centers for Disease Control and Prevention (CDC) recommends flu shots for almost everyone 6 months and older. They are extra important for people at high risk of getting very sick. That includes:

- People 65 and older
- People with chronic conditions
- Pregnant women
- Young children
- Racial and ethnic minority groups
- People with disabilities

Most people should get their flu shot in the fall, CDC says. But it's not too late to get one now.

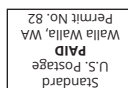
Children 6 months to 8 years old who have not had a flu shot before will need two doses. And those shots have to be given at least four weeks apart. So the sooner kids start, the better.

Get your COVID-19 shots too

The COVID-19 vaccines are safe and very good at protecting people. CDC recommends that most people 5 and older get their COVID-19 shots. And it's OK to get other shots at the same time. So ask your provider about catching up on all the shots your family needs.

Winter 2022

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

New benefit for members in 2022

Now, as a member of Aetna Better Health of Kansas, you can join CampusEd if you are 16 or older.

With CampusEd you can get your GED and learn new job skills at no cost. If you want to complete your GED, you will have access to specific prep courses, assistance in scheduling an exam and a voucher to pay for the exam.

If you are interested in expanding your job skills, you can find over 3,000 resources in health care, IT, business and other trades. CampusEd provides career services support, resumé assistance, opportunities to earn digital badges to show experience and access to a local network of employers currently recruiting employees.



Is your child growing up?

If you have a child turning 18, we can help your child find an adult primary care provider (PCP) or specialist.

Aetna Better Health of Kansas can help your child find the continued care they need. We can refer you to community resources, which will help your child get continued care after becoming an adult. We want to make sure your child has a healthy transition into adulthood. Just call us at **1-855-221-5656 (TTY: 711)**.

Get the Member Handbook online

We review and update your Member Handbook each year and post it on our website. You can access it anytime. The Member Handbook can help you be an active and informed member. It can help when making your or your child's health care choices.

Your Member Handbook includes:

- Your rights and responsibilities
- How to access care and services, including when authorizations or referrals are needed
- Information about our quality and case management programs
- Pharmacy benefits
- Privacy information
- How to choose a primary care provider (PCP) and specialist
- How to report fraud and abuse




The Member Handbook is available online. Visit **AetnaBetterHealth.com/Kansas**. You can call

Member Services if you need a Member Handbook mailed to you. Call **1-855-221-5656 (TTY: 711)**. You can also request the handbook in another language or format.

It pays to get on your way to better health

Make sure you take advantage of our Healthy Rewards Program, where you can get \$10 to \$25 gift cards to popular retail stores when you complete wellness activities, such as vaccines, yearly checkups, diabetic eye exams and more.

Wellness activity	Eligible members	Reward	Frequency
Childhood immunizations	Birth to age 2	\$10	One time by age 2
Ted E. Bear Kids' Club: well-child checkup	Birth to age 2	\$15	Once per calendar year
Complete HPV vaccine series	Age 9 to 26	\$15	Once upon completing HPV series
Healthy teens wellness exam	Age 13 to 21	\$25	Once per calendar year
Adult wellness exam	Adults 21-plus	\$10	Once per calendar year
Mammogram	Women — All ages	\$10	Once per calendar year
Cervical cancer screening	Women — ages 21 to 64	\$25	Once per calendar year
Chlamydia screening	Women — ages 16 to 24	\$25	Once per calendar year
First colonoscopy	Men and women — ages 50 to 75	\$15	Once per member
Prostate exam	Men — ages 21-plus	\$15	Once every other year
Diabetes care — retinal eye exam	Members with diabetes	\$15	Once per calendar year
Diabetes care — HbA1c	Members with diabetes	\$25	Once per calendar year
COVID-19 vaccine	All members over age 12 who have been successfully vaccinated	\$25	Once upon being fully vaccinated
Annual flu shot	All members	\$15	Once per flu season

Contact us  Aetna Better Health® of Kansas
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Member Services: **1-855-221-5656 (TTY: 711)**
24 hours a day, 7 days a week
Nurse Line: **1-855-221-5656 (TTY: 711)**
Transportation: **1-866-252-5634 (TTY: 711)**

This newsletter is published as a community service for the friends and members of Aetna Better Health® of Kansas. This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.

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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.

Aviso sobre la no discriminación

Aetna cumple con las leyes de derechos civiles federales aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo. Tampoco excluye a las personas ni las trata de forma diferente por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo.

Aetna brinda lo siguiente:

- Asistencia y servicios gratuitos a personas con discapacidad para que puedan comunicarse con nosotros de manera eficaz, como los siguientes:
 - Intérpretes del lenguaje de señas calificados.
 - Información escrita en otros formatos (en letra grande, audio, formatos electrónicos accesibles, etc.).
- Servicios de idiomas gratuitos a personas cuyo idioma primario no es el inglés, como los siguientes:
 - Intérpretes calificados.
 - Información escrita en otros idiomas.

Si necesita un intérprete calificado, información escrita en otros formatos, traducciones u otros servicios, llame al número de teléfono que figura en su tarjeta de identificación o al **1-800-385-4104**.

Si cree que Aetna no le ha brindado estos servicios o lo ha discriminado de alguna otra forma por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo, puede presentar una reclamación a nuestro coordinador de derechos civiles a la siguiente dirección:

Dirección: Attn: Civil Rights Coordinator

4500 East Cotton Center Boulevard, Phoenix, AZ 85040

Teléfono: 1-888-234-7358 (TTY: 711)

Correo electrónico: MedicaidCRCoordinator@Aetna.com

Usted puede presentar una reclamación personalmente, por correo postal o correo electrónico. Si necesita ayuda para presentar una reclamación, nuestro coordinador de derechos civiles está disponible para ayudarlo.

También puede presentar una queja sobre derechos civiles en el portal para quejas de la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos ingresando en **<https://OCRPortal.HHS.gov/ocr/portal/lobby.jsf>**. Además, puede hacerlo por correo postal o por teléfono: 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)**. Los formularios de quejas se encuentran disponibles en **<http://www.HHS.gov/OCR/Office/File/Index.html>**.

“Aetna” es el nombre comercial que se utiliza en los productos y servicios proporcionados por una o más de las compañías subsidiarias del grupo Aetna, entre las que se incluyen Aetna Life Insurance Company y sus filiales.

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.