

Aetna Better Health of Kansas Community E-Newsletter

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Aetna Better Health[®]
of Kansas

Cover Kansas



Find a Navigator

(866) 826-8375

Help is here for healthcare.

Getting coverage through the federal Health Insurance Marketplace can be a complicated process. We have simplified it. This website answers any questions you might have about enrolling, and allows you to get free assistance from a certified Navigator.



Helping members with KanCare coverage

Aetna Better Health of Kansas (ABHKS) members are encouraged to complete their re-enrollment forms for their healthcare coverage. In order to ensure that members are getting the help to ensure their contact information is up to date and correct, Cover Kansas can assist.

Cover Kansas has qualified navigators that are able to help members with the re-enrollment process. The Cover Kansas Navigators are trained, unbiased personnel that are able to help members with the application process. The Health Insurance Marketplace may have a lot of information and options that can be challenging to navigate. The Cover Kansas navigators can help with simplifying the process and making it easier for members to get through the application process.

Aetna Better Health of Kansas members should watch for mail from KanCare and the Kansas Department of Health and Environment (KDHE) and if the member should have questions or need help to complete the forms, the Cover Kansas navigators can assist. To contact a navigator in your area please reach out to at this link : <https://getcoveredkansas.org/find-navigator> or the member can call (866) 826-8375.

Redeterminations

It is important for KanCare members to update and confirm their contact information is correct. If the KanCare Member is unsure or did not update their contact information please direct the members to :

- A. [KanCare.ks.gov](https://www.kancare.ks.gov) uses a chatbot, KIERA, to make updating contact information easier than ever. Members can click on the red chat bubble in the lower righthand corner of their screen and KIERA will help them update their contact information.
- B. Call the KanCare Clearinghouse at 1-800-792-4884.
- C. [The KanCare Self Service Portal](#) “ Access My KanCare” feature. Members can log into the portal and link their medical case to their online account. If the member does not have an account established, they can sign up by clicking the portal’s sign-up link and choose to receive text and email updates.

Aetna Better Health of Kansas members should watch for mail from KanCare and the Kansas Department of Health and Environment (KDHE) and return their completed forms as soon as possible. If a member received a renewal form in the mail, the member should follow the instructions and return it right away to avoid a gap in coverage.

**Make sure to
update your contact
information.**



Aetna Better Health[®]
of Kansas

Kansas Community Clinic Month



Written by : Maelle Leroy, Communication Analyst

Aetna Better Health of Kansas would like to honor the Community Care Network of Kansas (CCNK) and the health centers and community-based clinics throughout Kansas during what is now designated as Kansas Community Clinic Month. Community Care clinics in Kansas provide comprehensive medical, dental and behavioral healthcare to approximately 1 in 9 Kansans. In some towns, community care clinics are the only Medicaid providers, and in some towns Community Care clinics are the largest employers. For all these reasons and more, we celebrate Kansas Community Clinic Month with a variety of activities statewide. Please visit **#CommunityCareClinicMonth** on Twitter to learn about all of the great clinics throughout Kansas.

Aetna Better Health of Kansas (ABHKS) recognizes how essential and valuable our Kansas Community Clinics are to members and providers. The Kansas community clinics main goal is to provide members with the proper tools to access healthcare, resources, information and classes.

ABHKS honors and appreciates the Kansas Community Clinics during the month of August and recognizes that so much is accomplished and provided to members at these vital clinics . Kansas Community clinics works with ABHKS in providing community baby showers, dental clinics, back to school vaccination clinics and much more.

Immunization Health Awareness Month



Written by : Maelle Leroy, Communication Analyst

Aetna Better Health of Kansas (ABHKS) provides incentives to encourage children and adults to get immunized. Through the Healthy Rewards Incentive program members can get up to \$35 in gift cards when they complete wellness activities such as vaccines. A recommended immunization schedule can help guide families on getting the scheduled vaccinations that are safe and effective at protecting your family. Center of Disease Control (CDC) recommended immunization schedule is safe and effective at protecting babies, adolescents, young adults and adults.

The recommendations are based on how the members immune system responds to vaccines at various ages, and how likely the member is to be exposed to a particular disease. There are many benefits to getting the scheduled vaccination for your family and yourself. Vaccination is best before exposure to dangerous diseases. Vaccines are carefully developed to protect against illness and some require more than one dose to build or boost immunity. ABHKS encourages members to follow an immunization schedule to protect themselves, their families and everyone around them as illness can spread. ABHKS recommends following the CDC timeline for those immunization schedule as delay in vaccination can potentially cause some complications. To prevent those complications, ABHKS encourages members to follow the recommended schedule and vaccination. To assist members with the CDC recommendation and Schedule, members can refer to:

Schedule for Infants and Children (Birth – 6 Years) <https://www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html>

Schedule for Children 7 to 18 Years Old
<https://www.cdc.gov/vaccines/schedules/easy-to-read/adolescent-easyread.html>

Careforth– A program for caregivers



Careforth is a program offered at no cost to caregivers of eligible members. Careforth provides coaching support to caregivers. The coaches are experts who can provide resources and tools for the individual caregivers. Careforth is a secure app that caregivers can access on their computer, tablet or phone. The program provides 24 hours a day, 7 days a week support to caregivers with access to articles, videos and helpful tools.

The coaches can help caregivers to:

- Ask questions about caregiving
- Learn about caregiving topics (through videos, articles and audio)
- Find resources and support
- Get tips and advice in tough times
-
- Have someone to talk when caregivers need somebody to listen
- Help Caregivers find balance between caregiving and other parts of their life
- Self-Care
- Manage the stress and strain of caregiving

Caregiver coaches understand dynamics of being a caregiver. Caregivers have free and easy access to someone who understands. To learn more and enroll in the program, visit:

careforth.com/aetna or call Toll free **866-797-2341** or Local **785-560-6309** to sign up today!

Value-Added Benefits

Helping people access their value-added benefits.

We also offer some extra benefits to help with members health and wellness. In order to receive these extra benefits, members will need to show their Aetna Better Health of Kansas ID card. No prior authorization is required. To find out how to obtain the extra benefits or if you have any questions, call Member Services at **1-855-221-5656, (TTY: 711)**. Please note that there are no grievances and appeal rights for value-added.

Here are a few of the Value added Benefits offered to our members:

- Up to \$50 per year to take part in activities with participating YMCA, Boys and Girls Club or Boys and Girls Scouts for members ages 5 to 18 years old
- Ted E Bear MD Kids Club Program is for members from 0-12. Member incentives include an activity book and gift cards for meeting identified goals.
- The Healthy Rewards Incentive program provides members with gift cards up to \$35 when they complete wellness activities such as vaccines, yearly check-ups and screenings.



Weight Management Program

Membership to a 12-week class from the University of Kansas Weight Management Program on healthy eating, exercise and behavior change management program. One-time benefit.



Hospital Companion Program

Members on the FE, PD, BI and I/DD waivers can receive up to 16 hours of hospital companionship per year provided by their personal care service worker while the member is in the hospital.



GETTING TO THE REAL ISSUE A Member Success

*Elaine is a 16-year-old member currently on the Severe Emotional Disability (SED) waiver. She was diagnosed with Diabetes Type I since the age of 5, and has additional diagnoses of Hypothyroidism, Major Depressive Disorder, Attention-deficit/Hyperactivity Disorder, and Pre-menstrual Dysmorphic Disorder. She has a history of aggression towards others and self-harming tendencies, which has resulted in 10 combined psychiatric and medical hospitalizations since May of 2018.

Trent Frantz, Service Coordinator with Aetna Better Health of Kansas (ABHKS), started working with Elaine and her mother in March of 2019. Prior to being on the SED waiver, Elaine was receiving medication and therapy services within the community and receiving support from the Aetna Individual Care Management program. In late February, Elaine's mother had requested a residential therapy facility screening following several recurring hospitalizations. Elaine was approved for being placed in the facility and was put on the waiting list.

In early May, Elaine was hospitalized again with ketoacidosis due to failure and refusal to manage her Diabetes, which was her 5th time this year. Trent, along with the hospital discharge staff, was able to coordinate her discharge by releasing Elaine to inpatient mental health treatment, followed by partial day hospitalization, and a significant increase in community-based services, including psychosocial groups, independent living skills, psychosocial individual, and weekend respite, along with intensive home health services. Prior to this, Elaine had

not been willing to engage in these increased community-based services.

Since Elaine's discharge from the partial day program, she has remained relatively stable, managing her diabetes by administering her own injections and testing under supervision at home and within the community. She has not required any hospital or crisis visits since discharge, and has acknowledged reduced depressive symptoms, reduced mood swings, improved communication with her mother, and no recent aggression. She has a busy schedule during the week participating in mental health services through a mental health center and appears to be enjoying it. Elaine says, "I like it because they keep me busy doing different things".

While she is still on the treatment facility waitlist, she is determined to stay in the community, and her mother is open to the idea of her staying at home, given that she continues to maintain her progress in managing her conditions.

Within ABHKS, Trent has worked closely with the medical directors, the pharmacy management team, supervisors, and nursing staff in order to optimize her care. Together, they have left no stone unturned on our mission to ensure Elaine is receiving the "right services, in the right place, at the right time."

*Some names have been changed to protect the identities of Aetna Better Health of Kansas members.

Kansas SNAP–Ed

Let's Cook and Learn Together

Food is important for your health. Join us and your community to learn more about healthy foods, where to find them and how to prepare them.

What to expect

- Education on healthy eating, stretching food dollars, and being physically active.
- Cooking demos and cookware giveaways.
- Local food resources.

Attend all sessions to be eligible for additional giveaways.



Supplemental Nutrition Assistance Program Education (SNAP-Ed)

Aetna Better Health of Kansas (ABHKS) works with community based organizations to provide members with resources and tools to address social determinants of health. Kansas SNAP-Ed is a nutrition education program that provides free classes on various topics around nutrition.

The topics include eating healthy on a budget, meal planning, saving money at the grocery store, cook tasty meals and snacks. These classes are provided to youth, adults and older Kansans who qualify for SNAP, KanCare, Head start, WIC, Free and reduced lunch to name a few of the qualifying programs .

The strength and reach of Kansas SNAP-Ed is due, in large part, to the collaborative efforts with local community based organizations that share a common concern for the limited resources available to Kansans and how to provide additional support.

Members can sign-up for the classes at [FREE Programs \(k-state.edu\)](https://www.k-state.edu). Classes will be available online and in person through out the month of August at different times.



CONNECT WITH AETNA BETTER HEALTH OF KANSAS

SHARE YOUR THOUGHTS

Members who would like to provide feedback or thoughts are able to collect **\$15 in vouchers** for each Member Advisory Committee meeting they participate in. Aetna Better Health of Kansas values any ideas or suggestions on ways to change and improve our service to our members. If any members would like to participate, we invite members to call Member Services anytime at **1-855-221-5656 (TTY: 711)**. We have a group made up of our members and their caregivers, who share the same goals. This group is our Member Advisory Committee (MAC). They meet quarterly to review member materials and provide member feedback, as well as look at changes and new programs. They let us know how we can improve our services.

Members that participate will receive a voucher for **\$15 for each meeting attended**. Please encourage interested members to join us at our next MAC Meeting. We're always looking for members to help us find better ways to do things. Any member is welcome to join our Member Advisory Committee.

WANT YOUR ORGANIZATION FEATURED NEXT?

We would love to hear about the work your organization is doing throughout Kansas to assist individuals who are beneficiaries of KanCare. If you have information you would like to pass along, feel free to reach out to the Community Development team members listed below. We will be happy to include your information in future editions of the newsletter. **Learn more [here](#)**.

FRAUD, WASTE AND ABUSE

To prevent, report or stop fraud, waste and abuse

- You can call our Fraud, Waste and Abuse Hotline at **1-866-275-7704**
- You can also fill out our **[Fraud, Waste and Abuse form](#)**.

CONTACT US

Department

Contact Information

Member Services

1-855-221-5656 (TTY:711)

Pharmacy Line

24 Hour Nurse Advice Line

Provider Experience

Transportation Line

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

Provider Email

ProviderExperience_KS@aetna.com

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