

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



Aetna Better Health® of Kansas Member Redetermination

Help Ensure Your Patients Don't Lose Coverage

States have resumed annual renewals after pausing during the public health emergency (PHE).

Those who no longer meet eligibility requirements — or who don't take the steps to confirm their eligibility — **will lose their coverage.**

Even before the PHE, thousands of people were disenrolled from Medicaid every month because KanCare did not receive their signed renewal forms. In many cases, recipients weren't aware that they needed to recertify their eligibility.

How you can help:



Remind your patients to confirm their current contact information with their state Medicaid agency or caseworker. They can visit the website below for more information and to get started.



Also, make note of the phone number for your state's Medicaid enrollment office. It is 1-800-792-4884, (TDD/TTY 1-800-766-3777). Keep it handy at your front desk, billing office or anywhere staff can share with patients.

Thank you for supporting us in this effort.

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: ProviderExperience_KS@aetna.com