



April 13, 2020

Dear Valued Partner:

We share the same goal: help people get and stay healthy. We're your partners in health care, and act to serve you and the millions of patients who rely on us for their health care needs.

In response to the rapidly evolving COVID-19 outbreak, CVS Health and Aetna are here to support you with timely answers and information. Through CVS Health and Aetna's combined resources and your partnership, we can support our Aetna members' health and well-being, ensure their access to medication and remove barriers to care.

We're here to help you help our members, and recently announced these resources and enhancements when applicable. Please note that the following specifically apply to Aetna Better Health of Kentucky's Medicaid health plan. We are:

- **Waiving member cost sharing** associated with COVID-19.
- **Expanding access to telemedicine** (see [DMS FAQs here](#)).
- **Allowing early refills** of all medications except opioids for up to a 92-day supply. Opioids are allowed for early refill as well but are limited to a 31-day supply.
- **Not charging a fee for home delivery of prescription medications** through May 1, 2020 for all medications except controlled substances (ex: opioids, many ADHD meds, anxiety meds, insomnia meds) or for drugs that require refrigeration.
- **Eliminating Prior Authorization for COVID-19 related services**, including hospitalizations and office visits.
- Through existing care management programs, **Aetna Better Health of KY will proactively reach out to member** who are most at-risk for COVID-19.

We are working closely with state regulators to coordinate additional guidance for **Aetna Better Health of KY members**.

In addition, we continue to focus on taking care of the whole person. And that extends well beyond medical coverage. We provide bonus benefits to qualifying members including:

- Free eyeglasses for children & adults
- Free meals delivered directly to the home for up to twelve weeks for eligible members
- Free virtual diabetes support including test strips, glucose meter and access to a Certified Diabetes Educator
- Free access to real-time social services to assist with transportation, housing, food, utilities assistance and much more
- Free hearing aids & exams for children & adults
- Free opioid lockbox for qualifying members
- Free second chance support services and resources including job fairs and employment opportunities
- Free gift cards for completing routine appointments and follow ups including prenatal appointments, diabetic retinal eye exams, spirometry and Health Risk Assessment
- No limits on Over-the-Counter (OTC) medications with doctor prescription
- Free case management support with a nurse to assist with navigating benefits and clinical needs
- Free health education classes in the community where you live on topics such as nutrition, diabetes care, chronic condition management and smoking cessation

As the situation continues to evolve, we want to reaffirm that helping our members achieve their health goals remains our top priority. Please see [our website](#) for more information. Thank you for your continued partnership.

Best Regards,

Paige Mankovich  
COO, Aetna Better Health of Kentucky