

Aetna Better Health of Kansas

Community E-Newsletter

In this issue

Medicaid Awareness Month
(pg.2)

Autism Awareness Month
(pg.3)

Minority Health Month
(pg. 4)

Value-Added Benefits
(pg.5)

Member Success Story
(pg.6)

Connect with Us
(pg.7)

April 2024



Aetna Better Health[®]
of Kansas

Medicaid Awareness Month



During the month of April, Aetna Better Health of Kansas (ABHKS) is joining national organizations to promote the importance of Medicaid Awareness Month. In Kansas, KanCare, the State Medicaid program, provides coverage to over 350,000 individuals through Medicaid Managed Care. ABHKS has been offering KanCare Managed Care since 2019 as well as serving other Kansas Members for over 25 years. Aetna has been serving Medicaid Members across the country for over 35 years. Managed Care in Kansas has provided great value for Kansas as a partnership with the State of Kansas.

The partnership has led to higher quality care and improved outcomes for Kansans enrolled in Medicaid while managing costs. Medicaid is a vital source of care for all our ABHKS Members as they rely on Medicaid for access to health care. Members are encouraged to reach out to member services to ask any questions they may have about covered services, benefits and resources that are available. Medicaid may cover home health services such as transportation to medical appointments, and coverage for children with special healthcare needs, including those with disabilities or chronic illnesses. The Medicaid program also provides a portion of long-term care services for Members, which includes essential home and community-based services for Members.

Autism Awareness Month



April is Autism Awareness Month. At Aetna Better Health of Kansas (ABHKS), we are intentionally focused on helping our Members who are affected by autism spectrum disorders. Recently, we have seen a 15.5% increase in Members who are affected by autism. Kansas is one of the few states in the country who offer a Medicaid waiver for individuals affected by autism. Kansas is also seeing an increase in community resources for working with children affected by autism. An example is the University of Kansas who works with 45 early intervention and education teams throughout the state to collaborate with health care providers.

The University of Kansas also focuses on helping to remotely evaluate (if clinically indicated) children exhibiting symptoms that could be attributed to autism, through telemedicine. ABHKS has also engaged a provider in Olathe as our partner in a Value Based pilot program to open a new avenue of rewards for behavioral health providers specializing in pediatric care. The care is focused on children and families who are facing challenges of being affected by mental and behavioral health, developmental trauma, and autism spectrum disorder. The objective of the program is to invest in successful transitions for children from inpatient settings to return home with community-based services.

Minority Health Month



The month of April is designated as National Minority Health Month. At Aetna Better Health of Kansas (ABHKS) we are dedicated to ensuring that minority populations are properly served by focusing on health equity efforts. ABHKS has developed a Health Equity Healthcare Effectiveness Data and Information Set (HEDIS) dashboard to identify and measure Member health disparities. The dashboard provides information to identify populations with disparities and provide actions to be considered with our Members and help us to establish Provider Contracts that pay Providers for taking care of these Members.

In 2022, ABHKS earned a Health Equity NCQA Accreditation due to us communicating and providing feedback in their language of choice, and because we demonstrate the ability to meet required accessibility and language standards. ABHKS has implemented new steps to affect health equity, which includes hiring Community Health Workers throughout Kansas who are focusing on health equity issues by providing culturally appropriate care to groups that are historically underserved and where there is a history of health disparities. ABHKS has also been working with statewide food banks on providing funds to help them launch the first culturally preferred food box giveaway to Hispanic/Latino and Black communities.

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.



Smartphone

Free Android Smartphone with 350 free minutes per month, 1 gigabyte of data per month and unlimited text messaging for Members 18 yrs. and older.



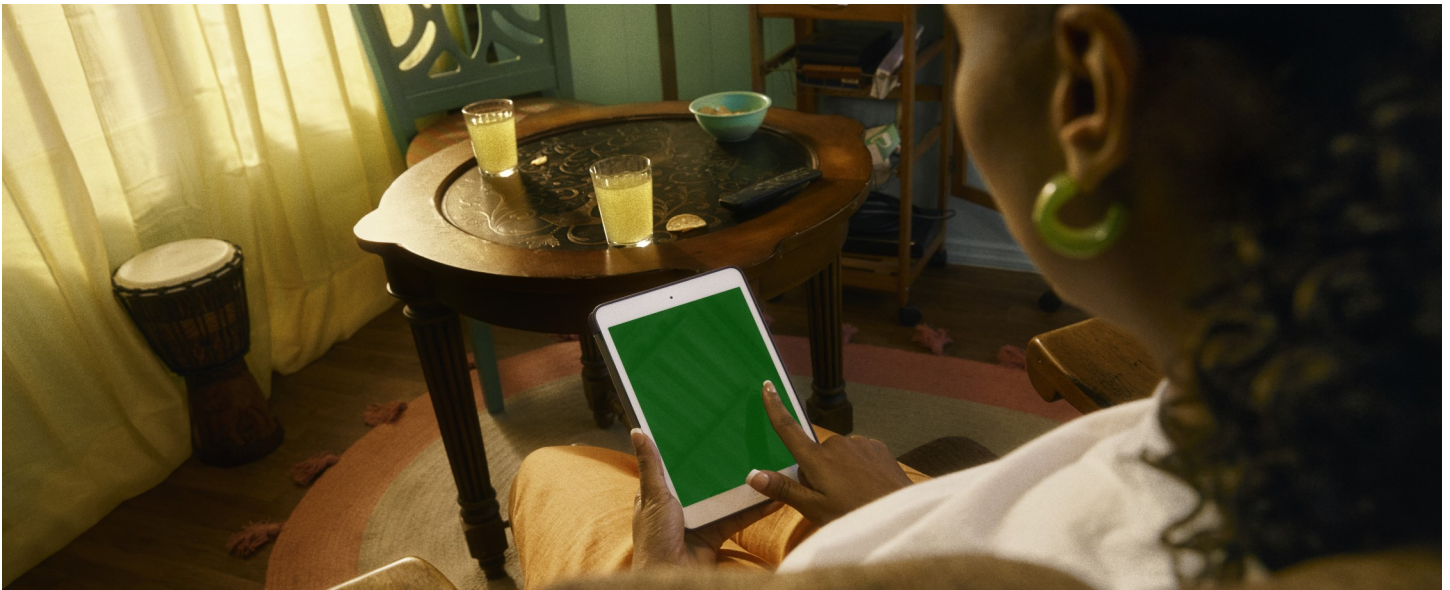
Weight Management Program

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

Here are a few of the Value-Added Benefits that are offered in 2024:

- With CampusEd, members age 16 and up, can get their GED and learn new job skills at no cost. Members who want to complete their GED will have access to specific prep courses, assistance in scheduling exam and a voucher to pay for the exam. In addition, members interested in expanding their job skills will have access to over 3000 resources in Health Care, IT, Business, and other trades. CampusEd provides career services support, resume assistance, opportunities to earn digital badges to show experience, and access to a local network of employers currently recruiting employees.
- The Healthy Rewards Incentive program is where members can get up to \$35 gift cards when they complete wellness activities such as: Vaccines, Yearly check-ups, Diabetic eye exams, HbA1C tests, Chlamydia screenings, cervical cancer screenings.

For descriptions of these VABs, access our website at: [Value-Added Benefit highlight](#)



GETTING TO THE REAL ISSUE A Member Success

*Timmy lived in an Assisted Living Facility in Kansas with support from the Physical Disability Waiver until February of 2020. He stopped taking his medications and began to experience some challenges both medically and cognitively. Timmy was transferred to the hospital after an encounter with law enforcement and noted concerns with aggression. During his stay at the hospital, the Aetna Better Health of Kansas (ABHKS) team began to work with care coordinators to meet his needs and it was discovered that Timmy had a stroke in 2002. There was concern that he had never received appropriate interventions for his brain injury and finding a hospital to assist would be beneficial. After numerous attempts at placements in hospitals, Timmy was able to receive treatment for his medical and behavioral health needs.

ABHKS has developed an Interdisciplinary team of doctors, service coordinators, utilization management nurses and Care Advocate staff to meet monthly with Timmy's current hospital team to review Timmy's progress, goal achievement and ongoing support needs. The transition team worked on bridging transition gaps and exploring transitional hospitals throughout the State. Timmy had a goal of transitioning to an Assisted Living Facility in the community initially, but during his stay at the hospital, Timmy's guardian was

removed from his case. Due to Timmy's guardian being removed he was without a guardian in another state to assist to effectively manage his own care needs independently.

The ABHKS transition team worked with the State, Department of Children and Families (DCF) and community providers for discussion of guardianship needs. Ongoing support and engagement with the hospital, State and other entities resulted in Timmy getting a guardian assigned to assist him in his decisions and choices for transition planning. Timmy worked with his treatment team and has successfully worked through goals in understanding his medical needs. Timmy worked with his transition team and has found an Assisted Living Facility in the state that could meet his transition needs.

The Case Coordinator went to the Assisted Living Facility and met with Timmy for the first time in his new home and he was excited to update the Service Coordinator on this chapter of his life. Timmy shared that since being in the Assisted Living Facility he has gone fishing, met new friends, and said, "I know I am going to love it here". Timmy continues to actively participate in activities, hang out with his friends, maintain his health needs and continues to happily love his new life.



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

GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

Chris Beurman

Director, Community Development

beurmanc@aetna.com

(816) 398-1913

Dawn Cubbison

Community Development Coordinator for East Kansas

cubbisond@aetna.com

(785) 241-9748

Natalie Stewart

Bilingual Community Development Coordinator for West Kansas

stewartn4@aetna.com

(620) 617-5673