

# AETNA BETTER HEALTH OF KANSAS COMMUNITY E-NEWSLETTER

## *In this issue*

### **Quality Time**

*Food Insecurity (pg. 2)*

### **National Birth Defect Awareness Month**

*National Birth Defect Awareness (pg. 4)*

### **The Promise Pregnancy Program**

*The Promise Pregnancy Program (pg. 5)*

### **Resource Roundup**

*No Place Like Home Grant Program (pg. 6-7)*

### **Value-Added Benefits**

*Member Success Story (pg. 8-9)*

### **Connect with Us**

*(pg. 10)*

**January 2023**



Aetna Better Health<sup>®</sup>  
of Kansas



# ***QUALITY TIME***

This section will showcase the initiatives our Healthcare Quality team is working on to assist in meeting the goals of Aetna Better Health of Kansas

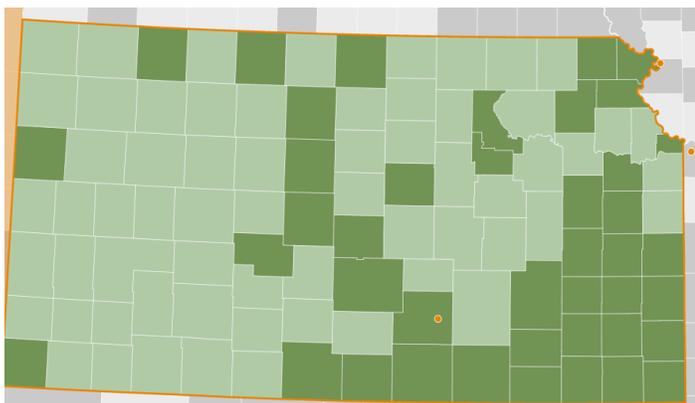
# FOOD INSECURITY

Written by Melissa Lawson, *Lead Director, Healthcare Quality Management*

Everyone is aware by now that Social Determinants of Health play a huge part in the overall health of individuals and have been directly linked to long term health conditions. People are often forced to choose between having food and purchasing medications or obtaining necessary testing.

A map from Feeding America 2020 in the Figure below shows that Kansas had areas of low food security across the state. The areas with higher reported rates of food insecurity are in the Eastern portion of the state, especially the Southeast and a few select counties in the North, and Northeastern portions of Kansas. The Feeding America website also reported that the overall food insecurity rate in Kansas was 9.7% in 2020.

At Aetna Better Health of Kansas (ABHKS), we are putting forth the effort to be part of the solution. The quality team currently has a Performance Improvement Plan under way that focuses directly on decreasing food insecurity.



Food Insecurity Rates ⓘ

No Data

0-10.8%

10.9-21.7%

21.8-32.6%

32.7-43.5%

43.6% +

The first step in eliminating food insecurity is identification, and this is where we need your help. By screening for Social Determinants of Health and using associated Z-codes when submitting claims, we will be able to identify members who have needs and work toward providing the necessary assistance or resources. **ABHKS is providing an incentive of \$10 for each food insecurity code filed per member per year to the provider.** The Z-code associated with Food insecurity is Z59.4.

Your patients are our members, so let's work together to decrease food insecurity throughout Kansas.

This plan includes member surveys to identify those who needs assistance, as well as outreach to assist with resources and WIC/ SNAP enrollment. But ABHKS is going even further to partner with community organizations to actually provide food through pantries, mobile distributions, and clinic events. In 2021, ABHKS provided funding and volunteers to assist with food distribution in six counties and to nearly 3,000 Kansans regardless of their insurance.

# NATIONAL BIRTH DEFECT AWARENESS

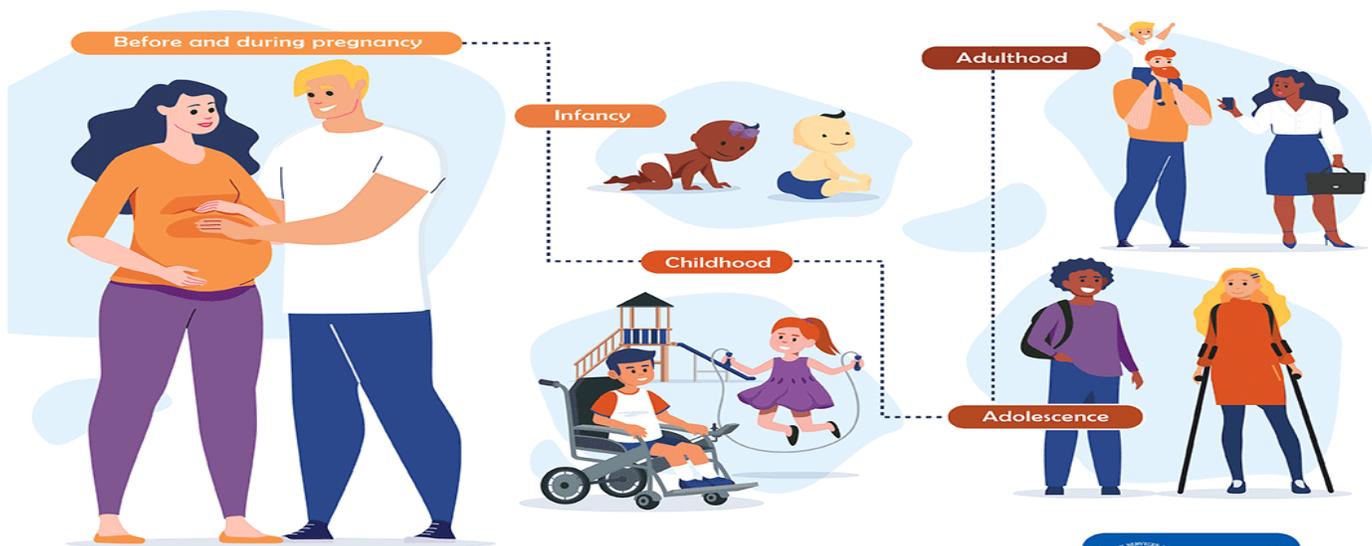


Awareness of birth defects across the lifespan provides individuals, parents, and families affected by birth defects the information they need to find proper care. It also gives providers the evidence they need to give the best care for members across all stages of life: before, during pregnancy, infancy, childhood, adolescence, and adulthood.

The state of Kansas has expanded postpartum Medicaid coverage up to 12 months. The plan was approved by the Centers for Medicare and Medicaid Services and is retroactive to April 1. It also extends coverage to postpartum beneficiaries of the more than 500,000 Kansans enrolled in Kansas Medicaid of the Children's Health Insurance Program (CHIP).

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## BIRTH DEFECTS AFFECT PEOPLE IN EACH PHASE OF LIFE



Learn more at [WWW.CDC.GOV/BIRTHDEFECTS](http://WWW.CDC.GOV/BIRTHDEFECTS)



# ***THE PROMISE PREGNANCY PROGRAM***

Aetna Better Health of Kansas also provides the resource of The PROMISE Pregnancy Program. The program encourages pregnant members to make early prenatal and postnatal visits. The PROMISE Pregnancy Program includes:

A gift card worth **\$75 for a first visit within the first trimester**, within 42 days of plan enrollment and with notification of pregnancy to the Health Plan

Earn an additional **\$75 in gift card rewards** that can be used at specific retailers to purchase approved wellness items such as a stroller, portable crib, play yard, car seat, or a diaper and wipe package.

A **\$10 gift card for a dental checkup** during your pregnancy.

Visit your doctor **7 times** before delivery and once after your baby is born to **earn a \$35 gift card** that can be used at specific retailers to purchase approved wellness items such as a stroller, portable crib, play yard, car seat, or a diaper and wipe package.

Visit your doctor **8 – 10 times** before delivery and once after your baby is born to **earn a \$55 gift card** that can be used at specific retailers to purchase approved wellness items such as a stroller, portable crib, play yard, car seat, or a diaper and wipe package.

Visit your doctor **11 or more times** before delivery and once after your baby is born to **earn a gift card up to \$75** that can be used at specific retailers to purchase approved wellness items such as a stroller, portable crib, play yard, car seat, or a diaper and wipe package.



## RESOURCE ROUND-UP

We're rounding up resources from our System of Care team on a variety of topics and featuring them here.

This month, we've gathered information regarding The No Place Like Home Grant Program.

### **NO PLACE LIKE HOME GRANT PROGRAM CAN HELP**

No Place Like Home Grant is a program that supports community-based organizations assisting members to access or maintain housing. Funds provide one-time emergency housing assistance to help keep members in their home or to establish a new home in the community.

This grant program helps members who are homeless or at-risk of homelessness enter or maintain housing with one-time emergency assistance.

## ***NO PLACE LIKE HOME GRANT PROGRAM***

NPLH is not a traditional Medicaid service and does not use medical claims systems. It is a grant-funded program.

The program provides funds to community-based organizations and service providers who are making purchases on an Aetna member's behalf. The member must be working with an organization on a sustainable plan to stay housed.

Community-based organization that participate in this program does not need to be a Kancare provider to access grant funds.

The program request budgets must be approved in advance.

The NPLH program allows funding can be used to reimburse organizations for items like deposits, 1<sup>st</sup> month's rent and furnishings. It cannot provide ongoing rental assistance.

Once approved it may take 4 to 6 weeks for a provider or CBO to be reimbursed.

For more information contact Simon Messmer, Housing Supports & Services Administrator [messmerj@aetna.com](mailto:messmerj@aetna.com)

**The No Place Like Home Grant Program helps  
connect families and households  
with housing opportunities.**

# VALUE-ADDED BENEFITS

## HELPING PEOPLE ACCESS THEIR VALUE-ADDED BENEFITS.

We also offer some extra benefits to help with your 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 2 Value added Benefits offered out of the offerings that is available to members:

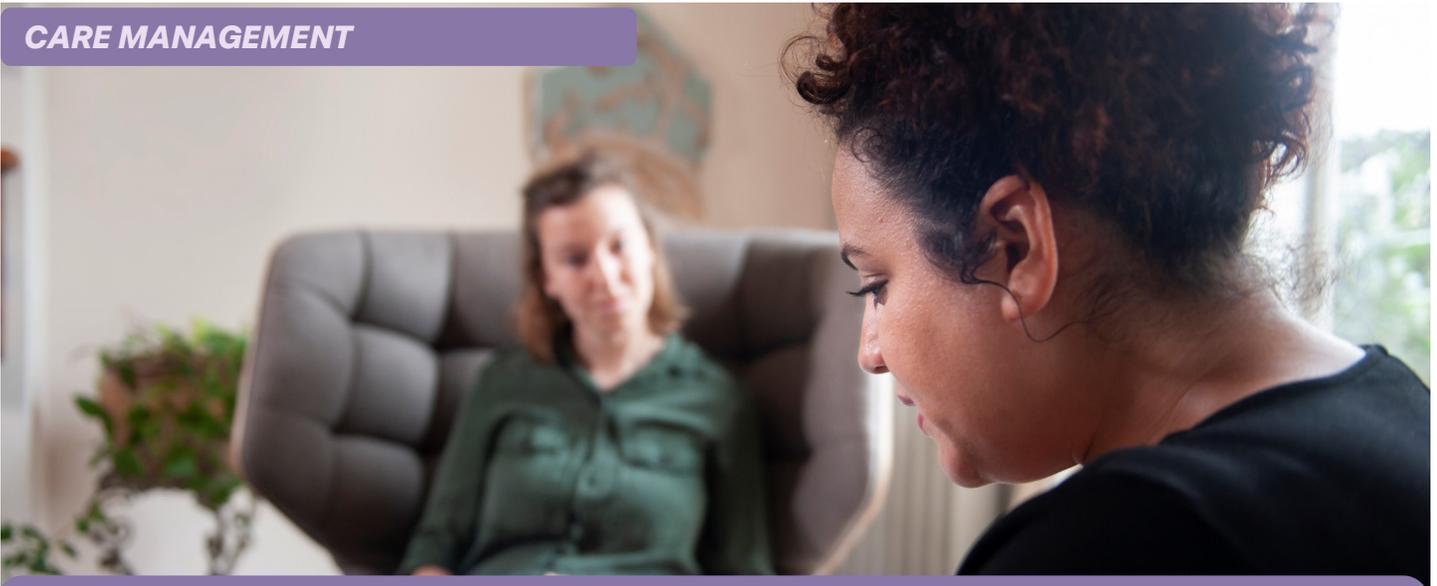
- No Place Like Home is a grant program that supports community-based organizations assisting members to access or maintain housing. Funds provide one-time emergency housing assistance to help keep members in their home or to establish a new home in the community.
- Each household can order \$25 per month of certain over-the-counter (OTC) drugs and supplies from the Aetna Better Health catalog.



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Each household can order \$25 per month of certain over-the-counter (OTC) drugs and supplies from the Aetna Better Health catalog.



## GETTING TO THE REAL ISSUE A Member Success

Our Care Management team works with our members to provide access to resources and manage care. Aetna Better Health of Kansas member and KanCare recipient Fred Stocken was referred to care management initially due to frequent hospitalizations. He was very unhappy and felt he was not having his needs met. He had multiple dental issues which were causing additional concerns. Some of his teeth were infected, missing and he was having trouble eating. Fred could not get the needed care for his dental health and was having a difficult time trying to get root canals for his infected teeth.

Fred began his experience with care management very angry and ready to make a complaint to the state. The care management team was able to work with him and help him understand they want to help. Lynda Thomas, the assigned case manager, contacted Fred to begin a comprehensive assessment to determine all the issues that were affecting his health. Lynda discussed with Fred his worries and concerns around his health and the trouble he was having with his teeth. In addition, Lynda was also able to

connect Fred with community resources to help with his dental needs. Lynda also noted that Fred had been on disability for some time and due to this would likely make him eligible for Medicare. She worked with Fred to apply for Medicare, and he was finally approved for the health and dental benefits.

The member called Lynda and told her how thankful he was for all she has done for him over the last six months. Fred was thankful to have Medicare and can now get those much-needed root canals. Fred said, he felt happy that he will be able to have his teeth fixed and that is a great blessing.

Lynda and ABHKS Care Managers may not be physicians or dentist, but they understand the importance of dental health and helping the member get their needs met.

*\*Names have been changed to protect the privacy of our members.*



# CONNECT WITH AETNA BETTER HEALTH OF KANSAS

## SHARE YOUR THOUGHTS!

Members can collect **\$15 in vouchers** for each Member Advisory Committee meeting they participate in. We value any ideas or suggestions on ways to change and improve our service to our members. Do you know someone who would be interested? If so, we invite you 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 as you. 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.

Participating members 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](#)**.

## CONTACT US

<b>Department</b>	<b>Contact Information</b>
Member Services	<b>855-221-5656 TTY 711</b>
Pharmacy Line	
24 Hour Nurse Advice Line	
Provider Experience	
Transportation Line	<b>866-252-5634 TTY 711</b>
Provider Email	<a href="mailto:ProviderExperience_KS@aetna.com">ProviderExperience_KS@aetna.com</a>

## GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

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