

Hello^{to} Health

Aetna Better Health[®] of Kansas — your KanCare health plan

Welcome
to your new health plan

Know where to go for care

Earn rewards

Stay healthy



aetnabetterhealth.com/kansas

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Hello to benefits

Dear member,

Welcome and thank you for choosing Aetna Better Health of Kansas for your KanCare Plan. We have local offices in Overland Park, Topeka and Wichita, so we're right here with you.

At Aetna, we know health is more than feeling good. So we're excited to offer you a plan that addresses the whole you — body, mind and spirit. From our GED certificate incentive, to our mental health first aid classes, to our free transportation services, we're focused on your total health and wellness.

Your plan comes with access to a large network of health care providers to choose from statewide. This means more options as we join you on your health care journey. Our caring Member Services and service coordination staff are ready to serve your unique physical, mental and oral health care needs.

You can ask questions anytime. We're here 24 hours a day, 7 days a week. Just call us toll-free at **1-855-221-5656 (TTY: 711)**. But you can always find answers in your member handbook, online at aetnabetterhealth.com/kansas, or on our mobile app, Aetna Better Health.

We look forward to providing you with your health care benefits.

To your health,

Keith Wisdom, *Chief Executive Officer*
Aetna Better Health® of Kansas

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All for you

Benefits and rewards you won't want to miss

With our plan, you or your kids can visit your primary care provider (PCP) as often as you need. You may also be eligible for one or more of the following rewards.

You ...

may receive a gift card for completing:

- Your child's required vaccines before age 2
- The human papillomavirus (HPV) vaccine between ages 9 and 26
- Your annual well exam (ages 13 – 21)
- A mammogram (one per year)
- A cervical cancer screening (one per year)
- Yearly diabetes blood tests (low-density lipoprotein [LDL] and A1C)
- An initial colonoscopy (ages 50 and over)
- Your annual flu shot
- A prostate screening every two years (ages 21 and older)

may also take advantage of these benefits:

- Dental care for adults: exam, cleaning and fluoride twice a year, plus X-rays once a year, plus fillings and extractions — a total value of \$500
- Vision care for adults: \$50 a year toward glasses or contacts
- Medication that is available and covered by your plan, should you choose to quit smoking
- Pregnancy program encouraging early and regular doctor visits during pregnancy
- Free smartphone with data, unlimited text messaging, voice minutes, including free calls to Member Services
- Home-delivered meals after inpatient discharge: two meals per day for seven days after discharge from an inpatient stay
- GED certificate incentive
- Help with membership fees to join the YMCA, 4-H, Boys & Girls Clubs, Boy Scouts or Girl Scouts: up to \$35 per year



Get a ride when you need it

We offer free transportation to your doctor and medical appointments; the pharmacy; Women, Infants and Children (WIC) appointments; and prenatal classes. And you'll get ten round trips a year for job interviews, job training, shopping for work clothes, going to food banks and grocery stores, or getting community health services. **Just call 1-855-221-5656 (TTY: 711).**

Be sure to call at least three days before you need a ride.

at **The right care
the right time**



Save time and stress — know when to use the emergency room (ER)

We've all been there — feeling sick or in pain but not knowing who to call or where to go. Whether it's for a sick child or an accident, the right care can save you time and stress.

Not sure about the care you need? You can talk with a nurse 24 hours a day, 7 days a week about your health care questions. Just call **1-855-221-5656 (TTY: 711)**.

Think of your PCP for most needs

Your PCP can treat many health issues at an office visit. If it's after hours, try calling anyway. Your PCP may have an answering service that can direct you to a provider on call. Try to keep up with your preventive care. Checkups and screenings are the best way to keep you and your family healthy.

Use urgent care for non-emergencies when you can't see your PCP

What if you have an urgent health concern? It's not a true emergency, but you can't see your PCP right away. This is the right time to use an urgent care or after-hours center. Colds, flu and earaches are some examples. Urgent care can save you time. You'll want to follow up with your PCP after using urgent care.

Choose the ER for life-threatening emergencies only

A true emergency is the right time to use the ER. Chest pain, nonstop bleeding, broken bones, seizures and overdoses are good examples. See more in the table on the next page. Just remember, a visit to the ER can take a lot of time and can be stressful, too. You'll want to follow up with your PCP after an ER visit. It's also a good idea to call your health plan at **1-855-221-5656 (TTY: 711)**.



Talk to a doctor by smartphone, tablet or computer

Another benefit we offer is a video visit with a provider. It can be with either a physical health provider or a mental health and substance use provider. And it is at no cost to you.

Learn more at mdlive.com/aetnamedicaidKS.

Know where to go for care



Go to urgent care

- Allergies
- Bronchitis
- Sinusitis
- Colds and flu
- Sore throats
- Diarrhea
- Earaches
- High blood pressure
- Lower back pain
- Minor cuts and burns
- Minor bruises and rashes
- Minor eye injuries
- Most headaches
- Some infections or low-grade fevers
- Sports injuries
- Sprains
- Nausea and stomachache (not usually emergencies)
- Throwing up



Go to the nearest ER or call 911

- Severe burns or wounds
- Severe allergic reactions
- Severe, sudden or unusual headache
- Broken bones
- Chest pains or pain in arm or jaw
- Childbirth labor (when there is no time for safe travel to a hospital)
- Choking or breathing problems
- Danger of losing limb or life
- High fever with headache or stiff neck
- No ability to move
- Nonstop bleeding or throwing up blood
- Passing out (blackouts) or seizures
- Poisoning or drug/medicine overdose
- Suicide attempts
- A broken natural tooth
- A permanent tooth falls out
- Very bad pain in the gum around a tooth, with fever
- Oral and/or facial swelling, and/or infection
- Acute prolonged facial swelling

PCP phone/address:

Preferred urgent care phone/address:

Preferred ER phone/address:

Not complete lists. Call the 24/7 nurse line if you're not sure about the kind of care you need: **1-855-221-5656 (TTY: 711)**.



Manage your health on the go

With the Aetna Better Health mobile app, you can get on-demand access to the tools you need to stay healthy. It's easy. Just download the app to your mobile device or tablet.

Using the app, you can:

- Find a doctor
- View or request your member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other details

How to download the app

You can download the app from the Apple® App Store® and Google Play™ media store. It's free to download. This app is available on certain devices and operating systems. Apple is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google LLC.



Promise program

Helping you have a
healthy pregnancy and baby

Service coordination

Our service coordinators can help you with:

- Setting up appointments
- Getting a ride to appointments
- Signing up for text reminders
- Learning about good foods and exercise
- Connecting to community resources like WIC

Health tips and reminders sent to your cell phone

Sign up for free personalized text messages. You'll get reminders about doctor visits. You'll also get health tips on your baby's growth.

After your baby is born, we'll send you reminders about well-child visits and shots. You'll get tips about good food choices and what to expect as your baby grows. Plus, you'll feel better physically and mentally, which means you can conquer your to-do list and take on the world.

Promise rewards

Get Promise reward gift cards before and after your baby is born.* You can earn:

- A \$10 gift card for your first prenatal appointment (in your first trimester or within 42 days of enrollment)
- A \$10 gift card if you have a dental checkup during your pregnancy
- A \$10 gift card if you have a postpartum visit with your doctor (21 – 56 days after your baby is born)

In addition, you can earn a special Promise reward gift* for seeing your doctor regularly during your pregnancy. The more visits you complete, the bigger the reward you can earn.

*You must claim your Promise reward gift within one year of the birth of your baby. Visits must occur while you are a member of Aetna Better Health.

Level 1 reward
(up to \$80)

Visit your doctor 7 times before delivery and once after your baby is born. You will receive a portable crib or diaper-and-wipe package.



Level 2 reward
(up to \$125)

Visit your doctor 8 – 10 times before delivery and once after your baby is born. You will receive a play yard, car seat or diaper-and-wipe package.



Level 3 reward
(up to \$150)

Visit your doctor 11 or more times before delivery and once after your baby is born. You will receive a stroller or diaper-and-wipe package.



Healthy you

Check up on your health

Preventive care is one of the best ways to keep you and your family healthy. It's easy to get started with preventive care. Just get your wellness exam. It can give you peace of mind and help your PCP find any health problems early, when they are most treatable.

Be proactive with your health by following these steps:

1. Choose your PCP.

You can search for a PCP at aetnabetterhealth.com/kansas/find-provider, or just call **1-855-221-5656 (TTY: 711)** anytime. Be sure to ask about earning rewards for health screenings.

2. Call your PCP, make an appointment and get your wellness exam.

3. Get a ride to your wellness exam or doctor visits.

You can get a ride — it's covered. **Just call 1-855-221-5656 (TTY: 711)**. Be sure to call at least three days before you need a ride.



Your recovery can start today

Get the support you need for overcoming addiction

Addiction is real, but treatable. If you or someone you know is struggling with a substance use disorder, you're not alone.

Addiction is common. Over 20 million people in the U.S. meet the criteria for a substance use disorder.¹ That includes issues with drug and alcohol abuse.

But there's good news. Most people facing addiction can benefit from treatment, no matter how bad the problem may seem.

Addiction and recovery treatment services

There are a range of treatments that your plan covers. We're here to help you.

- The first step is to talk with your PCP. Ask for more details about treating substance use or alcohol problems.
- Treatment options are available. They range from outpatient to inpatient care. This includes medication-assisted treatment. This option is used if you struggle with the use of prescription drugs. Your doctor and/or health care team will work with you to find the best program for you.
- Contact your Aetna Better Health of Kansas service coordinator. We'll talk to you about the care options available to you. We have nurses available for you, 24/7. Please call Member Services at **1-855-221-5656 (TTY: 711)**. These calls are confidential.



Get help to stop smoking

Join our Stop Smoking program. It covers nicotine patches, gum, lozenges and most prescription drugs. You also get counseling sessions and access to the Text2quit texting health program.

Substance Abuse and Mental Health Services Administration (SAMHSA):

Visit [samhsa.gov/find-help](https://www.samhsa.gov/find-help).
Call **1-800-662-HELP**
(1-800-662-4357).

¹U.S. Department of Health and Human Services (HHS), Office of the Surgeon General. Facing Addiction in America: The Surgeon General's Report on Alcohol, Drugs, and Health. Washington, DC: HHS; November 2016. Available at: addiction.surgeongeneral.gov/sites/default/files/surgeon-generals-report.pdf. Accessed October 3, 2018.

Meet me in the kitchen

Fresh feels good

Fresh fruits and veggies are vibrant and colorful. And they make you feel good. When you fill your plate with produce, you get more vitamins and minerals. So you can stay healthy and energized. Take advantage of the fresh fruits and veggies grown on local farms. It's good for your health, your family and your community.

Support local farms

Buying fruits and veggies from local farms helps support your community. And it's the easiest way to get the freshest produce. The food doesn't have to be shipped or sit in storage. And you'll see more choices than you would at the grocery store.

Cook farm fresh comfort food

You don't have to stick to salads and side dishes to eat more fruits and vegetables. They can be a big part of your main meal. And you don't have to sacrifice taste either. Try these recipes to enjoy that comfort food taste with a healthy spin.







Simple veggie stir-fry²

Try this speedy stir-fry for an easy way to fill up on veggies, even when you're short on time! You can change it up with seasonal produce to keep dinner feeling fresh.

This recipe serves four.

Ingredients:

- 2 tablespoons vegetable oil
- 4 spring onions
- 1 garlic clove (crushed)
- 1 piece fresh ginger (peeled and chopped)
- 1 carrot (matchstick cut)
- 1 red pepper (matchstick cut)
- 1 zucchini (matchstick cut)
- 1 1/3 cups sugar snap peas
- 4 tablespoons teriyaki sauce

Directions:

- Heat a large pan on a high and add vegetable oil.
- Add spring onions, garlic and ginger, and stir-fry for 1 minute. Then reduce the heat.
- Be careful not to brown the veggies ... keep the heat down!
- Add carrot and red pepper and stir-fry for 2 minutes.
- Add zucchini and sugar snap peas, stir-frying for another 3 minutes.
- Toss the ingredients using a spatula.
- Add teriyaki sauce and cook on high heat for a further 2 minutes. All the vegetables should be cooked, but not too soft.

Sweet potato and banana pancakes³

You can have pancakes, and eat your veggies, too! The sweet potato in this batter cuts down on sugar. And it adds protein for a stack that packs a healthy punch. ***This recipe serves four.***

Ingredients:

- 1 1/4 cup whole-wheat flour
- 2 teaspoons baking powder
- 1/2 teaspoon salt
- 1 tablespoon brown sugar
- 1/2 cup mashed baked sweet potato
- 1 egg
- 1 1/4 cup skim milk
- 1/2 teaspoon cinnamon
- 1 banana (diced)

Directions:

- In a medium bowl, mix together the flour, baking powder, salt and brown sugar.
- Add the sweet potato, egg and milk, and mix until smooth.
- Add the cinnamon. Stir in the diced banana.
- Place a large pan over medium heat and spray lightly with cooking spray.
- Drop large spoonfuls of batter onto the pan — pancakes should be about 3.5 inches wide. Cook until bubbly, about 2 minutes. Flip and continue cooking until golden brown.
- You can also top with slices of banana or other seasonal fruit.

²BBC. Easy vegetable stir-fry. Available at: bbc.com/food/recipes/sachas_stir-fry_17077. Accessed September 11, 2018.

³Popsugar. These 100 calorie pancakes contain a secret ingredient. Available at: popsugar.com/fitness/Whole-Wheat-Pancakes-Made-Sweet-Potato-31570129. Accessed September 11, 2018.





Healthy and happy

Feeling great starts with you

Get your checkup — it's covered

It's important to get regular checkups — even when you're not sick. Checkups can help your PCP find or prevent health problems early. This is when they are easiest to treat.

Your PCP covers a lot in a short time

What happens during a checkup or well visit? Your doctor will give you a complete exam, checking things like height, weight, hearing and vision. You can ask questions and discuss any health concerns. Don't be shy. The answers can help you stay healthy.

Child well visits

Checking up on kids as they grow can help them be healthy and strong. From birth to age 20, your kids can get a well-child checkup — it's covered. Call your PCP today for a well-child checkup. Need help finding a PCP? Just visit aetnabetterhealth.com/kansas/find-provider. Or call **1-855-221-5656 (TTY: 711)**.

Ted E. Bear, M.D.® Kids Club

All Aetna Better Health of Kansas kids are automatically enrolled in our Ted E. Bear, M.D. Kids Club. They can earn rewards like an activity book, pedometer and \$10 – \$15 gift cards for meeting certain goals.

Well-child checkup schedule

- | | |
|---|--|
| <input type="checkbox"/> Newborn
(2 days to 2 weeks after bringing baby home) | <input type="checkbox"/> 12 months |
| <input type="checkbox"/> 1 month | <input type="checkbox"/> 15 months |
| <input type="checkbox"/> 2 months | <input type="checkbox"/> 18 months |
| <input type="checkbox"/> 4 months | <input type="checkbox"/> 20 months |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 24 months |
| <input type="checkbox"/> 9 months | <input type="checkbox"/> 3 – 20 years
(one every year) |



All smiles

Get your teeth checked

Dental care is very important to your overall health. Checkups twice a year can help your dentist find any problems early, when they are easiest to treat. An untreated cavity can lead to pain and infection.

Protect your pearly whites

Follow these tips from the American Dental Association:

- Brush your teeth twice a day. Don't rush — take your time.⁴
- Practice good technique. Hold your toothbrush at a slight angle. Gently brush with short back-and-forth motions. Be sure to brush the outside, inside and chewing surfaces of your teeth. And don't forget your tongue.⁴
- Keep your toothbrush clean. Always rinse your brush with water. And let it air-dry before you use it again.⁴
- Floss daily.

⁴Mayo Clinic staff. Oral health: brush up on dental care basics. Mayo Clinic. Available at: [mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20045536](https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20045536). Accessed September 13, 2018.





You can find a dentist in the provider directory online at aetnabetterhealth.com/kansas. You can also call us for help at **1-855-221-5656 (TTY: 711)**.



Make brushing fun

It's not always easy to get kids to brush their teeth. But if you make it fun, you'll make it happen. Letting kids choose a special toothbrush and toothpaste is a good start. To make brushing last at least 2 minutes, try singing or humming a song. You can also set a timer — whatever you need to do. Be sure to use only a pea-size amount of fluoride toothpaste for children ages 3 to 6. And “spit, don't swallow” is a good rule to follow.

Members 21 and older can get **\$500** worth of dental services, including:

- Dental exam and cleaning (twice a year)
- Fluoride (twice a year)
- Bitewing X-rays (once a year)
- Fillings
- Extractions



Get moving, get motivated

Getting in shape doesn't have to involve a personal trainer or fighting for space at the gym. You can get a good workout by doing some simple exercises in your home.

Reap the benefits of regular exercise

Exercising on a regular basis helps keep your mind and body healthy, from head to toe. On the next page, there are workouts you can do right at home. Just cut out each card and follow the instructions. Make sure you talk to your doctor about whether these exercises are safe for you.

Ways to stay motivated

Working out is no piece of cake. Half the battle is getting off the couch. But once you go, there's no better feeling. Here are some tips to get moving:



Buddy up

Grab a workout buddy. Research shows that exercising with a pal makes it easier to get up and moving. Exercising together makes it feel like less of a task and more enjoyable.



Track your progress

You can keep a notepad handy and write down your daily fitness goals. It's a great way to track your progress and see how far you've come.



Set your mind to it

Start by setting goals that are realistic, and stick with them. Find at least three 30-minute time slots a week you can block off for physical activity.

Nine non-gym exercises you can do at home



Chair squat

Stand in front of your chair. Lower yourself down until your butt hits the edge. Stand back up.



Superman/ Superwoman

Lie on your stomach with your arms overhead. Gently raise your arms and legs off the ground. Return to starting position. Repeat.



Child's pose

Start on all fours, then bring your knees and feet together as you sit your butt back to your heels and stretch your arms forward.



High knees

Stand with your feet hip-width apart. Run in place, bringing your knees up toward your chest as high as possible while pumping your arms.



Side-lying hip abduction

Lie on your side with your arm under your head. Gently raise your leg and then return to starting position.



Cat-cow

Start on your hands and knees. Inhale as you drop your belly. Lift your chin and chest, and gaze up toward the ceiling. Exhale and round your back toward the ceiling.



Standing calf raises

Exhale and slowly lift your heels off the floor, keeping your knees extended and without rotating your feet. Use your hands on the wall to support your body.



Donkey kicks

Start on your hands and knees. Pull your right knee toward your chest. Kick your right leg up toward the sky, and then back down. Repeat on other side.



Soup-can bicep curls

Curl right arm with soup can up toward shoulder on exhale. On inhale, bring right arm back down by side to starting position. Repeat on other side.



Extra value-added services



Free cell phone

Get a free smartphone with data, unlimited text messaging, voice minutes, including free calls to Member Services.



24-hour nurse helpline

You can call **1-855-221-5656 (TTY: 711)** to speak with a nurse, 24 hours a day, 7 days a week. They will help you decide if you should see your doctor or go to the emergency room. Or they will help you treat the problem at home.



Adult vision

Get \$50 a year toward cost of glasses or contacts.



Respite care/ personal care

- Extra 120 hours of respite care per year for caretakers of our members
- Extra 24 hours of personal care services for members
- Security package of door and window alarms for private home resident members with dementia



Wellness programs

- Better Breathing asthma program provides one set of hypoallergenic sheets a year.
- Stop Smoking program includes medication and counseling.
- Diabetes Care for Life program is a personalized and interactive mobile program available to members diagnosed with diabetes. It sends text messages to inform enrollees about diabetes education and support, personal care management, appointment and medication reminders, and exercise/weight goal setting and tracking.
- Weight management program includes a 12-week Weight Watchers membership.



Home delivered meals

Get two meals a day for seven days after discharge from an inpatient stay.



Promise program

We want our members to have a healthy pregnancy and deliver a healthy baby. Just for going to the doctor at the right times, you can earn gift cards. Once your baby is born, you can get another reward.



Ted E. Bear, M.D. Kids Club

All Aetna Better Health of Kansas members, from newborns to kids up to age 12, have a special friend in Ted E. Bear, M.D. Plus, they earn gift cards for meeting certain goals.



Free transportation services

Get free transportation to your doctor or medical appointments, the pharmacy, WIC appointments and prenatal classes. And you'll get 10 round trips a year for going to job interviews, job training, shopping for work clothes, food banks and grocery stores and for getting community health services.



Other benefits

- Member Services available 24/7
- Mobile app and digital wellness
- Mental health first aid class
- Peer-support specialist mentoring for members
- No Place Like Home grant
- GED certificate incentive


The more you know ...

Providers in your network

Learn about listed providers

You may want to know more about your provider. Check your Provider and Pharmacy Directory. It's available at

aetnabetterhealth.com/kansas. Or you can request a printed copy be mailed to you by calling **1-855-221-5656 (TTY: 711)**. You can find out if the provider is taking new patients or if the office is accessible. You can also find the basics, like:

- Provider name, address and phone number
- Provider specialty and board certification (look for  showing certification)
- Provider spoken languages, and other details

Not seeing a provider listed?

Just call **1-855-221-5656 (TTY: 711)**. We have the most current information about network providers.

Hospital care is covered

You're covered if you have an emergency and need hospital care. You're also covered if you need planned hospital care. This includes surgery or other procedures. Just be sure to get approval first (prior authorization). You'll also want to use a hospital that is one of our network providers.

Here are some things we review about your hospital stay:

- The care you get: We want to be sure you're getting the care you need and that it needs to be in a hospital.
- The hospital notes about all the days you spent there: We need the notes to approve payment; otherwise we may not approve payment.

Some things can affect payment for hospital care. **You will not be responsible for payment even if we tell the hospital we will not pay.** Questions? **Just call 1-855-221-5656 (TTY: 711).**

Go online to learn more

Need to learn more about your plan benefits, services and limits? Just go online for quick answers at **aetnabetterhealth.com/kansas**. Click on "For Members." Then click on "Handbook."

When you go online, you can learn how to get health care services and medicines. You can also file a claim for payment, submit a complaint or appeal a decision. Curious about how we assess new technology? Just go online at **aetnabetterhealth.com/kansas**.

Know your rights and responsibilities

As a member, you have rights. You also have responsibilities. These are things you need to do. Need help with your rights and responsibilities? Just call **1-855-221-5656 (TTY: 711)**. You can also get a copy of them.

Know your rights

Some of your rights include:

- Treatment with respect and dignity
- Nondiscrimination based on age, race, sex, religion, national origin or any other reason that's against the law
- The ability to suggest changes to your rights and responsibilities

Our providers must respect these rights, too.

Know your responsibilities

You have some responsibilities. Follow what you and your provider agree to do. Be sure to make follow-up appointments. If your provider prescribes medicine, take it. And follow your provider's instructions for your care.

Learn more in your handbook and online

You can learn more about your rights and responsibilities in your member handbook. You can also visit **aetnabetterhealth.com/kansas**. Go to "For Members." Click on "Benefits." Then click on "Rights And Responsibilities."

Help stop fraud

Fraud, waste and abuse are widespread in the health care industry and generally result in the increase of health care costs. Aetna Better Health of Kansas is dedicated to fighting fraud, waste and abuse through its Fraud Prevention Program. This program is designed to detect and eliminate health care fraud, waste and abuse.

The most common types of health care fraud, waste and abuse are:

- Billing for services never provided
- Billing for more expensive services than were actually provided
- Incorrectly stating a diagnosis to get higher payments
- Performing unnecessary services to get higher payments
- Misrepresenting non-covered procedures as medically necessary
- Selling or sharing a member's identification number for the purpose of filing false claims

To report suspected fraud or abuse, call our fraud and abuse hotline at **1-855-221-5656 (TTY: 711)**. Or you can fill out the fraud, waste and abuse form on our website at **aetnabetterhealth.com/kansas**.

Our Fraud Prevention department will review the information and will maintain the highest level of confidentiality as permitted by law.

Nondiscrimination Notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation, gender identity or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation, gender identity or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sexual orientation, gender identity or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY: 711)**
Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Multi-language Interpreter Services (Kansas)
TTY:711

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Lao	ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Burmese	သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Hmong	Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.
Persian Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.
Swahili	Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.



Use your voice

Share your ideas and improve your plan

Everyone can improve, right? Now you can join the **Member Advisory Committee (MAC)**. Caregivers can join, too. MAC meets to review plan facts, share ideas and talk about changes or new programs.

To join, just call **1-855-221-5656 (TTY: 711)**.

To join MAC, you must be:

- At least 18 years of age
- A member (or member caregiver) of Aetna Better Health® of Kansas for at least the last 90 days
- Willing to attend meetings in person or by phone four times a year

No need to worry about travel costs. We'll pay you back if you attend in person. Remember, your voice matters. And your ideas make things better for everyone.

Keep these numbers handy

Aetna Better Health® of Kansas
1-855-221-5656 (TTY: 711) anytime
aetnabetterhealth.com/kansas

24/7 nurse line
1-855-221-5656 (TTY: 711) anytime

Vision (call Member Services)
1-855-221-5656 (TTY: 711)

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

To report fraud or abuse
1-855-221-5656 (TTY: 711)

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

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.

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