

Aetna Better Health of Kansas

Community E-Newsletter



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March 2023



Redeterminations

It is important for KanCare members to update and confirm their contact information is correct. If the KanCare Member is unsure or did not update their contact information please direct the members to :

- A. [KanCare.ks.gov](https://www.kancare.ks.gov) uses a chatbot, KIERA, to make updating contact information easier than ever. Members can click on the red chat bubble in the lower righthand corner of their screen and KIERA will help them update their contact information.
- B. Call the KanCare Clearinghouse at 1-800-792-4884.
- C. [The KanCare Self Service Portal](#) “ Access My KanCare” feature. Members can log into the portal and link their medical case to their online account. If the member does not have an account established, they can sign up by clicking the portal’s sign-up link and choose to receive text and email updates.

Members who have updated their contact information are prepared for KanCare Renewals. Aetna Better health of Kansas members should watch for mail from KanCare and reply to requests for more information quickly.

**Make sure to
update your contact
information.**



Aetna Better Health®
of Kansas

National Developmental Disability Awareness Month



March is National Developmental Disabilities Awareness Month. As a member-focused plan, Aetna Better Health of Kansas has colleagues who are ready and available to assist members with developmental disabilities to overcome limitations. Aetna provides access to appropriate health care needs, if needed to access benefits. Through the Long Term Services and Support (LTSS), Members have access to Service Coordinators, member advocates and Service Coordination who are able to provide support and resources to overcome limitations.

Aetna Better Health of Kansas has Service Coordinators, member advocates and Social Workers who can help with Service Coordination. Aetna Better Health of Kansas is consistently advising our members that resources and access to those resources are available to assist and support. Aetna's member focused colleagues are available to assist within these three respective areas to assist with discharge planning depending on the level of acuity.

Member Advocates assist with accessing benefits or addressing any concerns or questions. Service Coordinators talk to members to learn about their healthcare needs and to coordinate services per the members needs. Service Coordination works with the member's doctor to help decide which services will best meet their needs. Aetna is committed to working with members to provide support and access to resources during their health and wellness journey.



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

EPSDT/ KAN-Be-Healthy Program

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

EPSDT/KAN-Be-Healthy Program – What you should know:

What is KAN-Be-Healthy?

KAN-Be-Healthy is a well-child visit. KAN-Be-Healthy provides preventative health care services for individuals under 21 who are enrolled in Medicaid.

What is EPSDT?

EPSDT provides comprehensive and preventive health care services. It provides screening and services at medically appropriate times. It also provides medically necessary health care services, even if the service is not available under the Kansas Medicaid plan. KAN-Be-Healthy/EPSDT work hand-in-hand to provide appropriate services for children and youth.

Who is covered by Kan-Be-Healthy/EPSDT?

KAN-Be-Healthy/EPSDT is for Medicaid eligible children and youth until they turn 21 years old, including foster care children/youth.

How does KAN-Be-Healthy/EPSDT help children and families?

EPSDT and the KAN-Be-Healthy program helps children on Medicaid and their families make use of available health resources. The programs assess the child's needs through initial and periodic examination and evaluation.

KAN-Be-Healthy and EPSDT assures that health problems are diagnosed and treated early.

These programs offers medical, vision, dental, hearing screenings, diagnosis, referrals and treatment developmental Screening – which includes identification of, diagnosis, referral, and treatment for delays in a child's development.

When a screening examination indicates the need for further evaluation of a member's health, diagnostic services is and must be provided. Necessary referrals should be made without delay and there should be follow-up to ensure the member receives a complete di-

agnostic evaluation.

The program also offers Maternal Depression Screenings, which is available when a woman is pregnant, after a loss of child during pregnancy or at birth, or after pregnancy until child is 12 months old.

Who provides Kan-Be-Healthy/EPSDT services?

The child's primary care doctor or local health department will provide most of these services.

What is Medically Necessary?

By Federal statute, services available under KAN-Be-Healthy/EPSDT are not limited to services currently available in the Kansas Medicaid State Plan. The State Plan determines necessity of services and are not required to provide: experimental treatments, items services, items determined to not be safe or effective services for caregiver convenience .

The state plan may place appropriate limits on KAN-Be-Healthy/EPSDT services and services cannot be denied arbitrarily. Managed Care Organizations (MCO) are responsible for determining medical necessity on a case by case basis . The State plan may consider relative cost effectiveness of alternative services and can establish amount, duration and scope of services.

A designated health care provider can make the recommendation if there is a difference of opinion between the health care provider and KanCare but the state makes the final decision if the issue cannot be resolved in determining medical necessity.

More information:

Members can call Members Services for assistance with our Transportation Value Added Benefit and/or locating a provider - Member Services at 1-855-221-5656 (TTY:711) ABHKS Quality Management –

ABHKS_Operations@aetna.com

[Bright Futures – Schedule for periodic checkups and testing](#)

Source: [https://kancare.ks.gov/docs/default-source/kancare-ombudsman/resources/general-fact-sheets-\(english\)/kanbe-healthy--epsdt.pdf](https://kancare.ks.gov/docs/default-source/kancare-ombudsman/resources/general-fact-sheets-(english)/kanbe-healthy--epsdt.pdf)

SOCIAL WORKERS MONTH



March is a time to celebrate the great profession of Social Work. Social Workers are valuable to members, providers and communities in helping our members overcome some of life's most difficult challenges.

Social Workers that are part of the Aetna Better Health of Kansas plan assist with overcoming poverty, discrimination, abuse, addiction, physical illness, divorce, loss, unemployment, educational problems, disability, and mental illness.

Aetna Social Workers work with members to assess their needs and seek resources to assist the members with those needs. Aetna Better Health of Kansas Social Workers assist the members with many different needs such as assisting the member in finding the resources they need after leaving the hospital, advocating for the member, case management and finding long term support services if needed.

Social Worker provides support to the members based on the needs of the member. The Social Worker can advocate for the member, refer the member to agencies or community based organizations based on their specific needs, or facilities that can meet the members long term support services and needs.

Aetna Better Health of Kansas honors and celebrates the 149 Social Workers who work hard for our health plan serving our members.

Kansas Education Enrichment Program



Governor Laura Kelly has announced that the Kansas Education Enrichment Program (KEEP) is open to applications from qualifying parents and guardians of Kansas students. KEEP provides a \$1,000 award per student to pay for various educational goods and services that promote learning recovery and facilitate academic enrichment opportunities.

“This program will provide Kansas students with new opportunities and resources to help them thrive in the classroom,” **Governor Laura Kelly said.** “I encourage all families that qualify to apply for KEEP.”

KEEP funds may be used on various enrichment and educational activities, including:

- Day and overnight camps with academic-related curriculum such as music, arts, science, technology, agriculture, mathematics, and engineering
- Curriculum and educational materials, including certain technological devices
- Language classes
- Musical instruments and lessons
- Tutoring

The funds are not eligible for private school tuition.

Eligibility for KEEP funds is determined by financial need, and funds will be distributed to actively enrolled K-12 Kansas students between the ages of 5-18. Students whose household income is less than 185% of the Federal Poverty Guidelines are eligible.

Subject to funding availability, future waves of funding may be provided with expanded household income eligibility parameters.

Families can learn if they qualify, apply for the program, read the full handbook of rules and instructions, and browse the marketplace of qualified service providers at www.keep.ks.gov. Program participants will have access to a web and mobile app for using their awarded funds.

Value-Added Benefits

Helping people access their 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.

Here are a few of the Value added Benefits offered to our members:

- Respite Care Background Check is a benefit to members on the LTSS waiver waiting list. Those members who need respite care are provided with one background check per year for a personal care services worker.
- Respite Care benefit provides up to 120 hours of respite care per year for members on a waiver waiting list for HCBS Services.
- The Healthy Rewards Incentive program provides members with gift cards up to \$35 when they complete wellness activities such as vaccines, yearly check-ups and screenings.



Dentures

A complete set of dentures every 5 years up to \$2,500 for members on Physical Disability (PD) or Frail & Elderly (FE) waivers and Intellectual/Developmental Disability (IDD) waiver.



Hospital Companion Program

Members on the FE, PD, Brain Injury (BI) and I/DD waivers can receive up to 16 hours of hospital companionship per year provided by their personal care service worker while the member is in the hospital.



GETTING TO THE REAL ISSUE A Member Success

Samuel* and his family live in a home that was built in the 1950's. It had a very small bathroom that Samuel's wheelchair could not fit through. From the first time the Aetna Better Health of Kansas (ABHKS) team visited the home, Samuel's parents talked about making renovations to the bathroom—widening the doorway, installing a hand-held showerhead, and a few other small changes to make it easier to bathe Samuel.

His parents have always been incredible advocates for their son by making sure all his needs are met. They love including him in all of their family activities. They've taken him and his siblings to the beach, fishing, and camping. Samuel loves being outdoors.

His mother requested a bathroom renovation consultation and our team got to work, contacting three different renovation companies. After approval from ABHKS, the bathroom renovation began in March 2021 and was completed mid-June 2021.

Samuel's parents' plan from the very beginning was to do a lot of the work themselves to help keep the costs down on the renovation. They did the

demolition, all the painting, attached the light fixtures, and some other small things to keep the costs down. When the renovation was completed, the bathroom doorway was widened, double-headed shower heads were added (with one of them being handheld) and some other small items were added.

The whole family loves the new bathroom and how much it has helped to better care for Samuel. With his wheelchair fitting through the door now, his dad does not have to carry him as far just to bathe him. Samuel vocalized his excitement by screaming to our team—a sign that he was very happy to not have to use the small shower anymore.

As Samuel continues to grow and put on weight, he will eventually have other Durable Medical Equipment needs. His family has spoken to our team about having a Hoyer Lift and a bath transfer system installed. Our team looks forward to continuing to support this family in taking care of Samuel and his needs.

*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

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

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