

# Aetna Better Health of Kansas Community E-Newsletter

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**February 2024**



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

# American Heart Health Month



American Heart Month is celebrated during the month of February. At Aetna Better Health of Kansas (ABHKS) we support our members by providing benefits and education to support their heart health.

A new Value-Added Benefit in 2024 is the Healthy Food Gift Card. Members with congestive heart failure or diabetes can get a \$30 reloadable gift card for purchasing healthy food at their local grocer. The member must be working with a Care Manager. Care Managers can also assist members who are struggling with heart issues such as high blood pressure and any other cardiovascular disease issues.

Members have the power to change many things that affect their health . Not smoking, eating well, getting enough exercise and limiting alcohol can help. Combining these steps along with a few other ones can help members feel better and be healthier in the long run. Health screenings are important as well, health screenings can detect disease when it's most treatable. In many cases, they can also prevent or delay serious health problems that may develop if something is left unchecked.

Thirty minutes of physical movement every day can help lower a member's risk for serious health conditions. Even a short daily walk can make a big difference on a healthy heart journey.

# International Prenatal Infection Prevention Month



Aetna Better Health of Kansas (ABHKS) recognizes international prenatal infection prevention month and provides tools and resources to assist members during their prenatal journey. ABHKS is committed to working with members, providers, and Community-Based Organizations to raise awareness and to highlight efforts to improve the health of members during pregnancy.

ABHKS offers the Promise Pregnancy Program which incentivizes our members to schedule their pre-natal and postpartum visits. The Promise Pregnancy Program provides members with: a \$75 gift card for a first pre-natal visit within the first trimester or within 42 days of plan enrollment. Members can also earn a \$75 gift card by completing a postpartum visit within 84 days of delivery.

ABHKS Care Managers are here to help members stay healthy through their pregnancy. Working with one of the ABHKS care managers is especially helpful if the member has a high-risk pregnancy. The Care Manager can help members get the extra care they need. Members can also access the Baby Talk program to assist on their pregnancy journey to prevent prenatal infections. Baby Talk is a no-cost program for prenatal education. It includes six 2-hour classes. Labor and delivery nurses, as well as other health care professionals, teach these classes. Members can attend virtually or in person, based on where they live.

# National Cancer Awareness Month



Aetna Better Health of Kansas (ABHKS) is committed to providing our members with benefits focused on cancer prevention, screenings, and awareness. Members can receive up to \$35 in gift cards by completing annual wellness exams and receiving cervical cancer screenings.

ABHKS offers many resources to support members on getting their cancer screenings. Members can get a \$25 gift card for completing yearly cervical cancer screening. ABHKS offers a service coordination team that are experienced with providing resources to our members with heart issues. A Care Manager can assist the member with identifying goals and working with their doctor on an overall plan for heart health.

ABHKS covers mammograms and prostate/colon cancer screenings for members during their health journey. Members are encouraged to stay away from all forms of tobacco, and to add physical activity such as walking or some form of fitness activities. physical activity such as walking or some form of fitness activities. Members are encouraged to add fruits and vegetables to their meals or food choice options. Members should get their regular check-ups and cancer screenings, and to support members ABHKS does offer many incentives for getting those screenings .

# National Children's Dental Health Month



Written by : Maelle Leroy, Communication Analyst

Aetna Better Health of Kansas (ABHKS) works with the KAN Be Healthy program to assist with providing dental benefits to our younger members. ABHKS can provide transportation services to our members going to the dentist. KAN Be Healthy also covers tests and specialist services to treat conditions found in a dental checkup. Cleanings, check-ups, x-rays, fluoride, dental sealants, and fillings are all covered. ABHKS encourages members to take their child to the dentist by their first birthday.

Having and maintaining good oral health is important for children at an early age. In order to encourage children have strong and healthy teeth, children should learn healthy oral health habits early to prevent gum disease, cavities, and other preventative dental issues that may arise.

ABHKS encourages our young members to develop good oral health habits to protect their teeth as they grow. Children with good dental health habits can prevent dental disease which can result in pain, infection, the inability to chew foods. ABHKS offers many benefits to ensure our younger member and their parents/guardian can get to their appointments for their screenings, check-ups and cleanings. If the member should have questions regarding benefits and covered services the member does have the member services team that can assist . Member services is available 24 hours a day, 7 days a week, at **1-855-221-5656 (TTY: 711)**.

# 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.



## **Ted E. Bear MD Kids' Club**

For members from newborn to age 12. Member incentives include: Activity Book and up to \$25 gift cards (up to \$75 annually) for meeting identified goals.



## **Healthy Food Gift Card**

The Healthy food gift card benefit provides members with diabetes or congestive heart failure a reloadable gift card. Members can receive \$30 a month for three months on a reloadable gift card restricted to healthy food. The member must be involved with a Care Manager who will provide them with the gift card in order for them to buy healthy food at their local grocery store. The Care Manager can assist them with signing up for SNAP benefits.

### **Here are a few of the Value-Added Benefits that will continue into 2024:**

- ABHKS offers the After School Engagement benefit to Members ages 5 to 18. Members can get up to \$50 per year for activities at participating YMCA, Boys and Girls Clubs, Boy Scouts or Girl Scouts.
- ABHKS offers The Additional Transportation benefit, which offers free rides for members going to the pharmacy, WIC eligibility appointments and prenatal classes. Twelve (12) round trips per year for members going to job interviews, job training, shopping for work type clothing, food bank or grocery store for food, senior services and getting community health services otherwise not covered.
- The Promise Pregnancy Program includes a redeemable reward of \$75 for a first pre-natal visit within the first trimester or within 42 days of plan enrollment. Members can earn a \$75 gift card by completing a postpartum visit within 84 days of delivery. Members can also earn a \$10 gift card for dental check-up during your pregnancy.



## GETTING TO THE REAL ISSUE A Member Success

\*Jason is a 6-year-old member of Aetna Better Health of Kansas (ABHKS) who has needed a bed that will keep him safe while providing a good night's sleep for the past several years.

The ABHKS Service Coordinators team member Amanda worked with Jason's family in assisting to meet the needs of Jason and his family. Jason was diagnosed with Aromatic L. Amino Acid Decarboxylation (AAAD), a genetic disorder which takes away his muscle tone and causes him to have seizures. When Jason was a patient in an inpatient rehabilitation facility a few years ago, a doctor made the recommendation for a safety bed based on Jason's diagnosis.

Jason moves around in his current bed a great deal. As a result, he has received bruises on his arms and legs from falling out bed as well from the wall or the edge of his bed. "The family was doing everything they could to help Jason from rolling out of bed," Amanda said.

Jason had padding to keep his arms, legs, and head from getting injured while in his bed. Jason's parents were even using pool noodles and boards to prevent him from falling out of bed. When Amanda learned what was needed, she contacted the rehabilitation facility to see if the doctor would write a prescription. Amanda also began the process of contacting companies that could order safety beds and provided them with Jason's

information. In addition, Amanda also regularly contacted companies and inquired if a bed for Jason was available.

"I was actually conducting a home visit with Jason's mom when she got a call from a company in her area asking when they could come out to get everything set up and finished with the bed," Amanda says. "The whole family was very happy that this was getting done for Jason."

Jason is now doing great with his new bed. "His mom reports that he enjoys it a great deal and can sleep safely and comfortably," Amanda says. "She even showed me that the bed has a remote to be able to fully raise the bed at head level or lowered to feet level." To prevent injury, the new bed is padded to prevent Jason from banging his arms or legs on the side of the bed.

It even has a plexiglass window behind the padding if Jason wants to look out." Amanda continues to work with Jason's mom on other issues, but because of what she was able to do for Jason and his family, the family is sleeping better.

\*Member names have been changed to protect confidentiality.



# 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](mailto:ProviderExperience_KS@aetna.com)

## GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

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