

M
E
M
B
E
R

G
U
I
D
E



Aetna Better Health[®]
of Kentucky



VALUE-ADDED BENEFITS

NO-COST PROGRAMS AND SERVICES 2025

YOUR PATH TO BETTER HEALTH

You should expect more than excellent Medicaid coverage for you and your family—and that's exactly what Aetna Better Health of Kentucky has to offer! In addition to your health coverage, Aetna is proud to offer many exclusive bonus benefits and services at no cost to Aetna and SKY members!

All Value-Added Benefits program offerings and services are subject to change.

How to Access Programs and Services

For more help or questions about how to access these Value-Added Benefits, Services and Healthy Rewards please call Member Services at **1-855-300-5528 (TTY: 711)**, Monday through Friday, **7 AM to 7 PM ET**. If you speak a language other than English, we can help. Just call us at 1-855-300-5528 (TTY: 711). Then, ask for an interpreter. You'll get this service at no cost to you. If you're deaf or blind, we can give you info in other formats. These include sign language, braille, large print and audio.

Please note that to receive ABH-KY VAB incentive gift cards and products members must confirm and/or supply a valid shipping address. P.O. Box addresses will NOT be accepted. Members can verify and/or supply a valid shipping address for to receive products and benefits using any of the following methods:

- Calling into Member Services
- Responding to calls from the ABH-KY Interactive Voice Response (IVR) system for Aetna Better Cares incentives following your doctor's appointment
- Signing up and logging into the Aetna Member Portal to request benefits at the following link: <https://www.aetnabetterhealth.com/kentucky/member-portal.html>
 - o To access the Member Portal members can sign up online or call Member Services at the number above. Be sure to have your member ID and email address handy.

Additional No-Cost Resources for Members

ABH-KY has multiple resources provided at no cost to our members, readily available to support our members' physical and emotional well-being. These resources can be found on our website <https://www.aetnabetterhealth.com/kentucky/resources-services.html> and include hotlines to provide members with immediate assistance:

- **24-Hour Nurse Line:** Need a quick answer to a health question? The 24-Hour Nurse Line is here for you. If your concern can't wait until you can see your doctor, call 1-855-620-3924 (TTY: 711) anytime. And we'll connect you with a nurse.
- **Behavioral Health Hotline:** Call Behavioral Health Services anytime at 1-888-604-6106 (TTY: 711). During business hours, you might speak to someone in Member Services. Or you may speak with a care manager. After hours, licensed clinical staff answer our hotline. They're trained in handling tough situations. And they can help you in a crisis. For true emergencies, call 911.

Aetna Better Care REWARDS™

Aetna Better Health of Kentucky members can get exclusive rewards for healthy behaviors like completing a mammogram or dental exam. Don't miss out on these rewards!

Aetna Better Care Program™ Incentives require the member to confirm and/or supply a valid shipping address to receive these benefits. Following your doctor's appointment, you will receive a call from the ABH-KY Interactive Voice Response (IVR) system for the Aetna Better Cares benefits to either confirm or update your address to receive these benefits.

OR

Call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET to confirm and/or supply a valid shipping address to receive these benefits.

\$10 for Completion of Diabetic Dilated Retinal Eye exam	<p>Members can receive a \$10 gift card for completion of a dilated retinopathy eye exam.</p> <p>Eligibility Criteria: Members ages 18-75 with diabetes</p> <p>Limits & Restrictions: One gift card per year</p>
\$20 for Follow-up visit with Mental Health Practitioner	<p>Members 6 years and older will receive a \$20 gift card for a follow-up visit with a mental health provider after discharging from the hospital after a behavioral health related inpatient stay.</p> <p>Eligibility Criteria: Members ages 6 and older</p> <p>Limits & Restrictions: Members are eligible after EACH visit with no annual limit. Visit must occur within 7 days post discharge.</p>
\$25 for completion of annual well child visit	<p>Members can receive a \$25 gift card for completion of an annual well child visit.</p> <p>Eligibility Criteria: Children ages 2-21 years.</p> <p>Limits & Restrictions: One gift card per year</p>
\$25 for completion of Metabolic Screening	<p>Members ages 1-17 can receive a \$25 gift card for completing metabolic screening if prescribed antipsychotic medications.</p> <p>Eligibility Criteria: Members ages 1-17.</p> <p>Limits & Restrictions: One gift card per year. Incentive is restricted to those with two or more antipsychotic prescriptions.</p>
\$25 for completion of HPV vaccine series before 13th birthday	<p>Members can receive a \$25 gift card for completing the HPV vaccine series by their 13th birthday.</p> <p>For more information about childhood immunizations, visit: healthychildren.org</p> <p>Eligibility Criteria: Members 13 years old with HPV vaccine by their 13th birthday.</p>

Aetna Better Care REWARDS™

Aetna Better Care Program™ Incentives require the member to confirm and/or supply a valid shipping address to receive these benefits. Following your doctor's appointment, you will receive a call from the ABH-KY Interactive Voice Response (IVR) system for the Aetna Better Care benefits to either confirm or update your address to receive these benefits.

OR

Call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

\$25 for completion of two infant flu shots	<p>Members can receive a \$25 gift card for completing two Flu Vaccines by their second birthday.</p> <p>For more information about childhood immunizations, visit HealthyChildren.org</p> <p>Eligibility Criteria: Members 2 years old with 2 flu vaccines by their second birthday.</p> <p>Limits & Restrictions: The Nasal mist flu vaccine is not indicated for use in children under age two years. Incentive restricted to standard flu vaccine only.</p>
\$25 HRA Incentive	<p>Members who are newly enrolled and/or pregnant will receive a \$25 gift card for completing the Health Risk Assessment (HRA). SKY members are eligible to receive an HRA incentive every year upon completion of the assessment.</p> <p>Eligibility Criteria: Members who are newly enrolled and/or pregnant. SKY members</p> <p>Limits & Restrictions:</p> <p><u>Pregnant Members:</u> One gift card annually</p> <p><u>Newly Enrolled Members:</u> One gift card within the first 30 days of enrollment</p> <p><u>SKY Members:</u> One gift card annually</p>
\$50 for completion of six well child visits before age 15 months	<p>Members can receive a \$50 gift card for completing six (6) well child visits in their first 15 months.</p> <p>Eligibility Criteria: Children ages 0- 15 Months</p> <p>Limits & Restrictions: Must complete all six well child visit within 15 months of birth date.</p>

Aetna Better Care REWARDS™

Aetna Better Care Program™ Incentives require the member to confirm and/or supply a valid shipping address to receive these benefits. Following your doctor's appointment, you will receive a call from the ABH-KY Interactive Voice Response (IVR) system for the Aetna Better Care benefits to either confirm or update your address to receive these benefits.

OR

Call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

\$50 for completion of HBA1c test	<p>Members can receive a \$50 gift card for completing a HBA1c test.</p> <p>Eligibility Criteria: Members ages 18 and older with diabetes Limits & Restrictions: One gift card per year</p>
\$50 for completion of mammogram	<p>Members can receive a \$50 gift card for completing a mammogram.</p> <p>Eligibility Criteria: Females ages 50-74 Limits & Restrictions: One gift card per year</p>
\$50 for completion of Pap test	<p>Members can receive a \$50 gift card for completing a Pap test.</p> <p>Eligibility Criteria: Females ages 21-64 Limits & Restrictions: One gift card per year</p>
Supporting Kentucky Youth (SKY) Members Only	
\$25 for completion of dental exam	<p>SKY members can receive a \$25 gift card for completing a dental exam within two weeks of enrollment</p> <p>Eligibility Criteria: SKY members during first 2 weeks of enrollment period Limits & Restrictions: One gift card per year</p>
\$25 for completion of vision exam	<p>SKY members can receive a \$25 gift card for completing a vision exam within two weeks of enrollment</p> <p>Eligibility Criteria: SKY members during first 2 weeks of enrollment period Limits & Restrictions: One gift card per year</p>

**Aetna Better Health of Kentucky
No-Cost Bonus Benefits and Services**

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

Blood Pressure Cuffs	<p>All members with diabetes or high blood pressure can receive a blood pressure cuff to monitor their blood pressure at home.</p> <p>Eligibility Criteria: Members with a diabetes or high blood pressure diagnosis</p> <p>Limits & Restrictions: One time offering of one blood pressure cuff per member</p>
Over-the- Counter (OTC) Benefit	<p>ABH-KY members will be eligible for a \$15 monthly stipend covering over-the-counter needs such as pain relievers, bandages, thermometers, and more.</p> <p>OTC benefits can be accessed by eligible members by visiting any OTC Health Solutions-enabled CVS Pharmacy® store to access a hard copy of the program catalogue or through the OTCHS website at the bottom of the log in page at the following link:</p> <ul style="list-style-type: none"> • OTC: https://www.cvs.com/benefits <p>Eligibility Criteria: All members are eligible for the \$15 monthly stipend.</p> <p>Limits & Restrictions: The OTC benefit is \$15 per month and limited to 1 stipend per household. The amount will not roll over.</p>
Period Promise Over-the- Counter (OTC) Benefit	<p>Female members in Regions 2, 3, 4 and 5, ages 15- 55, will receive a \$20 monthly stipend to spend on period products like tampons, pantyliners, maxi pads, flushable feminine wipes, and hand sanitizer.</p> <p>Period Promise OTC benefits can be accessed by eligible members by visiting any OTC Health Solutions-enabled CVS Pharmacy® store to access a hardcopy of the program catalogue or through the OTCHS website at the bottom of the login page at the following link:</p> <p>Period Promise OTC: https://www.cvs.com/benefits</p> <p>Eligibility Criteria: Female members ages 15-55 in Regions 2,3,4 and 5 are eligible for the \$20 monthly stipend</p> <p>Limits & Restrictions: The Period Promise benefit is \$20 per month, per member. The amount will not roll over. SKY members are excluded from this benefit.</p>

**Aetna Better Health of Kentucky
No-Cost Bonus Benefits and Services**

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

Pacify	<p>Pacify’s tech-enabled platform provides 24/7 perinatal and infant feeding support to new and expecting parents via their smartphones. The Pacify app connects families to a nationwide network of doulas, lactation consultants, and registered nurses within minutes.</p> <p>Eligibility Criteria: High-Risk pregnant members or new moms. Limits & Restrictions: High-Risk pregnant members or new moms.</p>
Pyx	<p>Adult and youth members who experience loneliness can access the Pyx Health platform. Pyx Health takes unlimited time to listen, offer companionship, supply curated SDOH resources, and connect members to things like our 24/7 Informed Health Line, Behavioral Health Crisis Line, Member Services, and our Find a Provider tool. The customized app offers 24/7 engagement for the member, as well as connections to health plan resources, community services, crisis, and other national support lines.</p> <p>Eligibility Criteria: <u>Adults 18+:</u> Tools and activities to improve mindset and manage stress; help with things like food, transportation and rent <u>Teens 13-17:</u> Safe, private access to trained peer support and resources for school, work, social media and relationship challenges <u>Guardians:</u> Support for the unique challenges of being a guardian – understanding staff to listen and connection to support groups, help lines, and more. Limits & Restrictions: Limited to members ages 13 and older</p>

**Aetna Better Health of Kentucky
No-Cost Bonus Benefits and Services**

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

Remote Patient Monitoring Program (Vheda Health)	<p>Telemonitoring program that provides our members living with diabetes, COPD, CHF, and/or hypertension access to education and self- management tools that can help keep your condition under control and promote your optimum health and wellness. This is a 9–12-month program that is one time offering per member.</p> <p>Eligibility Criteria: 18 years of age or older living with diabetes, COPD, CHF, asthma and/or hypertension AND recent ED utilization or Inpatient hospitalization. Care management assessment may be required.</p> <p>Limits & Restrictions: Member will receive an iPhone and other equipment based on condition state, such as, glucometer, blood pressure cuff, weight scale, or pulse oximeter. For this program, lancets or strips will not be provided with the glucometer.</p>
Home Delivered Meals	<p>In partnership with GA Foods, an organization that cooks and delivers nutritious, medically appropriate meals to members with certain chronic conditions post-discharge from an inpatient hospital stay. We also offer members with customized nutritional counseling. This is a 4–12-week program with the goal of educating members on healthy eating, food preparation and more.</p> <p>Eligibility Criteria: Care Management referral for members with at least one of the following conditions: Diabetes, congestive heart failure, kidney disease, COPD, or Malnutrition</p> <p>Limits & Restrictions: Available up to 90 days post-discharge from an inpatient hospital stay. Up to 2 delivery cycles per year per member.</p>
Enhanced Transportation	<p>10 round trips (up to 60 miles total per round trip) per year to activities, such as job interviews, job training, shopping for professional attire, grocery store or food bank, and accessing community health services not otherwise covered.</p> <p>Eligibility Criteria: Members 18 and older and SKY members ages 18-26 with employment, food, or transportation needs</p> <p>Limits & Restrictions: 10 round trips up to 60 miles per round trip per year. Please note that members must provide 3-day advance notice to arrange transportation services.</p>

**Aetna Better Health of Kentucky
No-Cost Bonus Benefits and Services**

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

Back to School Assistance Program	<p>Aetna's Community Outreach through school-based family resource coordinators offer backpacks filled with school supplies.</p> <p>Eligibility Criteria: Children ages 5 - 18 Limits & Restrictions: Once per calendar year</p>
\$50 Gift card for participation in after school activities	<p>Members can receive a \$50 gift card to pay for 4-H, Boys & Girls Clubs of America, Boy Scouts of America, Girl Scouts of the United States of America, Big Brother Big Sisters and other established community organizations, afterschool programs or organized team sport programs.</p> <p>Eligibility Criteria: Members ages 6-18 who have completed a well child visit within the last 12 months Limits & Restrictions: Limit to one per child per year. Must have record of well child visit. SKY Members are excluded.</p>
GED Certification & Job Skills Training	<p>Members will have access to Campus Ed, a job skills training platform and the opportunity to discover near career paths, earn credentials and certifications, and highlight those skills to local employers actively looking for talent.</p> <p>Eligibility Criteria: Members 18 years of age or older Limits & Restrictions: 18-year-olds must have permission from the school board and a parent or guardian to enroll in GED prep classes. GED voucher good for one year from issue date.</p>
\$1000 Scholarship upon completion of GED Certification	<p>Members can receive a \$1000 gift card towards scholarships for trade school, college, or university when they complete Aetna GED Certification & Job Skills Training program.</p> <p>Eligibility Criteria: Members 18 years of age and older who have completed GED certification provided by Campus Ed. Limits & Restrictions: Proof of receipt must be provided by passing grade on GED when GED is taken with Campus Ed voucher.</p>

**Aetna Better Health of Kentucky
No-Cost Bonus Benefits and Services**

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

“Keeping Kids Safe” Opioid Lockbox Program	<p>This program is a part of Aetna’s national campaign to fight the opiate crisis. This harm reduction intervention is used to support safety by providing members with a lockbox to secure their opioid medications.</p> <p>Eligibility Criteria: Members prescribed an opioid medication and have children in their home</p> <p>Limits & Restrictions: One lockbox per household</p>
\$40 gift card to assist with certification fees tied to criminal record expungement	<p>Members can receive a \$40 gift card to assist with certification fees tied to criminal record expungement (as allowed by statute).</p> <p>Eligibility Criteria: Members eligible for felony record expungement</p> <p>Limits & Restrictions: Assistance as allowed by state statutes; KRS 431.079, KRS 431.078, KRS 431.076, KRS 431.073 https://apps.legislature.ky.gov/lrcsearch</p>

Maternity Matters Program

Whether you are newly pregnant or just had a baby, our Maternity Matters program offers benefits and incentives to help you on your motherhood journey! By completing activities that will help improve the health of yourself and your baby, you will earn rewards via a reloadable card that can be used for healthy foods, maternity supplies, and diapers at a variety of local and online stores.

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET.

\$25 for completion of Initial Prenatal Visit	<p>Pregnant members can receive a \$25 gift card for completing their initial prenatal visit.</p> <p>Eligibility Criteria: Pregnant members Limits & Restrictions: One per pregnancy</p>
\$10 for completion of Subsequent Prenatal Visits	<p>Pregnant members can receive an additional \$10 gift card for each visit.</p> <p>Eligibility Criteria: Pregnant members Limits & Restrictions: \$100 max per pregnancy/10 visits max</p>
\$25 for completion of Post-Partum Visit	<p>New mothers can receive a \$25 gift card for attending a post-partum visit within 7-84 days after the baby is born.</p> <p>Eligibility Criteria: New Moms Limits & Restrictions: One gift card per pregnancy</p>
Cribs OR Car Seats for Moms	<p>Pregnant members can earn a gift card up to \$90 to purchase a portable crib OR car seat at 37 weeks or more of pregnancy for seeing their doctor regularly (at least 7 visits) during their pregnancy.</p> <p>Eligibility Criteria: Pregnant members Limits & Restrictions: One gift card per pregnancy; exceptions are made for multiple births (twins)</p>

Supporting Kentucky Youth (SKY) Members - Only Program Rewards

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET

OR

Contact your SKY Care Manager

SKY Transition Age Youth Milestones

<i>Tattoo Removal</i>	<p>Members can receive a \$150 gift card toward tattoo removal service.</p> <p>Eligibility Criteria: SKY members ages 17-21; Requests must be made to a Care Manager</p> <p>Limits & Restrictions: One gift card per year</p>
<i>Driver's License Fees</i>	<p>Members can receive a \$150 gift card toward payment for Drivers Education School and Driver's License fee.</p> <p>Eligibility Criteria: SKY members ages 16-21; Requests must be made to a Care Manager</p> <p>Limits & Restrictions: One gift card per year</p>
<i>Moving Expenses</i>	<p>Members can receive a \$500 gift card to assist with Moving Expenses.</p> <p>Eligibility Criteria: SKY members ages 17-21; Requests must be made to a Care Manager</p> <p>Limits & Restrictions: One gift card per year</p>
Birthday in a Box	<p>Each child receives a "birthday in a box" that includes party supplies (e.g., paper goods, minimal party decorations), balloons, book/journal, puzzle/game, and a large cupcake. The Birthday in a Box is coordinated by the SKY care manager.</p> <p>Eligibility Criteria: SKY members; Requests must be made to a Care Manager</p> <p>Limits & Restrictions: Once per year</p>
Calming Comfort Collection	<p>Members with high adverse childhood experiences (ACEs) score or an anxiety diagnosis can receive supplies to help calm the impact of trauma. Items include a sound machine, weighted sensory plush, aroma therapy and light therapy products.</p> <p>Eligibility Criteria: SKY members with an adverse childhood experiences (ACEs) score of 5 or higher or an anxiety diagnosis within the last 24 months</p> <p>Limits & Restrictions: \$50 worth of calming supplies per calendar year to use on the above listed available items</p>

Supporting Kentucky Youth (SKY) Members - Only Program Rewards

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET

OR

Contact your SKY Care Manager

Connections for Life

Aetna will provide either a smartphone and wireless plan, or laptop, to eligible SKY members.

<p><i>Smartphones & Wireless Plan</i> (Ages 13-17)</p>	<p>Eligibility Criteria: SKY members ages 13-17 years, who are not in stable placement (placement with family or in a pre-adoptive or adoptive home) or subsidized permanent custody (SPC). Limits & Restrictions: One phone and data plan per member</p>
<p><i>Laptops (Ages 18-26)</i></p>	<p>Eligibility Criteria: SKY members ages 18-26 years who are not in stable placement (placement with family or in a pre-adoptive or adoptive home) or subsidized permanent custody (SPC). Limits & Restrictions: One laptop per member</p>
<p>Foster Care Duffle Bag Program</p>	<p>Aetna will provide personalized duffle bags filled with personal hygiene items, supplies, and a blanket to SKY care members whose placements have changed from one home to another. Some items include shampoo, conditioner, journal, and coloring book.</p> <p>Eligibility Criteria: SKY members population who are transitioning from one home to another Limits & Restrictions: Once per calendar year</p>
<p>LACES Program (Language, Access, Communication, Empowerment, Support)</p>	<p>SKY members who have been identified as deaf or hard of hearing will be screened for unidentified language access needs and assessed to provide recommendations, resources, and supports to help improve member's language acquisition and communication.</p> <p>Eligibility Criteria: SKY members identified as being deaf or hard of hearing. Limits & Restrictions: The number of members receiving Communication Skills Assessments and Guide by Your Side services is limited, and referrals will be routed through the SKY Behavioral Health Specialist.</p>

Supporting Kentucky Youth (SKY) Members - Only Program Rewards

To receive these benefits please call Member Services at 1-855-300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET

OR

Contact your SKY Care Manager

Gym Memberships

SKY members can receive a \$200 gift card to pay for gym memberships to promote better health and well-being.

Eligibility Criteria: SKY members; Members must contact care manager to receive this benefit.

Limits & Restrictions: One gift card per year