



Together

Aetna Better Health® of Kansas

Get more out of your health benefits



AetnaBetterHealth.com/Kansas



We are here for you

Service Coordination is available to help members manage their health. Service coordinators are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a care provider for you or your child
- Work with your primary care provider to help answer medical questions
- Work with your doctors on specialist referrals
- Promote communication between your care provider, family, and medical specialists
- Help with home health requests
- Make sure all your health care needs are being met

Children who need more medical or behavioral health needs than other children their age can get special help if they are in a care management program.

Covered benefits

Plan benefits



Office visits



Urgently needed care



Emergency care



Ambulance services
(for emergencies)



Inpatient hospital care



Outpatient services/surgery



Mental health and
substance abuse services



X-rays/lab services



Flu/pneumonia vaccines



Wellness exam






24-hour nurse line

Additional value-added benefits and services for our members

Value-added benefits

 \$25 off over-the-counter (OTC) drugs	Each members' household can order \$25 per month of certain OTC drugs and supplies from a catalog mailed right to your home.
 Adult vision	\$50 a year toward non-covered services such as no-line bifocals or anti-glare coating.
 Adult dental	Members ages 21 years and older receive \$500 per year for dental services including exams/cleanings twice each year, annual bitewing X-rays, fillings, extractions, fluoride and Silver Diamine fluoride treatments.
 Respite care/ personal care for waiver members	<ul style="list-style-type: none">• Complete set of dentures may be covered for physical disability (PD) and frail and elderly (FE) waiver members every 5 years, up to \$2500• Extra 120 hours of respite care per year for caretakers of our waiver members on a waiver waiting list for HCBS services• Extra 24 hours of personal care services for intellectual/developmental disability (I/DD), physical disability (PD) and frail and elderly (FE) waiver members• Members with dementia who live in a private home can get a security package of 2 door and 6 window alarms• Pest control services for intellectual/developmental disability (I/DD), physical disability (PD), frail and elderly (FE) or brain injury (BI) waiver members that own their own home, up to \$250 per year

Value-added benefits

 Wellness programs	<ul style="list-style-type: none">• Members ages 0 to 18 years with an asthma diagnosis can get an air purifier• Stop smoking program which includes helpful text messages sent to your phone• Weight management program includes a 12-week Weight Watchers membership• Mental health first aid class• Diabetic members 21 and older receive two podiatry visits a year• Healthy reward incentive program where members can get \$10-\$25 gift cards when they complete wellness activities such as vaccines, yearly checkups, and diabetic eye exams
 Home-delivered meals	Members 21 and older with a medical need can get up to 2 home-delivered meals a day for 7 days after discharge from an inpatient stay.
 Transportation services	Family members of children in residential or inpatient psychiatric treatment can receive free transportation to the facility. Limited to 10 round trips per year for 2 family members or guardians. Or get rides to your doctor or medical appointments, the pharmacy, WIC visits 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, grocery stores and getting community health services.

Additional value-added benefits and services – continued

Value-added benefits



PROMISE Pregnancy Program

- A \$10 gift card for your first prenatal visit
- 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
- In addition, you can earn a reward gift card for seeing your doctor regularly during your pregnancy. The more visits you complete, the bigger the reward you can earn.



For members 18 and under

- Our After-School Program for members ages 5 to 18 will pay up to \$50 per year for YMCA, 4-H, Boys and Girls Club, Boy Scouts or Girl Scouts activities
- Healthy Teens Program offers members ages 13 to 21 years a \$25 gift card for getting their yearly checkups
- Ted E Bear M.D.® Kids Club for newborns to age 12 receive incentives when they join the Club and earn gift cards for meeting certain goals.



Free Android smartphone

Cell phone with free minutes and data every month along with unlimited text messaging for members 18 years and older. Members will also receive text information about health and wellness and free calls with Member Services.



Other benefits

- Member Services available 24/7
- Mobile app and digital wellness
- No Place Like Home grant
- GED certificate incentive
- 24-Hour Nurse Line



For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at [AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas). You can call us at **1-855-221-5656 (TTY: 711)** to ask us to mail you a paper copy of the member handbook or provider directory with a current list of our providers. You can request any member material in a language other than English, or in other formats such as audio, large print or Braille. This is available at no cost to you.

The covered benefit information in this brochure is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. For more information, contact Member Services at **1-855-221-5656 (TTY: 711)**, or visit [AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas).

We want you to get the most out of your benefits

If you have any questions about how to make the most of your benefits and services, give us a call at **1-855-221-5656 (TTY: 711)**. Member Services is here to help.

Nondiscrimination notice

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

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - 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:
 - Qualified interpreters
 - 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, 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 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

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: لى لاصتال اءاچرل اءفلكت يى نود ةىوغلل تامدخ لى لى لوصحلل اءككارتشا ةق اطب لى لى ءوچومل اءقرل

Tagalog: Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.

Burmese: သင့်အနေဖြင့် အခမဲ့အခမဲ့ မပေးရပဲ ဘသာစုံ ဘေးခန့်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID တံပေါ်တွင်ရှိသော 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 ntwam koj daim npav ID.

Persian Farsi: دىق هرامش اب، ناگى ار روط هب نابز تامدخ هب ىسرتسد ىارب دىرىگب سامت دوخ ىىاسانش تراک ىور هدش

Swahili: Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.

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



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