

Aetna Better Health of Kansas Community E-Newsletter

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September 2023



Aetna Better Health[®]
of Kansas

Cover Kansas



Find a Navigator

(866) 826-8375

Help is here for healthcare.

Getting coverage through the federal Health Insurance Marketplace can be a complicated process. We have simplified it. This website answers any questions you might have about enrolling, and allows you to get free assistance from a certified Navigator.



Helping members with KanCare coverage

Aetna Better Health of Kansas (ABHKS) members are encouraged to complete their re-enrollment forms for their healthcare coverage. In order to ensure that members are getting the help to ensure their contact information is up to date and correct, Cover Kansas can assist.

Cover Kansas has qualified navigators that are able to help members with the re-enrollment process. The Cover Kansas Navigators are trained, unbiased personnel that are able to help members with the application process. The Health Insurance Marketplace may have a lot of information and options that can be challenging to navigate. The Cover Kansas navigators can help with simplifying the process and making it easier for members to get through the application process.

Aetna Better Health of Kansas members should watch for mail from KanCare and the Kansas Department of Health and Environment (KDHE) and if the member should have questions or need help to complete the forms, the Cover Kansas navigators can assist. To contact a navigator in your area please reach out to at this link : <https://getcoveredkansas.org/find-navigator> or the member can call (866) 826-8375.

Kansas Redetermination Month

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.

Aetna Better Health of Kansas members should watch for mail from KanCare and the Kansas Department of Health and Environment (KDHE) and return their completed forms as soon as possible. If a member received a renewal form in the mail, the member should follow the instructions and return it right away to avoid a gap in coverage.

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



Aetna Better Health[®]
of Kansas

Sexual Awareness Health Month



Written by : Tiffany Bryant, Quality Support Coordinator

September has been recognized as Sexual Health Awareness Month. The World Health Organization has defined Sexual Health as “a state of physical, emotional, mental, and social well-being in relation to sexuality; it is not merely the absence of disease, dysfunction, or infirmity. Sexual health requires a positive and respectful approach to sexuality and sexual relationships, as well as the possibility of having pleasurable and safe sexual experiences, free of coercion, discrimination, and violence. For sexual health to be obtained and maintained, the sexual rights of all persons must be respected, protected, and fulfilled” (WHO, 2006a). Sexual health has been recognized as a key strategy in promoting the overall health and well-being of our members. At Aetna Better Health of Kansas, we respond by covering a comprehensive array of sexual health related services.

When considering Sexual Health, some of the more common topics that may be discussed with a provider are in relation to prevention, testing, and treatment.

- Women ages 16 to 24 who are sexually active should receive an annual chlamydia screening
- All Members should get their Annual exams completed each year.
- Female members are encouraged to get their annual Pap smears completed.
- Testing, education, and counseling on sexually transmitted infections (STIs) and their prevention

Member have access to benefits and services to reach their health goals, including services related to family planning. Members do not need a referral to receive family planning services. Members can go to any family planning provider or clinic whether it is in our network or not. Prescription and over-the-counter (OTC) birth control medications and devices as well as treatment of problems related to the use of birth control, including emergency services, are all accessible for our members. At Aetna Better Health of Kansas, providers can also assist members by helping members make informed decisions on family planning and by supporting the member during pregnancy from the time of pregnancy diagnosis through postpartum care.

At Aetna Better Health of Kansas, we look for ways to support our members as they enter different stages in life. Promise Pregnancy Program provides our members with various gift cards after the completion of pregnancy related visits specified in the ABHKS Member Handbook. Rewards can be used at specific retailers for approved wellness items such as stroller, portable crib, play yard, car seat, or a diaper and wipe package. The Healthy Rewards Incentive program provides our members with up to \$35 in gift cards when they complete wellness activities such as vaccines, yearly check-ups, Hba1c tests, chlamydia screenings and cervical cancer screenings.

Suicide Prevention and Awareness



Written by : Maelle Leroy, Communication Analyst

The month of September highlights Suicide Awareness and Aetna Better Health of Kansas (ABHKS) is committed to supporting members with tools and resources during this time. ABHKS provides members with access to Pyx Health.

Pyx Health combines compassionate humans and an interactive mobile app to try to help solve loneliness and offers real-time help to meet the member's needs. Pyx Health regularly screens for loneliness, depression, anxiety, and basic needs (housing, food, childcare, transportation, etc.), to assist members with any social determinant of health concerns the member may also have.

In 2022, in Kansas as well as nationally, a new 988 number became available 24 hours, 7 days a week for members that may be experiencing a mental health crisis. The 988 lifeline connects members to the National Suicide Prevention Lifeline to get care support and resources. The 988 Lifeline can be accessed through the chat feature and/or call 1-800-273-8255.

The Aetna Better Health of Kansas member services team are also available to assist members during a mental health crisis as well. The ABHKS member services team are available 24 hours a day, 7 days a week. The member services team can help answer questions and let the member know what benefits and help may be available to them. The member services team can be reached at **1-855-221-5656 (TTY: 711)**.

Careforth– A program for caregivers



Careforth is a program offered at no cost to caregivers of eligible members. Careforth provides coaching support to caregivers. The coaches are experts who can provide resources and tools for the individual caregivers. Careforth is a secure app that caregivers can access on their computer, tablet or phone. The program provides 24 hours a day, 7 days a week support to caregivers with access to articles, videos and helpful tools.

The coaches can help caregivers to:

- Ask questions about caregiving
- Learn about caregiving topics (through videos, articles and audio)
- Find resources and support
- Get tips and advice in tough times
- Have someone to talk when caregivers need somebody to listen
- Help Caregivers find balance between caregiving and other parts of their life
- Self-Care
- Manage the stress and strain of caregiving

Caregiver coaches understand dynamics of being a caregiver. Caregivers have free and easy access to someone who understands.

To learn more and enroll in the program, visit:

<https://info.careforth.com/aetna> or call Toll free **866-797-2341** or Local **785-560-6309** to sign up today!

Value-Added Benefit

KU Weight Management Enhancement

Aetna Better Health of Kansas offers the KU weight Management value added benefit to our members. The KU Weight Management program provides a membership to a 12-week class from the University of Kansas Weight Management Program on healthy eating, exercise and behavior change management program. This is a One-time benefit available to members to assist with their health journey. In order to assist with this journey, members also have access to the My Healthy Journey Scale & App as a KU Weight Management Enhancement. The app provides members with the ability to set goals, track their progress, and monitor progress at their fingertips.

My Healthy Journey Scale & App





GETTING TO THE REAL ISSUE A Member Success

*Elaine is a 16-year-old member currently on the Severe Emotional Disability (SED) waiver. She was diagnosed with Diabetes Type I since the age of 5, and has additional diagnoses of Hypothyroidism, Major Depressive Disorder, Attention-deficit/Hyperactivity Disorder, and Pre-menstrual Dysmorphic Disorder. She has a history of aggression towards others and self-harming tendencies, which has resulted in 10 combined psychiatric and medical hospitalizations since May of 2018.

Trent Frantz, Service Coordinator with Aetna Better Health of Kansas (ABHKS), started working with Elaine and her mother in March of 2019. Prior to being on the SED waiver, Elaine was receiving medication and therapy services within the community and receiving support from the Aetna Individual Care Management program. In late February, Elaine's mother had requested a residential therapy facility screening following several recurring hospitalizations. Elaine was approved for being placed in the facility and was put on the waiting list.

In early May, Elaine was hospitalized again with ketoacidosis due to failure and refusal to manage her Diabetes, which was her 5th time this year. Trent, along with the hospital discharge staff, was able to coordinate her discharge by releasing Elaine to inpatient mental health treatment, followed by partial day hospitalization, and a significant increase in community-based services, including psychosocial groups, independent living skills, psychosocial individual, and weekend respite, along with intensive home health services. Prior to this, Elaine had

not been willing to engage in these increased community-based services.

Since Elaine's discharge from the partial day program, she has remained relatively stable, managing her diabetes by administering her own injections and testing under supervision at home and within the community. She has not required any hospital or crisis visits since discharge, and has acknowledged reduced depressive symptoms, reduced mood swings, improved communication with her mother, and no recent aggression. She has a busy schedule during the week participating in mental health services through a mental health center and appears to be enjoying it. Elaine says, "I like it because they keep me busy doing different things".

While she is still on the treatment facility waitlist, she is determined to stay in the community, and her mother is open to the idea of her staying at home, given that she continues to maintain her progress in managing her conditions.

Within ABHKS, Trent has worked closely with the medical directors, the pharmacy management team, supervisors, and nursing staff in order to optimize her care. Together, they have left no stone unturned on our mission to ensure Elaine is receiving the "right services, in the right place, at the right time."

*Some names have been changed to protect the identities of Aetna Better Health of Kansas members.

World Heart Day



September 29th

Written by : Maelle Leroy, Communication Analyst

Aetna Better Health of Kansas (ABHKS) recognizes September 29th as World Heart day. World Heart day recognizes the importance having the proper health support and tools for a healthy heart. World Heart Day draws attention to heart diseases and illness as well as the range of health issues that are associated with heart disease. ABHKS aims to encourage members to make their appointments with their providers to get their annual screenings and discuss any concerns the member may have with their provider. ABHKS provides our members with chronic disease management assistance for Coronary Artery Disease and Heart Failure.

The Chronic Disease management program assist with conditions such as :

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Heart Failure (HF)
- Diabetes
- Depression
- Coronary Artery Disease (CAD)

The ABHKS chronic condition (disease) management team can be reached at **1-855-221-5656 (TTY: 711)** to help members in managing their chronic condition and disease.



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

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