



Healthy happens together

Care Management

A program for Aetna Better Health of Kansas/KanCare members



[AetnaBetterHealth.com/Kansas](https://www.aetnabetterhealth.com/kansas)

Aetna Better Health® of Kansas

972900-01-KSE



You may have special health care needs and medical conditions. Or maybe you have questions about your health. You may need support to become your own health champion. Our care management team will work with you and your provider to make a care plan that is right for you.

Our care management team of nurses, social workers and coordinators can:

- Help you learn more about your medical condition
- Connect you with health care providers, social service agencies and community organizations
- Assist with services and care you need
- Show you how to get after-hour services in an emergency
- Be there for you during your pregnancy and support your maternal mental health
- Arrange services for children with special health care needs such as well-child care, health promotion, disease prevention and specialty care services

Enroll in our Care Management Program

We contact all new members after they enroll in our health plan. We ask you about your current and past health care needs. Together we will complete a health screen tool (HST) for you. Your HST and health history let us know if you have special health care needs. A care management staff member may call you to see if you'd like to join the program.

If you have complex conditions, you may benefit from our Care Management Program. Our care managers can help you access care and coordinate services that will help you. Your provider can also talk to you about our care management programs.

We provide care management for those with the following conditions:

- Pregnancy
- Asthma
- Coronary artery disease (CAD)
- High blood pressure
- Diabetes
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Depression
- HIV
- Hepatitis C
- Kidney disease

If you are interested in the Care Management Program, call Member Services at **1-855-221-5656 (TTY: 711)** and ask for care management. Our Care Management Program is voluntary. You can stop taking part in the program at any time.

What you can expect from care management

We want to empower you to take charge of your health by supporting you through your health journey. We will give you easy-to-use tools and access to resources so you can better take care of yourself.



STEP 1

You call Member Services



STEP 2

Member Services connects you to our Care Management team



STEP 3

Care management associate calls you



STEP 4

Questions to get to know you



STEP 5

Work with the care manager to develop a care plan that focuses on the health care goal(s) you want to achieve



STEP 6

You will receive information on local resources, health educational and referrals



STEP 7

You will be connected to providers or specialists



STEP 8

Care manager will continue to follow up on a regular basis, depending on your health need(s), to provide ongoing support to achieve care plan goals

For more information, contact Aetna Better Health of Kansas at 1-855-221-5656, (TTY: 711). Or visit us at [AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas).



Aetna Better Health of Kansas will notify you at least 30 days before making any changes and/or terminations in benefits, services or delivery dates. If you have any questions, call Member Services at **1-855-221-5656**, (TTY: 711).

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at **AetnaBetterHealth.com/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**.

We want you to get the most out of your benefits

If you have any questions about your benefits and services, give us a call at **1-855-221-5656** (TTY: 711). We are 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	لدى علاصت الاء اجرل، ءفل كت يأ نود ءىوغ لل ال ت ادخل الى عل ل و ص لل ح لل لك. كك ارتش ا ق اطب لى عل ء و ج و م ال م ق ر ل
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Burmese	သင့်အနေဖြင့် အခမဲ့ဖြင့် မပေးရပဲ ဘဘာစ ဘးဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID တ်ပေါ်တွင်ရှိသော ဗုန်းနံပတ်အား 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 ntawm koj daim npav ID.
Persian Farsi	تراک یور هدش دىق هرامش اب، نآگىار روط هب نابز تامدخ هب ىسرتسد ىارب دىرىگب سامت دوخ ىىاسانش.
Swahili	Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.

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