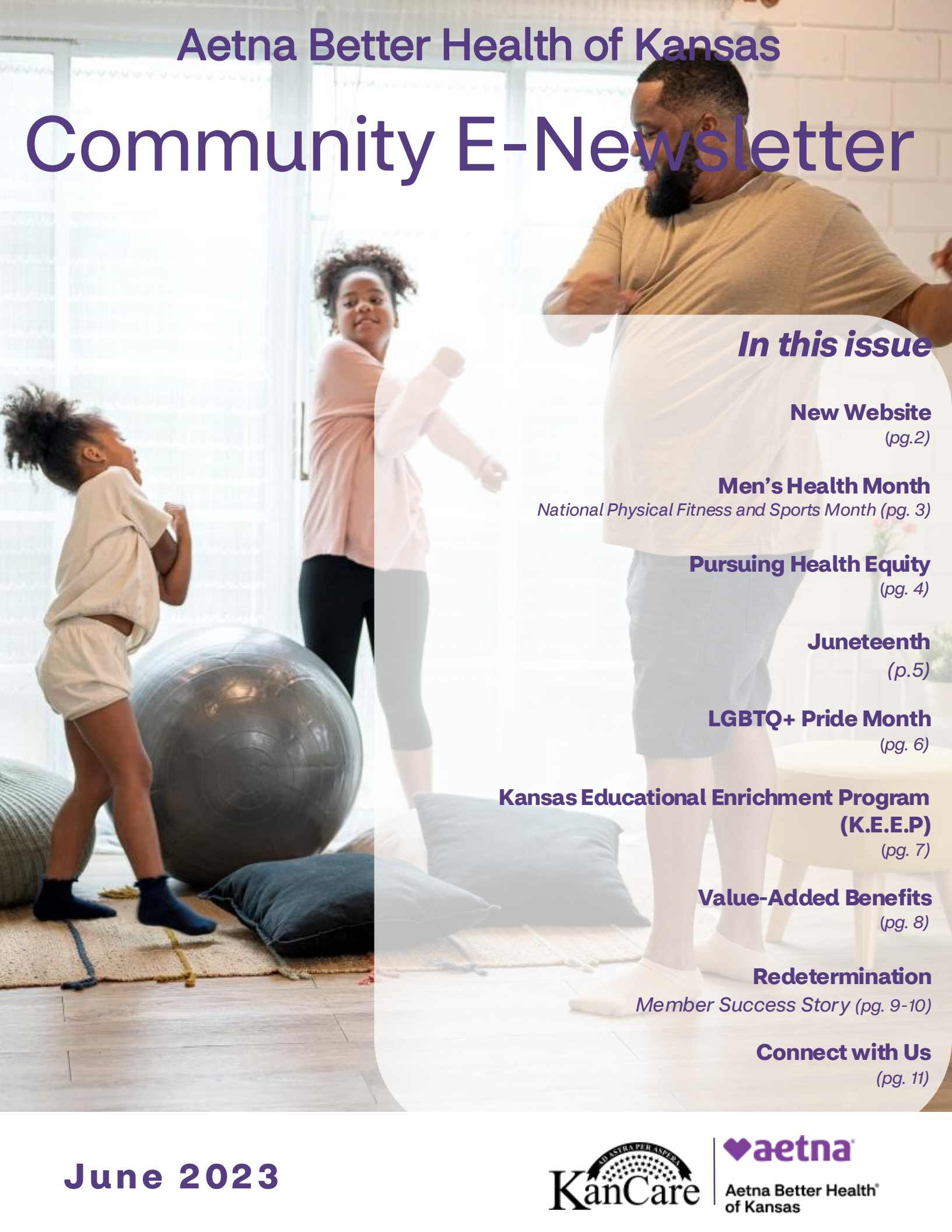


Aetna Better Health of Kansas

# Community E-Newsletter



## ***In this issue***

**New Website**  
(pg.2)

**Men's Health Month**  
*National Physical Fitness and Sports Month (pg. 3)*

**Pursuing Health Equity**  
(pg. 4)

**Juneteenth**  
(p.5)

**LGBTQ+ Pride Month**  
(pg. 6)

**Kansas Educational Enrichment Program  
(K.E.E.P)**  
(pg. 7)

**Value-Added Benefits**  
(pg. 8)

**Redetermination**  
*Member Success Story (pg. 9-10)*

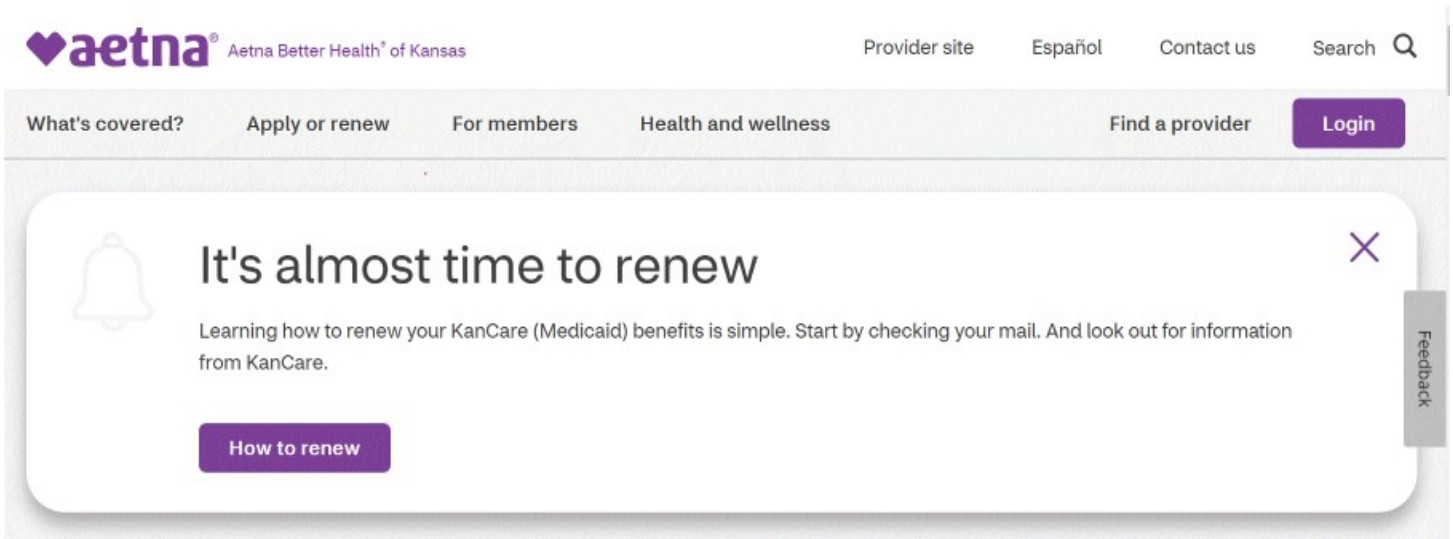
**Connect with Us**  
(pg. 11)

**June 2023**



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

# New Look. New Website



## Aetna Better Health® of Kansas



Aetna Better Health of Kansas (ABHKS) has recently changed the look of the Aetna Better Health of Kansas website. In order to provide members, providers and community based organization the ease to navigate the website portals and access information more easily, ABHKS has made the platform more user friendly. Combined with enhanced content and more information that is easier to access, ABHKS new website was designed with members, providers and community based organizations in mind. ABHKS worked hard to make sure the website is designed to assist members, providers, community based organizations and any person who should visit the website. The website is Mobile-Friendly for all devices such as cell phones, tablets and other portable devices. This allows users to easily access resources and tools from their fingertips from anywhere.

The Aetna Better Health of Kansas team has been working quite hard for the last few months on developing this website and by using it you will be able to enjoy the best possible user experience. Our goal with this new website is to provide our members, providers and community based organizations with an easier way to access information, resources and services. The new website is new, modern and easy to use.

Amongst the new features, the site contains improved communication, features and tools to assist all. We will be constantly updating our content with helpful information, services, resources, tools, newsletters, company announcements and much more.



# Men's Health Month



## Hey Men! Your Health is Important!

Men, more often than women put off doctor visits. Ignoring aches and pains may be a warning sign for a larger problem. Take charge of your health before it takes charge of you!

Here are things you can do:

- **Visit your doctor** - Schedule regular checkups with your doctor and keep these appointments.
- **Get moving** - Regular exercise is one of the best ways to prevent heart disease and keep your heart strong. It can also help you improve and maintain your overall physical and mental health.
- **Get your vitamins** - It is important to eat wide variety of vitamin- and mineral-rich foods, such as fresh fruits, veggies, and whole grains. Some people may also benefit from taking a daily vitamin or other supplements. Ask your doctor about what is best for you.
- **Stop unhealthy habits** - Smoking and breathing in secondhand smoke can cause problems, such as chronic obstructive pulmonary disease (COPD), emphysema and heart disease. They can also lead to many types of cancer. If you drink alcohol, in moderation. Recreational drugs, such as cocaine, can cause multiple serious health issues. Talk to your doctor about how to stop.
- **Get yourself screened “down there”** - If you have trouble urinating, develop pain when you urinate, or notice blood in your urine, it may be a sign of prostate problems. Make an appointment with your doctor. If you are near the age of 45, it's time to start screening for colorectal cancer. Chat with your doctor about these tests.

Aetna Better Health of Kansas is here to help 7 days a week, 24 hours a day. If you have questions, please call Member Services at **1-855-221-5656 (TTY:711)**. To speak to a nurse, select the option for the nurse line.

# Pursuing Health Equity



## Kansas to participate in “IHI’s Pursuing Equity Learning Network”

Aetna Better Health of Kansas is one of 40 teams selected to participate in the Institute for Healthcare Improvement’s Pursuing Equity Learning Network from January 2023 through June 2024. The plan was selected through an application process to participate in Racial Equity Institute’s virtual Groundwater Training that provides a foundation for equity and anti-racism work. After completion of the program, Aetna Better Health of Kansas will be equipped with tools, skills, and an in-depth understanding of equity and racial justice.

Plans can also apply for the Action Community portion of the program that includes 10 teams that work on a specific project of their choosing. Both applications are available online and are due in the fourth quarter of the year prior to implementation.

For more than 30 years, the Institute for Healthcare Improvement (IHI) has used improvement science to advance and sustain better outcomes in health and health care across the world. We bring awareness of safety and quality to millions, accelerate learning and the systematic improvement of care, develop solutions to previously intractable challenges, and mobilize health systems, communities, regions, and nations to reduce harm and deaths.

# Juneteenth



The month of June Aetna Better Health of Kansas (ABHKS) celebrates Juneteenth. June 19th, 1863 marks the day when the Union Army General arrived in Galveston, Texas and demanded the state's 250,000 plus enslaved people be set free. ABHKS is committed to serving all members by providing covered services, resources and tools to access proper healthcare. ABHKS provides members with the No Place Like Home Grant, Access to MyActiveHealth for self-management health tools and lifestyle coaching.

Addressing disparities in health and health care is important not only from an equity standpoint but also for improving the nation's overall health and economic prosperity. People of color and other underserved groups experience higher rates of illness and death across a wide range of health conditions, limiting the overall health of the nation. Research further finds that health disparities are costly, resulting in excess medical care costs and lost productivity as well as additional economic losses due to premature deaths each year.

Alongside the federal government, the state of Kansas, local communities, private organizations, and providers have engaged in efforts to reduce health disparities. Moving forward, a broad range of efforts both within and beyond the health care system will be essential in reducing disparities and advancing equity.

Reference: <https://www.kff.org/racial-equity-and-health-policy/issue-brief/disparities-in-health-and-health-care-5-key-question-and-answers/>



# LGBTQ+ Pride Month



Written by: Ruby Mae Johnson

June is Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+) Pride Month. It is a time to acknowledge and celebrate the great strides LGBTQ+ peoples have made in paving the way towards greater equality, inclusion, justice and freedom for their communities and for all people. ABHKS provides service coordination for members with special healthcare needs and medical conditions. Service Coordinators work one-on-one with members to create a plan based on the members goals. Service Coordinators work with members on various healthcare needs including assisting with transition to other care when the member's benefits end, if necessary.

At Aetna Better Health of Kansas , we are proud to demonstrate our values by actively connecting our LGBTQ+ members to community services through our care coordination teams, and by assisting members in navigating available benefits through our member services line. For complex and ongoing services such as gender-affirming care, our care coordinators can work with providers to identify the specific services needed in order to successfully navigate plan benefits. Reach out to member services at 1-855-221-5656 (TTY:711) or directly to the member's care coordinator for support. If a member has questions, please have the member call Member Services. To request care coordination in situations where a member is not already engaged in this benefit, contact member services. ABHKS Member Services is here to help 7 days a week, 24 hours a day.

At Aetna Better Health of Kansas, we stand with the LGBTQ+ community. We also know that as a larger community, we all stand together in mutual support, compassion, and understanding.

Crisis services are available through the 988 crisis line. A national crisis resource for the transgender community is the Trans Lifeline, at 1-877-565-8860.

# Kansas Education Enrichment Program (K.E.E.P)



## Governor Kelly Announces More Students Can Receive \$1,000 to Promote Learning Recovery

Governor Laura Kelly announced that she has expanded the qualifications for families to apply for Kansas Education Enrichment Program (KEEP).

This program provides qualifying parents and guardians with a one-time \$1,000 award per child to pay for educational goods and services such as tutoring and school supplies.

“This program enables Kansas students to access the resources and support they need to live up to their highest potential,” **Governor Kelly said.** “If you know of someone who may qualify for this funding, please encourage them to apply today as we continue to help our students thrive both in and out of the classroom.”

KEEP funds can be used on enrichment and educational activities including:

- The purchase of curriculum and educational materials, including school supplies and certain allowed technological devices
- Camps with academic-related curriculum such as music, arts, science, technology, agriculture, mathematics, and engineering
- Tutoring
- Language classes
- Musical instruments and lessons

Notably, the funds are not eligible for private school tuition.

KEEP is offered through a contract between [Merit International, Inc.](#) and the Kansas Office of Recovery, with the goal of providing educational activities and learning opportunities to students across Kansas to promote educational learning recovery in response to the impacts of the COVID-19 pandemic. The application can be found [here](#).

# Value-Added Benefits

## Helping people access their 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.

Here are a few of the Value added Benefits offered to our members:

- The Transportation Services benefits provides unlimited rides for members going to the pharmacy, Women, Infants, and Children (WIC) Office, and prenatal classes. Twelve (12) round trips per year for some services otherwise not covered. Mileage reimbursement may also be available for approved trips
- The Over the Counter Catalog benefits provides each household with the ability to order \$25 per month of certain over-the-counter (OTC) drugs and supplies from the Aetna Better Health catalog.
- The Healthy Rewards Incentive program provides members with gift cards up to \$35 when they complete wellness activities such as vaccines, yearly check-ups and screenings.



### Loneliness Help

Through Pyx Health, adult members can download a mobile application that helps them fight loneliness. Members can connect with compassionate humans for a friendly chat or help with resources.



### No Place Like Home Grant

No Place Like Home is a grant program that supports community-based organizations assisting members to access or maintain housing. Funds provide one-time emergency housing assistance to help keep members in their home or to establish a new home in the community.





## GETTING TO THE REAL ISSUE A Member Success

Aetna Better Health of Kansas (ABHKS) staff members understand that being able to ensure that members have what they need to be healthy is a 24-hour a day, 7 day a week job.

\*Lisa is an ABHKS KanCare member who is enrolled in the Medically Needy program that requires a spenddown to maintain her eligibility in the program. It was a Friday afternoon when Lisa went to the pharmacy to fill her prescription for the weekend. Unfortunately, the pharmacy could not fill her prescription due to the computer system showing that Lisa had not met her spenddown and was thus not able to get her medication and a pair of crutches.

Angie Heflin, Manager of Clinical Health Services with ABHKS, learned of Lisa's issue and Angie immediately assigned a case manager to help contact the member to intervene quickly. While the case manager was working to contact the member, Angie contacted the ABHKS Pharmacy team to assist. The Pharmacy team then reached out to the Enrollment team to ask for a

one-time override which would allow Lisa to get her prescriptions.

Once the Enrollment team was able to provide an override to the system for Lisa, they contacted Angie who in turn reached out to Lisa's pharmacy to verify that they could now fulfill Lisa's prescriptions. The ABHKS case manager then notified Lisa that the pharmacy was filling her prescriptions.

Later that evening, Lisa picked up her prescriptions and took her needed medications following her doctor's orders.

ABHKS staff did not stop there, they began the process of ensuring that the spenddown for Lisa was now reflecting accurately in the system to ensure that Lisa would not have the problem again.

\*Member names have been changed to protect confidentiality.

# Redeterminations

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<sup>®</sup>  
of Kansas



# 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](#)**.

## CONTACT US

<b>Department</b>	<b>Contact Information</b>
Member Services	<b>1-855-221-5656 (TTY:711)</b>
Pharmacy Line	
24 Hour Nurse Advice Line	
Provider Experience	
Transportation Line	<b>1-866-252-5634 (TTY: 711)</b>
Provider Email	<a href="mailto:ProviderExperience_KS@aetna.com">ProviderExperience_KS@aetna.com</a>

## GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

### **Chris Beurman**

*Director, Community Development*

[beurmanc@aetna.com](mailto:beurmanc@aetna.com)

(816) 398-1913

### **Natalie Stewart**

*Bilingual Community Development  
Coordinator for West Kansas*

[stewartn4@aetna.com](mailto:stewartn4@aetna.com)

(620) 617-5673

### **Dawn Cubbison**

*Community Development Coordinator  
for East Kansas*

[cubbisond@aetna.com](mailto:cubbisond@aetna.com)

(785) 241-9748