

Aetna Better Health of Kansas Provider Newsletter

Q1-2024



**Aetna Better Health®
of Kansas**



Quarterly Provider Newsletter

Aetna Better Health of Kansas, ABHKS, values our relationships with the provider community. In addition to the below resources, we are publishing a quarterly newsletter as another resource to support you. We welcome your feedback and appreciate your partnerships!

In this quarter's newsletter:

1. ABHKS Provider Relations Resources
2. Project ECHO - Lead Poisoning
3. Caregiver coaching from Careforth
4. Community Health Councils
5. Fraud, Waste, and Abuse
6. 2024 Value Added Benefits for ABHKS Members

**HAPPY NEW
YEAR!**

1st Quarter, 2024
Provider
Newsletter



PROVIDER RELATIONS RESOURCES

Provider Resources

- Access to webinars for Cultural Competency, EPSDT, New Provider Orientation, Provider Town Hall:
[Access to Webinar Registration](#)
- We invite our providers to join our Provider Advisory Committees:
[Access to information](#)
- Please continue to refer to the Weekly Alerts for recently published Provider Bulletins.

Provider Experience Representative Territory Map

- Link: [Hospital, Physician and Ancillary](#)
- Link: [Behavioral Health](#)
- Link: [Home and Community Based Support](#)
- Link: [Skilled Nursing Facilities](#)

Urgent Questions, please contact Provider Experience at

1-855-221-5656 or ProviderExperience_KS@aetna.com

PROJECT ECHO – LEAD POISONING, hosted by The University of Kansas Medical Center

The Lead Poisoning 2024 ECHO: Equipping Clinicians to Address Lead Exposure in Kansas Communities series is designed to provide primary care providers, pediatricians, community healthcare workers, and public health professionals with the knowledge and skills needed to effectively engage families and educate them about the critical risks associated with lead poisoning. This comprehensive program features training led by public health experts and clinical specialists, supplemented by engaging, case-based learning. By participating in this series, healthcare professionals will graduate with a thorough understanding of potential sources of lead exposure, its impact on the human body, how to identify individuals at risk of lead poisoning and when to screen and test them, best practices in communicating the importance of lead testing, and how to collaborate with colleagues in medicine and public and community health to prevent lead exposure and testing issues

Five Courses are available and continuing education credit will be offered to physicians, nurses, and social workers. No-cost, open to all, registration required.

Course 1: January 16th – Lead Exposure 101

Course 2: January 23rd – Statistics, Screenings, and Testing

Course 3: January 30th – Taking the Lead on Lead Toxicity and Management

Course 4: February 6th – Preventing and Mitigating Lead Exposure

Course 5: February 13th - Lead Poisoning Programs, Resources, & Guidance

REGISTER HERE: [Lead Poisoning 2024 ECHO \(kumc.edu\)](https://www.kumc.edu/lead-poisoning-2024-echo)

CAREGIVER COACHING FORM CAREFORTH: Empowering caregivers to improve health outcomes

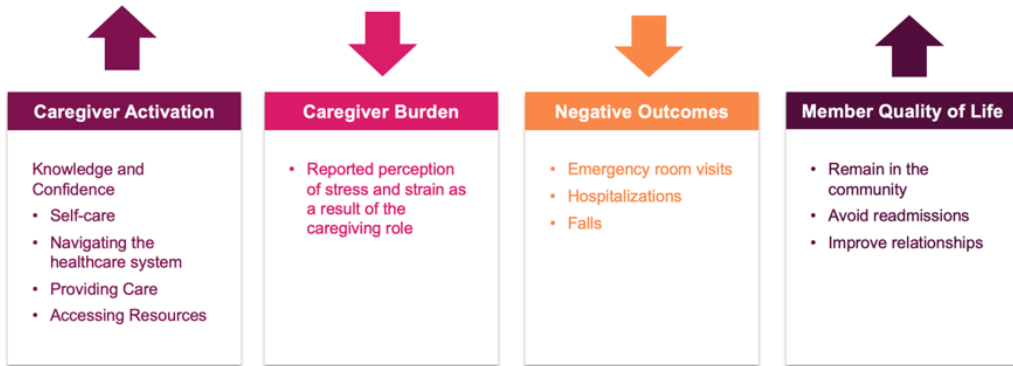
Who is Careforth?

Careforth is the nation’s leading caregiver support company, delivering robust and comprehensive support services to caregivers. A nationally accredited HCBS organization with 20+ years of experience, Careforth is expert at addressing the unique needs of informal caregivers providing care at home.

What is Caregiver Coaching?

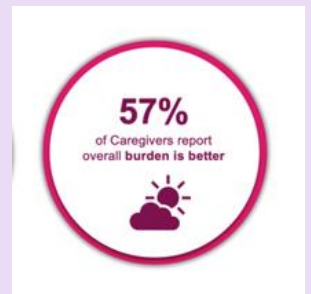
Caregiver Coaching is a no-cost, complete program to ease the burdens associated with caregiving. Through a secure application, Careforth connects the caregivers of Aetna Better Health® of Kansas members to a dedicated coach who works on a customized plan. Caregivers have 24/7 access to resources and tools.

What are the Caregiver Coaching program goals?

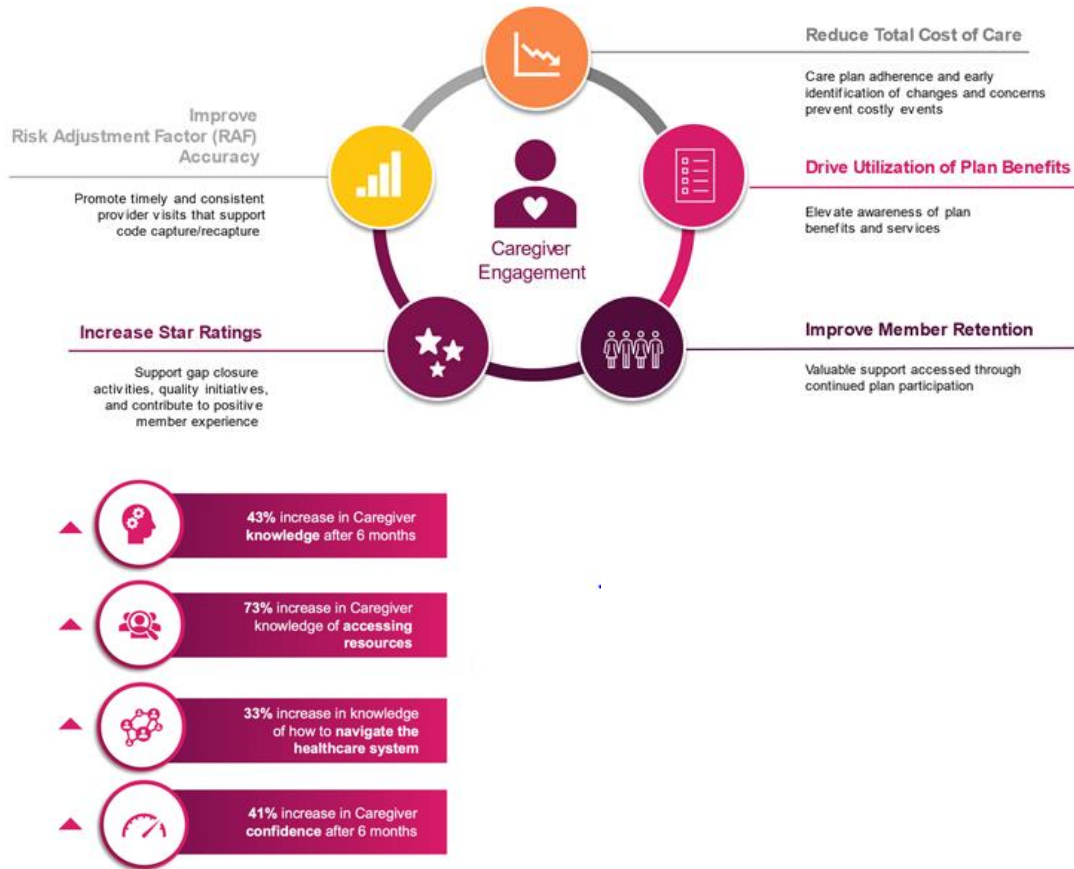


Who is eligible for Caregiver Coaching?

Caregiver Coaching powered by Careforth is offered to caregivers of Aetna Better Health® of Kansas Medicaid members.



Impacts of Caregiver Coaching



How do I learn more about the program?

To learn more about the program visit www.careforth.com/aetna. This URL can be shared with members also.

How do I refer a member?

Staff and providers, please complete this [form](#) to start a referral.

If members would prefer to self-enroll, please use visit www.careforth.com/aetna or call 866-797-2341.

COMMUNITY HEALTH COUNCILS

Aetna Better Health of Kansas has a team working on identifying and **closing gaps with social determinants of health**. We meet with community-based organizations, providers, and others involved in Kansas communities to discuss the pressing needs.

One way of working with communities are local Community Health Councils, facilitated by an Aetna Better Health partner, to help foster collaboration, identify focus areas and implement data-driven solutions to improve the overall well-being of Kansans.

The primary goal of the Community Health Councils is to create healthier individuals and communities by bridging gaps in public health program planning and evaluation. The local councils serve as a platform for stakeholders to engage in a collaborative setting. Under the guidance of Aetna Better Health partners, council members work to pinpoint focus areas and implement solutions that yield measurable results. They are also driven by data, ensuring that solutions are precisely tailored to the unique needs of each Kansas community.

Aetna Better Health of Kansas is committed to fostering a healthier and more equitable Kansas, one community at a time. By collaborating with community members, organizations and systems, they strive to create a positive, lasting impact on the health and wellbeing of all Kansans.

Interested in learning more?

For more information about Aetna Better Health of Kansas and their social impact initiatives please reach out to Jaclyn Miller at MillerJ6@aetna.com

FRAUD, WASTE, AND ABUSE

Fraud: An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law. (CFR 455.2 definitions)

Waste: Practices that, directly or indirectly, result in unnecessary costs to federally funded programs, such as overusing services. Waste is generally not considered to be caused by criminally negligent actions but rather by the misuse of resources (definition from OIG HHS website)

Abuse: Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid program. (CFR 455.2 definitions)

How ABHKS monitors for Fraud, Waste, and Abuse

ABHKS's Special Investigations Unit frequently monitors for double billing, phantom billing, false credentials, unnecessary tests, kickbacks, unbundling and upcoding (among other schemes) ABHKS partners with The Kansas Attorney General's Office/Medicaid Fraud and Abuse Division, Kansas Office of Inspector General and local law enforcement to investigate and assist with the prosecution of health care provider fraud.

How to report suspected Fraud, waste, or abuse

Members and providers both commit fraud, waste and abuse. You may report suspected fraud, waste or abuse by calling Aetna's hotline at **1-866-275-7704** or online: <https://www.aetnabetterhealth.com/kansas/medicaid-fraud-abuse-form.html>

Interested in learning more? ABHKS provides outreach and education to community groups on common fraud, waste and abuse schemes in Kansas. To request a presentation contact Lauren Wolf at wolf@etna.com.

2024 VALUE ADDED-BENEFITS

Value Added Benefit	Description
Over the Counter Supply Catalog	\$25 per household, per month of certain over the counter (OTC) drugs and supplies from an ABH catalog.
Adult Dental	Members 21 yrs. and older receive \$500 per year for things like dental exams/cleanings twice each year, annual bitewing X-rays, fillings and extractions and fluoride treatments.
Android Smartphone	Free Android Smartphone with 350 free minutes per month, 1 gigabyte of data per month and unlimited text messaging for members 18 yrs. and older.
MyActiveHealth	Access to MyActiveHealth for self-management health tools, personal health records, health assessments and lifestyle coaching.
Promise Pregnancy Program	Includes a redeemable reward of \$75 for a first pre-natal visit within the first trimester, within 42 days of plan enrollment and with notification of pregnancy to the Health Plan. \$10 gift card for dental visit. Earn up to an added \$75 in rewards for going to pre and postnatal appointments.
Additional Transportation Services	Free rides for members going to the pharmacy, WIC eligibility appointments and prenatal classes. Twelve (12) round trips per year for members going to job interviews, job training, shopping for work type clothing, food bank or grocery store for food, senior services and getting community health services otherwise not covered

Hospital Companion Program	Members on the FE, PD, BI and I/DD waivers can receive up to 16 hours of hospital companionship per year provided by their personal care service worker while the member is in the hospital.
Pest Control	Members on the PD, FE, IDD, TA, or Brain Injury BI waiver, who own their own home, can get up to \$250 per calendar year towards pest control services.
After School Engagement	Members ages 5 to 18 can get up to \$50 per year for activities at participating YMCA, Boys and Girls Clubs, Boy Scouts or Girl Scouts.
Podiatry Visits	Members, ages 21 years and older, who have diabetes will receive 2 podiatry visits each year.
Respite Care	Up to 120 hours of respite care per year for members on a waiver waiting list for Home and Community -Based Services.
Respite Care Background Checks	Members on the LTSS waiver waiting list eligible for respite care, are provided one background check per year for a personal care services worker.
Asthma Air Purifier	Members age 0-18 with an asthma diagnosis and adult members with moderate to severe Asthma and currently on the following medications: Cinqair, Dupixent, Xolair, Fasentra, Nucala; will be offered an asthma purifier based on pharmacy utilization. The benefit is to help lower the chance of an asthmatic attack (one-time benefit).
Weight Management	Provide membership to a 12-week class from the University of Kansas Weight Management program on healthy eating and exercise.
No Place Like Home Grant	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.

Ted E. Bear MD Kids Club	For members from newborn to age 12. Member incentives include Activity Book and up to \$25 gift cards (up to \$75 annually) for meeting identified goals.
Healthy Rewards Program	The Healthy Rewards Incentive program where members can receive up to \$35 gift cards when they complete wellness activities.
iFoster	Through iFoster we will provide a tablet to youth ages 13 to 17 and a notebook computer for ages 18 to 24 along with digital literacy training and access to a large number of supportive online resources for supporting existing youths in foster care.
Foster Youth Transition	Foster youth in transition from one location to another will receive a duffle bag filled with personal hygiene items, supplies and a blanket to assist with their transition another location. This is a one-time per calendar year benefit.
Healthy Food Gift Card	Healthy food gift card for members with diabetes or congestive heart failure. Members can receive \$30 a month for three months on a reloadable gift card restricted to healthy food. The member must be involved with a Care Manager who will provide them with the gift card in order for them to buy healthy food at their local grocery store. The Care Manager can assist them with signing up for SNAP benefits.
Loneliness Help	Through Pyx Health, members can download an application that helps them fight loneliness. Members can connect with compassionate humans for a friendly chat or help with resources.
Campus Ed	Members ages 16 and up, can get their GED and learn new job skills at no cost.