

Aetna Better Health of Kansas Community E-Newsletter

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January 2024



Aetna Better Health[®]
of Kansas

National Poverty Awareness Month



The month of January is recognized as National Poverty Awareness Month across the nation. Aetna Better Health of Kansas (ABHKS) is committed to providing resources for both Community Based Organizations and our members in order for those dealing with poverty to overcome barriers and disparities.

For example, the No Place Like Home (NPLH) grant helps members who are homeless or at-risk of homelessness enter or maintain housing with one-time emergency assistance. The NPLH grant provides funds to Community Based Organizations and service providers who are making purchases on an Aetna member's behalf. A Community Based Organization does not need to be a KanCare provider to access grant funds. The NPLH grant may provide assistance with security deposit, first month rent or other expenses necessary to secure safe and sustainable housing.

If the member is experiencing homelessness and/or a Community Based Organization is aware that a member is possibly experiencing housing instability, it is important to advise ABHKS as soon as possible to assist. NPLH request budgets must be approved in advance to ensure timely processing and funding. Funding can be used to reimburse organizations for items like deposits, first month's rent and furnishings. It cannot provide ongoing rental assistance. ABHKS is consistently working with members, providers and Community Based Organizations in providing resources and tools to members to overcome social determinant challenges that they may face.

For more information contact Simon Messmer, Housing Supports & Services Administrator, MessmerJ@aetna.com.

Cervical Cancer Awareness Month



Aetna Better Health of Kansas (ABHKS) works to educate members about the importance of receiving an annual cervical cancer screening. ABHKS care management team will work with our members and their providers to make a care plan that is right for the member, especially when dealing with or preventing cervical cancer.

ABHKS also provides the Healthy Rewards incentive program in which members can receive a \$25 gift card for completing a yearly cervical cancer screening. As a health plan we are committed to working with members, providers and Community Based Organizations in providing tools to assist the member with achieving their health goals.

If the member should be prescribed medication from their provider, ABHKS does provide Medication Therapy Management (MTM). The MTM program is a conversation with a pharmacist to review the medications the member is currently taking and the member's health challenges. The pharmacists will talk with the member by phone or in person. The MTM team can answer any questions the member may have about taking their medications, like risks or side effects of their medicine.

New Value-Added Benefits in 2024

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.



Foster Youth Transition

The foster youth benefit will foster a youth in transition from one location to another. The youth will receive a duffle bag filled with personal hygiene items, supplies and a blanket to assist with their transition to another location. This is a one-time per calendar year benefit.



iFoster

Through the iFoster benefit, ABHKS will provide a tablet to a youth ages 13 to 17. Youth ages 18 to 24 can also get a notebook computer for along with digital literacy training and access to a large number of supportive online resources for supporting existing youths in foster care.

Healthy Food Gift Card

The Healthy food gift card benefit provides members with diabetes or congestive heart failure a reloadable gift card. 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.

Here are a few of the Value-Added Benefits that will continue into 2024:

- Free rides for members going to the pharmacy, WIC eligibility appointments and pre-natal 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.
- The Promise Pregnancy Program includes a redeemable reward of \$75 for a first pre-natal visit within the first trimester or within 42 days of plan enrollment. Members can earn a \$75 gift card by completing a postpartum visit within 84 days of delivery. Members can also earn a \$10 gift card for dental check-up during your pregnancy.
- The Weight Management Program provides membership to a 12-week class from the University of Kansas Weight Management program on healthy eating, exercise and behavior change.

National Birth Defect Awareness Month



To assist with the prevention of birth defects, Aetna Better Health of Kansas (ABHKS) is committed to working with members, providers, and Community-Based Organizations to raise awareness and to highlight efforts to improve the health of members during pregnancy.

Pregnant members may need special care. We encourage our members to contact member services at 1-855-221-5656 (TTY: 711). to help them choose a Primary Care Provider (PCP) or OB/GYN for prenatal care. ABHKS can assist members in getting into special programs for pregnant members, such as childbirth classes, or help getting healthy food through the Women Infants and Children (WIC) program. Members also have access to Baby Talk as a resource to assist pregnant members. Baby Talk is a no-cost program for prenatal education. It includes six 2-hour classes. Labor and delivery nurses, as well as other health care professionals, teach these classes. You can attend virtually or in person, based on where the member lives.

ABHKS has the Promise Pregnancy Program which incentivizes our members to schedule their prenatal and postpartum visits. The Promise Pregnancy Program provides members with a redeemable reward of \$75 for a first pre-natal visit within the first trimester or within 42 days of plan enrollment. Members can also earn a \$75 gift card by completing a postpartum visit within 84 days of delivery.

Pregnant members are encouraged to schedule and keep all prenatal appointments during their pregnancy journey. If the member should face challenges in getting to appointments, ABHKS provides transportation services. Members can receive unlimited rides for members going to the pharmacy, WIC eligibility appointments and prenatal classes.

Postpartum Coverage



Written by : Maelle Leroy, Communication Analyst

Aetna Better Health of Kansas (ABHKS) is committed to supporting pregnant members through their pregnancy from postpartum coverage to any emotional support needs the member may have. ABHKS members have access to checkups to help them recover from childbirth, breastfeeding support and behavioral health support. With KanCare benefits, members can receive unlimited screenings for postpartum depression. Members do not need to do anything to receive this extended coverage.

ABHKS is committed to assisting any member who may be experiencing postpartum depression. We encourage our members to be educated about postpartum depression through their provider. It is common for new parents to feel tired or sadness after having a baby; however, our care management team can assist the member who may be showing signs of postpartum depression. The care manager can help the member contact their provider to get any needed treatment.



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

GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

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