

September 2021

### OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is partnering with Pyx Health® to combat feelings of isolation (both mental and physical) in our Medicaid members.

Pyx Health is an innovative platform focused on helping Medicaid members who are experiencing loneliness and/or social isolation. The Pyx Health platform can help improve health outcomes for these members by offering a 24/7 solution involving a human component to provide timely companionship. Members receive:

- **Access to Pyxir, a 24-hour-a-day, 7-days-a-week technology platform available via smart phone, computer, or tablet.** Pyxir provides members with self-management and support any time of day or night.
- **Direct access to a Pyx Health ANDY, a human Pyx Health Compassionate Support Center staff member, who is trained to support members one-on-one when they screen as lonely, depressed, anxious, or indicate any social determinant of health needs.** Pyx Health ANDYs work directly with members to assist them in connecting to community-based resources, to their providers, or to their health plan to overcome health and lifestyle obstacles affecting their health.

The Pyx Health platform focuses on ABHLA members during transitions of care including those who:

- are leaving an inpatient hospital.
- have been discharged from an emergency department.
- have experienced a crisis event.
- are new to ABHLA.
- have been recently diagnosed with a healthcare condition.

Pyx Health provides ABHLA with member-reported data in the moment, helping us to better understand loneliness and isolation among our Medicaid member population.

As providers, we need your help in educating our members about these valuable Pyx Health resources. In the coming weeks, ABHLA will hold a virtual learning session for all providers where we will discuss Pyx Health, its platform, and how to help members sign up. We will notify providers of the date when the session is scheduled.

### Questions and Support:

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.