



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



## Member FAQ

### **Aetna Better Health of Kansas KanCare Protest Status – 10/9/24**

The following FAQ relates to our Medicaid Health Plan in Kansas since learning that the State did not select Aetna Better Health as one of the winning bidders for the next KanCare contract.

**Q Is it true that Aetna Better Health of Kansas is leaving Kansas?**

A Yes. However, Aetna Better Health of Kansas is committed to providing access to quality for you through December 31, 2024. The Kansas Department of Health and Environment (KDHE) will notify you when it is time for you to select a new plan. You will not lose your health coverage based on this change; you will just need to choose a new plan that will go into effect on January 1, 2025. KDHE is committed to helping you find a plan that will allow you to keep your current health care provider.

**Q Will Aetna Better Health members have to change health plans?**

A Yes. The Kansas Department of Health and Environment (KDHE) has mailed out notifications to select a new plan. You will not lose your health coverage based on this change; you will just need to choose a new plan that will go into effect on January 1, 2025. KDHE is committed to helping you find a plan that will allow you to keep your current health care provider. Please reach out to the Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777).

**Q Do I have to change doctors or other providers?**

A The Kansas Department of Health and Environment and Aetna Better Health of Kansas are committed to making sure you have continuity of care with your current doctor or other provider. When it is time for you to choose a new plan, you will be able to look at all Medicaid plan options and their provider networks and choose the one that is best for you.

**Q What happens to my health coverage after December 31, 2024?**

A As long as you remain eligible, you will continue to be covered by a KanCare health plan.

**Q Will I get a new member ID card?**

A When you choose a new health plan, the health plan you select will send you a new member ID card.

**Q What will happen with my value-added benefits?**

A Any value-added benefit provided thru Aetna Better Health of Kansas will end on 12/31/24. You may look at other MCOs to see what value adds they will offer in 2025.

**Q What if I met the requirements for a ABHKS gift card?**

A If you met the requirements for a gift card prior to 1/1/25, it will be mailed to you.

**Q Will I receive my mileage reimbursement for covered transportation?**

A If you submit a mileage reimbursement that follows the policy and is for dates of service prior to 1/1/25, ABHKS will reimburse you accordingly.

**Q What will happen if I have submitted an appeal or a grievance?**

A ABHKS will continue to process appeals and grievances after 12/31/24 for dates of service in 2024.