

Aetna Better Health of Kansas

Community E-Newsletter

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April 2023



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 Wealth 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®
of Kansas

Bringing Baby Talk to all of Kansas



Aetna Better Health of Kansas is excited to announce a community investment of \$150,000 to the Department of Pediatrics at the University of Kansas School of Medicine-Wichita to bring their pregnancy and newborn education curriculum, “Baby Talk” to all ABHKS members throughout the State of Kansas beginning in 2023.

Baby Talk was developed in Sedgwick County using the March of Dimes “Becoming a Mom” and locally developed curriculum to assist with eradicating preventable infant death in Kansas and improve birth outcomes. The program began with an initial aid-to-local grant funded by the Kansas Department of Health and Environment in July 2015.

Baby Talk consists of six, 2-hour classes covering everything from how to have a healthy pregnancy to infant care to postpartum changes and concerns. Classes are available in both English and Spanish and most are taught by labor and delivery nurses or others with maternal and infant expertise. Women who complete all six classes, plus the pre- and post-assessments receive an infant safety item of their choice, such as an infant carrier car seat, portable crib, or breastfeeding kit. Baby Talk also works to collect birth outcomes data through a phone or online survey around six weeks postpartum.

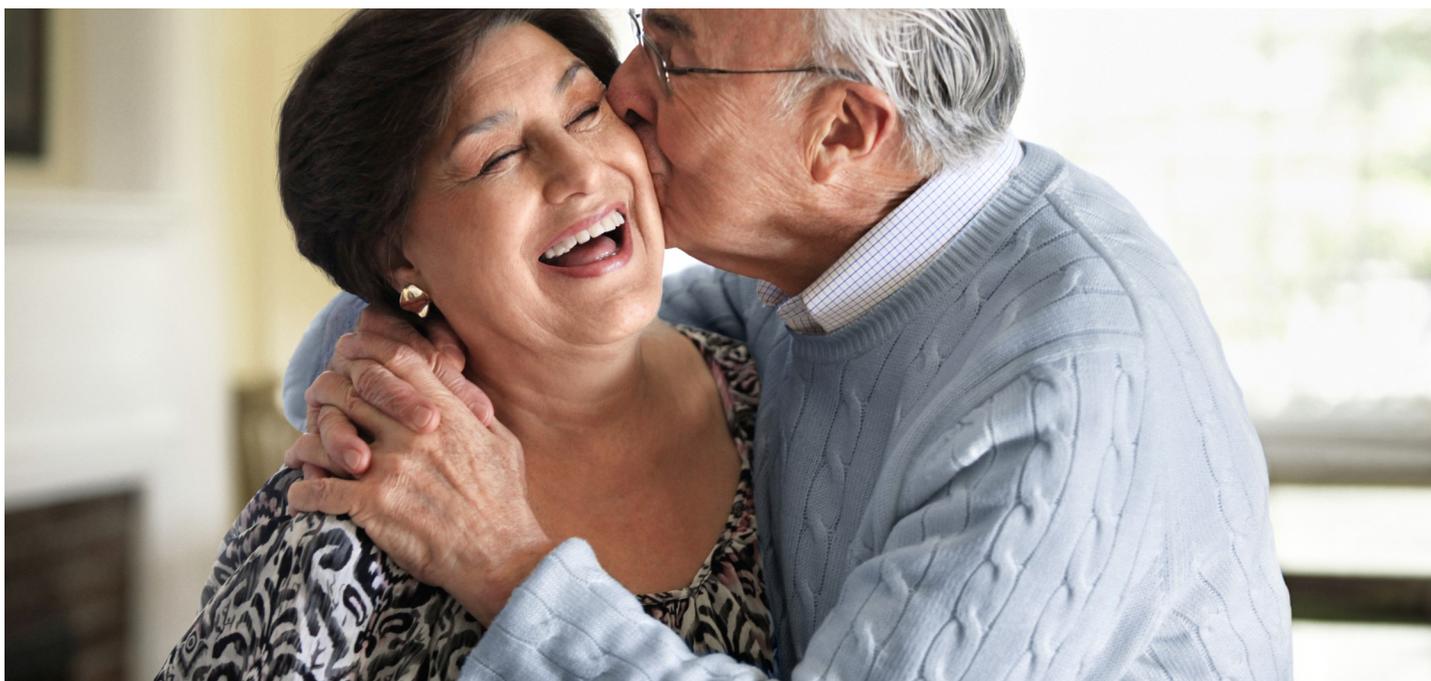
Baby Talk is open to anyone who is pregnant and under 32 weeks of gestation. However, the program has tried to be strategic in partnerships and outreach to make sure to prioritize women who may not otherwise be able to access prenatal education. Participants have shown significant increases in knowledge, intentions, and behaviors between pre- and post-assessment.

After implementing Baby Talk into Sedgwick County, Birth outcomes show Baby Talk participants are more likely:

- To have a full-term pregnancy (39+ weeks) compared to county births.
- Initiate breastfeeding compared to matched county births.

For more information on Baby Talk and how you can refer individuals to participate in the program, visit their website at BabyTalkICT.com.

Medicaid Awareness Month



Every month Aetna Better Health of Kansas (ABHKS) works to communicate effectively with our members on that particular health awareness highlight for that month. April is Medicaid Awareness Month and ABHKS is committed to providing resources and information around the Medicaid benefits available to each member. Medicaid is the Kansas Medical Assistance Program operated by the State under Title XIX of the Social Security Act. ABHKS manages the plan so that members are able to receive covered services and appropriate medical care. ABHKS also provides Chronic Condition (Disease) Management, Dental Services and Vision Services. ABHKS covers specialized behavioral health services, Value-Added Benefits, Allergy testing, family planning basic services, emergency room care, hearing exams and pain management services are few of the additional services covered.

Medicaid also covers the treatment of chronic diseases, such as diabetes, heart disease, and asthma. Medicaid will also cover prenatal care, childbirth, and postpartum care for women, as well as healthcare services for children, such as well-child visits, vaccinations, and dental care. Medicaid's coverage of these services has shown to improve birth outcomes, reduce health disparities and access to proper health care. Medicaid's coverage of long-term care services for members with disabilities helps members maintain their independence and improve their quality of life. The month of April is Medicaid Awareness Month and ABHKS would like to encourage Community Based Organizations to communicate to members the Medicaid benefits available to all members on their health journey.

OneCare Kansas Program

Written By : Ruby M. Johnson, Manager, Business Consulting , OneCare Kansas Lead

OneCare Kansas (OCK) is the statewide health homes program created by the Kansas Department of Health and Environment (KDHE) and operated through all three KanCare managed care organizations. The program targets people in two different categories through amendments to the State Medicaid Plan, or State Plan Amendment (SPA)s. The serious mental illness SPA allows participation by people with diagnoses of schizophrenia, major depression, or bipolar disorder. The asthma SPA requires a diagnosis of asthma plus risk factors for at least one other chronic health condition ranging from diabetes to heart disease to exposure to second hand smoke. OneCare Kansas uses a network of community providers, reimbursed at a monthly rate to coordinate integrated care across silos for our members.

Participation in OneCare Kansas is driven by member choice. An eligible person or their legal guardian can opt in or out of the program at any time. Referrals are sent to Aetna through our dedicated OCK email address ABHK-SOneCare@aetna.com, or by fax at (959) 282 -8852. Eligibility is driven by diagnosis, so do not hesitate to reach out if a person you serve may be eligible and interested in the enhanced care coordination provided through OCK. Current versions of all OneCare Kansas forms are available at the web address at the end of this article.

There is a wide range of provider types eligible to participate in OneCare Kansas. The state OCK program manual lists all of the following:

- Center for Independent Living
- Community Developmental Disability Organization
- Community Mental Health Center
- Clubhouses providing community mental health services
- Community Service Provider – for people with intellectual / developmental disabilities (I/DD)
- Federally Qualified Health Center/Primary Care Safety Net Clinic
- Home Health Agency, Hospital – based Physician Group
- Local Health Department
- Physician – based Clinic
- Physician or Physician Practice,
- Rural Health Clinics
- Substance Use Disorder Provider

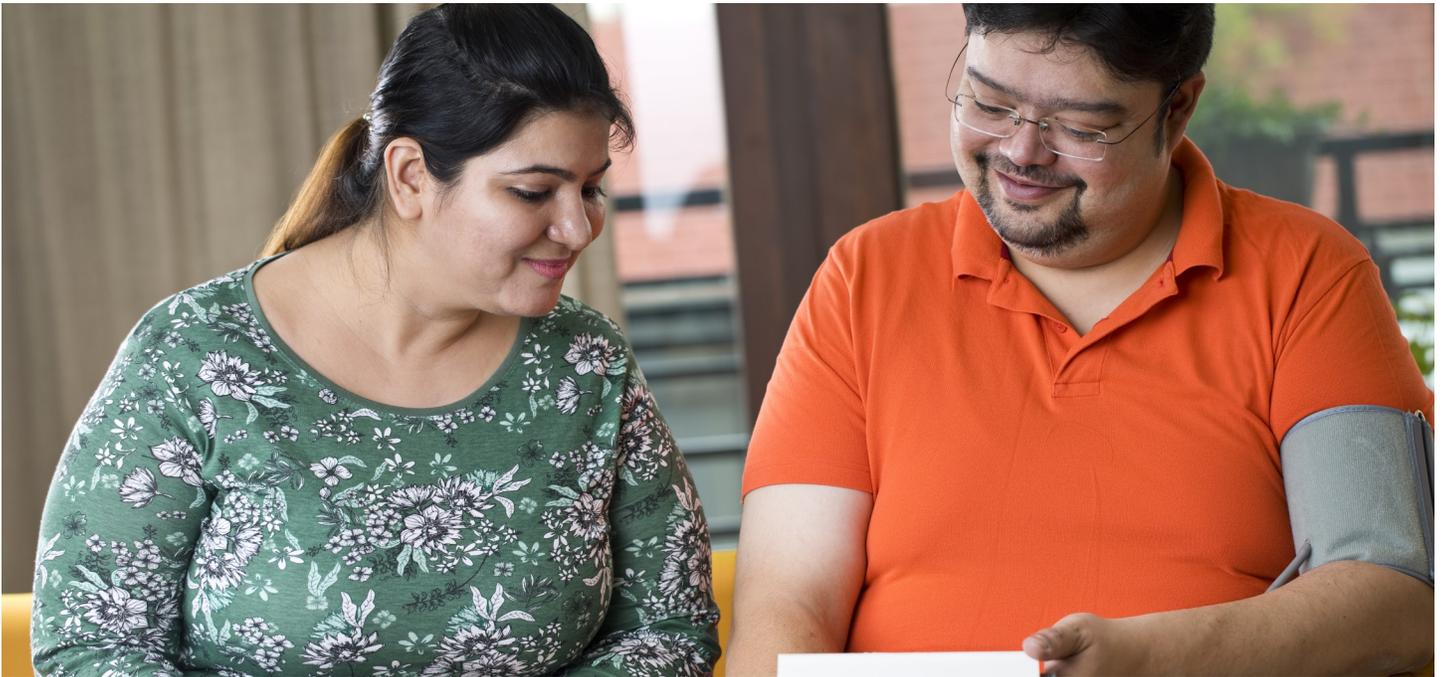
Please contact Ruby Johnson at JohnsonR@aetna.com or your Aetna provider relations representative if you are interested in joining the OCK provider network and taking advantage of the creative and flexible services available for provision through this innovative program. Provider applications are at the link below, and we have provided a link to the state OCK program manual as well for more detail on program operations.

[OneCare Kansas \(OCK\) Program Manual \(ks.gov\)](#)

[one care-kansas-provider-application---updated-3-25-20192.66e2d54f5e56149804cff0000ec1706.pdf \(ks.gov\)](#)

Members and providers connected to OneCare Kansas have reported success in finding new solutions to long standing problems such as coordination of care for pregnant members with existing substance use conditions, or connection of people within the mental health system to the broader array of healthcare services available within the community. OCK is designed to support the efforts our providers make to leverage these resources and create new connections across our continuum of care for people with complex health needs. Aetna is proud of our commitment to this program from day one, and we are deeply grateful for the ongoing and innovative efforts of the dedicated professionals across the OneCare Kansas network.

National Minority Health Awareness Month



During the month of April, Aetna Better Health of Kansas (ABHKS) observes National Minority Health Month to highlight the importance of improving the health of racial and ethnic minority and American Indian/Alaska Native (AI/AN) communities and reducing health disparities. We understand that when members are provided culturally and linguistically competent healthcare services, information and resources, they are empowered to create healthier outcomes for themselves and their communities. To that end, ABHKS has an established Health Equity Committee to oversee, monitor, and lead improvement in areas of disparity. Our current activities include, culturally competent food boxes for distribution in Wyandotte County, live call outreach to parents/guardians of children identified as African American or Unknown, race/ethnicity to assist with coordination of care for well-child visits and immunizations, intervention updates to our Maternal Health program including virtual doula support.

ABHKS provides many resources to assist with barriers to care and well-being such as care management and member services staff who can assist with coordination of care, understanding covered services, assist in finding a provider in the member's area, assistance scheduling transportation services, etc. The plan also provides value added benefits to assist with needs such as \$25 for over the counter items from CVS mail catalog, additional transportation services, home delivered meals after a hospital stay and grant money for housing are a few of the benefits that is available to members.

Charting the Life Course framework

The number one focus for Aetna Better Health of Kansas (ABHKS) is to help our members live their best life. Helping us to achieve that focus is the Charting the Life Course Framework developed by the University of Missouri-Kansas City's (UMKC) Institute for Human Development. What is the Charting the Life Course Framework?

The Framework was created to help individuals and families of all abilities and all ages to:

- Develop a vision for a good life.
- Think about what they need to know and do.
- Identify how to find or develop supports.
- Discover what it takes to live the lives they want to live.

The key Principles of the Charting Life Course Framework are:

- Focusing on all people – all people are considered in the vision for the individual.
- Recognizing the person within the context of their family – supporting the individual and the family.
- Trajectory of life experiences across the lifespan – either focusing on specific life stages or future life stages to influence their trajectory.
- Achieving life outcomes – plan for the present and the future.
- Holistic focus across life domains – helping with the different aspects and experiences of life as the individual ages and grows.
- Supporting the three buckets of need – supporting individuals with discovery and navigation, connecting and networking and goods and services to help with tangible items to support them.
- Integrated services and supports across the Life Course – looking at community supports and how to help the individual.
- Transformational policy and systems change – assisting with needed policy changes.

Since 2018, ABHKS has been supporting the Charting the Life Course Framework with community investments to facilitate implementation and ensure sustainability in the State of Kansas as well as implementing the program within the Aetna Care Management team when working with our members. The following ways ABHKS is working to make it work for Kansas:

- Utilization by Aetna Care Management team working with ABHKS members.
- Bringing the program to the State by providing skill building, talent development, and improved collaboration among community partners and families.
- Providing a series of in-person and virtual workshops to raise awareness and introduce the concepts and tools of the Framework at no cost to interested parties.
- Assisting with opportunities for in-depth skill development to allow organizations to enhance their ability to utilize the Framework and tools.
- Enhancement of the support network across Kansas, including offering badge programs in stakeholder events, professional community of practice groups, and family support groups.
- Collaborated efforts among our staff, state partners, provider, community-based organizations, advocates, and individuals and families.
- Cross-agency partnerships around the facilitation of workshops, communities of practice, and family and caregiver support.
- Allowing a common language and process for development of person-centered plans
- Better alignment of goals among providers and other community supports

For more information about Charting the Life Course Framework, please contact Shanti Ramcharan, Senior Clinical Strategist with the Aetna Better Health of Kansas Care Advocate Team at ramcharans@aetna.com.

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 Home Delivered Meals value-added benefit provides meals to members 21 and older with a medical need who have been discharged from an inpatient stay after 7 days in the hospital; Members are able to receive up to 2 meals per day for up to 7 days.
- 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.
- The Campus Ed Value-Added benefit provides Members ages 16 and up new job skills at no cost . Members who want to complete their GED will have access to exclusive resources and support. Campus Ed also provides career services support and resume assistance.



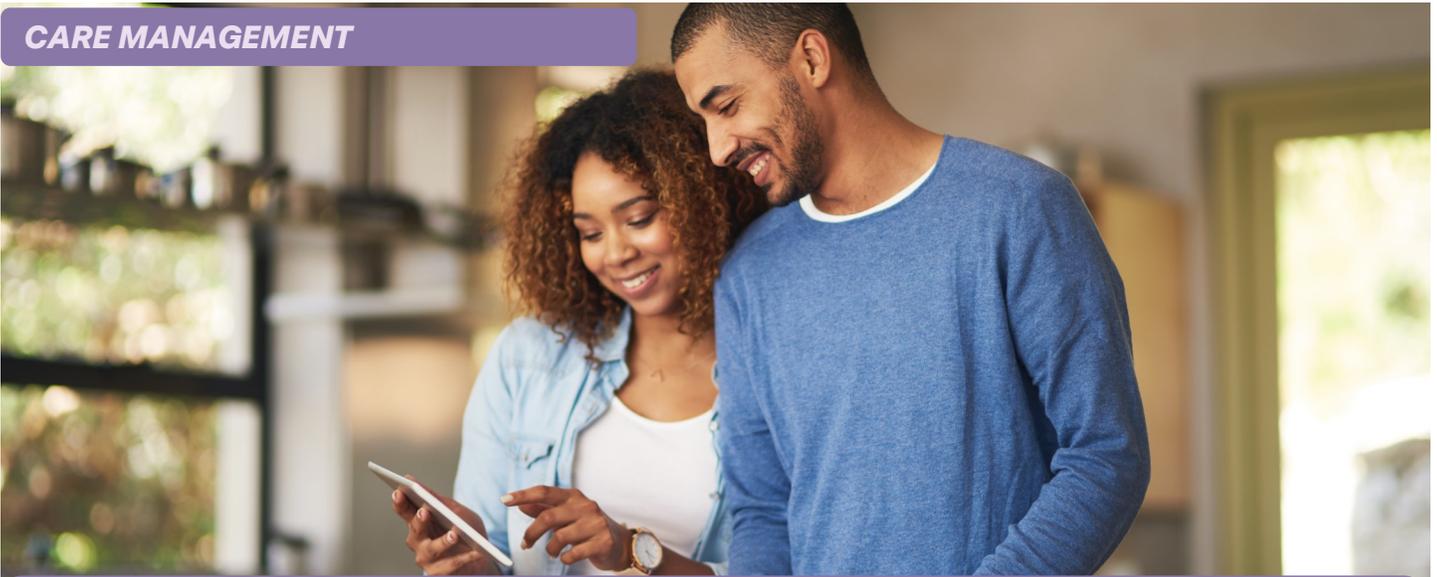
No Place Like Home Grant

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.



More Transportation Services

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.



GETTING TO THE REAL ISSUE A Member Success

John* is a 69-year-old man who was diagnosed with Dementia. Prior to Aetna Better Health of Kansas involvement with him, he was popular in the community as a “silver alert.” He would appear on the news as well as the local police department social media pages as a missing person a few times a month.

When John became eligible for the Frail and Elderly waiver, Tonya Bargas from the Aetna Better Health of Kansas team immediately contacted John and his family to discuss a plan that would help. During the visit, the family said that John’s wandering around was because he felt like he needed to be doing something. He would constantly say he is “going to work.” According to the family, John had always been independent, and they worried that he was a risk to himself based on his age and diagnosis.

Tonya explained to John and his family the services and resources available to help stay independent. He was set up with the most current GPS-based Personal Alert System so

that his family can contact his provider and request John’s location if he wanders and they are not able to find him. In addition to personal care services and the personal alert system, he got involved with an Adult Day program. This gives him the sense of “going to work” every day. It is important for John to continue to feel independent and to continue to coordinate services based on his needs and to enhance his quality of life. According to a provider at the Adult Day services, John is happy with his day setting at their Center.

Since John has been receiving home and community-based services, he is doing great and his family’s feels comfortable knowing where he is when they are not around since they can locate him if he wanders. So far, the “silver alerts” have also disappeared.

*Names have been changed to protect the privacy of Aetna Better Health of Kansas members.



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

Department

Contact Information

Member Services

1-855-221-5656 (TTY:711)

Pharmacy Line

24 Hour Nurse Advice Line

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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