

# Aetna Better Health of Kansas Community E-Newsletter

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**March 2024**



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

# National Development Disabilities Month



Although March is National Developmental Disabilities month, we at Aetna Better Health of Kansas (ABHKS) have a complete Member focus every day of the year. We do this through an integrated approach to care planning which produces strong Member engagement. As a matter of fact, according to a 2022 Member Satisfaction Survey, 93.7% of Members in the Long Term Services and Support program believe that the things most important to them are included within their person-centered services plan. One of the ways we emphasize this is through our utilization of the Charting the LifeCourse framework. This framework specifically offers tools and guidance for individuals and families, especially those with disabilities, to develop a vision for a fulfilling life, identifying the necessary steps, support, and resources needed to actualize that vision. We at ABHKS work to do all that we can to ensure that all of our Members, especially those with developmental disabilities, can live their best lives.

The Members in Kansas with developmental disabilities are mostly covered by the Intellectual and Developmental Disabilities (IDD) waiver and are assisted by the excellent work of our Long Term Support Services (LTSS) Service Coordinators. These IDD Members can receive services at home or other community-based settings, through an Intermediate Care Facility or in various other service locations. Each Member has a written care plan which provides them with various benefits such as: respite care, supported employment services, medical alert rental, specialized nursing services, residential supports, assistive services and more.

# National Brain Traumatic Injury Awareness Month



As a Managed Care Organization, Aetna Better Health of Kansas (ABHKS) provides services to KanCare Members currently on the Brain Injury (BI) Waiver. As with all Members, we work to serve each individual with a care plan to help them live their best life. We not only focus on our individual members, but also participate in State Partnerships to ensure better care for all Kansans with brain injuries by participating with state agencies and providers on a quarterly meeting to collaborate on serving these members. ABHKS also works with an organization in Kansas that provides support to individuals with brain injury, on a project to invest in the caregiving workforce and enhancing the quality and accessibility of care for individuals with a brain injury.

ABHKS is committed to serving all members with a brain injury diagnosis. The Members are assisted by the excellent work of our Long Term Support Services(LTSS) Coordinators. Members on the brain injury waiver may qualify for cognitive therapy, physical therapy, speech language therapy, behavior therapy, transitional living skills, home delivered meals, financial management services and more. ABHKS also offers the Charting the LifeCourse framework to assist with serving the needs of these members.

# Social Workers Month



March is National Social Workers month and Aetna Better Health of Kansas (ABHKS) is honoring all our dedicated social workers that support our members. ABHKS has many licensed Social Workers staff working in various capacities to help us serve our members on a daily basis. Social Workers not only provide support and services to our ABHKS members but they also serve in hospitals, social service agencies, schools, community-based organizations, state, and local governments.

Nationally, the theme for Social Workers month in March is “Empowering Social Workers”. As we honor those who help our members, we believe that the Social Workers who serve our members are empowered to help them live their best life. Social Workers that are part of the Aetna Better Health of Kansas plan assist with overcoming poverty, discrimination, abuse, addiction, physical illness, divorce, loss, unemployment, educational problems, disability, and mental illness. Aetna Social Workers work with members to assess their needs and seek resources to assist the members with those needs. Aetna Better Health of Kansas Social Workers assist the members with many different needs such as assisting the member in finding the resources they need after leaving the hospital, advocating for the member, case management and finding long term support services if needed. Social Worker provides support to the members based on the needs of the member. The Social Worker can advocate for the member, refer the member to agencies or community based organizations based on their specific needs, or facilities that can meet the members long term support services and needs.

# 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.



## Respite Care

Up to 120 hours of respite care per year for members on a waiver waiting list for Home and Community -Based Services. (This must be approved by the member's case manager).



## 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.

### Here are a few of the Value-Added Benefits that are offered in 2024:

- Members on the Intellectual/Developmental Disability (I/DD), Physical Disability (PD), Frail and Elderly (FE), Brain Injury (BI), Technology Assisted (TA) waiver or waiver waiting list who own their own home, can get up to \$250 per calendar year towards pest control services.
- ABHKS offers The Additional Transportation benefit, which offers 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.
- For members on the LTSS waiver waiting list eligible for respite care, will be provided one background check per year for a personal care services worker.



## **GETTING TO THE REAL ISSUE** A Member Success

\*Amber was a long-time smoker who progressively developed Chronic Obstructive Pulmonary Disease (COPD). Amber's COPD diagnosis required her to need the use of oxygen inside the home. At the time Amber was a single female with limited family support, and the limited support she did have, was provided by her daughter that lives in the area.

Amber owned a home that was spacious but needed a few adjustments to help her with her walker. Amber had approximately two steps to get into her house and it was becoming increasingly challenging for Amber to be able to utilize her walker, while on oxygen. She also had bathroom water damage which was creating an unsafe situation.

Amber had been in touch with Habitat for Humanity already to help with getting work done in her home. Brandon Speer, Case Manager (CM) for Aetna Better Health of Kansas (ABHKS), worked with Amber and Habitat for Humanity to develop a plan to

repair the bathroom and to build a ramp at the entryway.

After the completion of repairs to her home, Amber can now move freely throughout her home with her walker. She also is happy to be able to take her dogs on walks and get needed exercise.

Amber has expressed her appreciation for Brandon's assistance and work with Habitat for Humanity. With the needed repairs done, she can have greater freedom inside her home and better access when going outside.

\*Member names have been changed to protect confidentiality.



# 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](mailto:ProviderExperience_KS@aetna.com)

## GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

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