

Aetna Better Health of Kansas

Community E-Newsletter

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May 2023



Aetna Better Health[®]
of Kansas

Redeterminations

Helping Members maintain their coverage

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

Mental Health Month

Celebrating Mental Health Month with Member Resources



The month of May is Mental Health month. As a Health plan we are committed to providing our members the tools and resources to help overcome barriers around mental health.

Aetna Better Health of Kansas (ABHKS) is committed to providing resources and tools that promote dialogue and support services that provide options with compassion to assist members through behavioral health crisis, mental health challenges and any emotional or mental health challenges the member may be facing.

In order to assist adult members in their mental health journey, ABHKS works with Pyx Health to offer a Value-Added Benefit. Through Pyx Health, members can download an application that helps them fight loneliness. Members can connect with compassionate humans for a friendly chat or help with resources. Since the last report 1,246 members are using the Pyx Health program.

Members are encouraged to reach out to us at 1-855-221-5656 (TTY: 711) or by sending us a message at <https://www.aetnabetterhealth.com/kansas/contact-us> to get the support they need for optimum mental health.

Women's Health Month

Providing Maternal Care and Screening Benefits



During Women's Health Month, Aetna Better Health of Kansas (ABHKS) is dedicated to ensuring our members have a healthy pregnancy. To assist we offer Aetna Maternity Matters, a Care Management program that assists mothers during pregnancy. The program offers expanded doula supports, preeclampsia prevention support and postpartum support.

Maternity Matters offers AbleTo. AbleTo provides an individualized 8-week program to treat members based on their particular needs. To assist with postpartum care, we work with The Choices in Childbirth resource hub created in partnership with Every Mother Counts. The resource hub guides women on the importance of good postpartum care and how to get help for depression, anxiety, and other mental health challenges after the baby arrives.

ABHKS also offers our members Value-Added Benefits in order to incent them to get their needed screenings. This includes providing a \$25 gift card for members who get their annual cervical cancer screening, a \$25 gift card for an annual mammogram and a \$35 gift card completing their annual chlamydia screening.

National Nurses Month



Aetna Better Health of Kansas is grateful to work with over 100 dedicated and compassionate nurses who consistently partner with providers, community based organizations and work on providing the best healthcare to our members. Thank you to all the Nurses we are honored to work with, partner with and receive services from.

Nurses are vital healthcare professionals who support members in Hospitals, Schools, physicians' offices, home healthcare services, and nursing care facilities. To the :

- Advanced Practice Registered Nurse (APRN)
- Critical Care Nurse
- Family Nurse Practitioner
- Forensic Nurse
- Holistic Nurse
- Home Health Nurse
- Surgical RN
- Trauma Nurse
- Travel Nurse
- Women's Health Nurse
- Public Health Nurse
- School Nurse
- Labor and Delivery Nurse
- Managed Care Nurse
- Military Nurse
- Neonatal Nurse
- Nurse Case Manager
- Nurse Consultant
- Oncology Nurse
- Pediatric Nurse
- Physician's Office Nurse
- Prison Nurse
- Psychiatric Mental Health Nurse Practitioner (PMHNP)

THANK YOU. You make a difference.

National Physical Fitness and Sports Month

Providing Members with Access to Fitness Benefits



During the month of May, Aetna Better Health of Kansas (ABHKS) celebrates National Physical Fitness and Sports Month to raise awareness about the benefits of physical activity.

ABHKS encourages members to be as active as possible. Kids should be encouraged to get 60 minutes per day of physical activity. Physical fitness provides many benefits such as weight loss, prevention of chronic diseases, high blood pressure and depression to name a few. To help with achieving their fitness, members age 5 to 18 can get up to \$50 per year for activities at participating YMCA, Boys and Girls Clubs, Boy Scouts or Girl Scouts.

Adults are encouraged to get 30 minutes of activity daily. To assist our members, ABHKS provides a Value-Added Benefit to support adult members achieve healthy activity and weight loss through a 12-week class from the University of Kansas Weight Management program. The program provides guidance on healthy eating, exercise and behavior change. For more information on any of our Value-Added Benefits, members can call us at 1-855-221-5656 (TTY: 711) or by sending us a message at <https://www.aetnabetterhealth.com/kansas/contact-us>.

Men's Mental Health Awareness

Encouraging Men to Access Mental Health Services



During Mental Health Month, Aetna Better Health of Kansas (ABHKS) encourages our adult male members to remove the stigma around taking care of their mental health. There are three common myths about mental health care for men:

1. Men often avoid addressing their feelings and, in many cases, friends and family members are the first to recognize that their loved one is struggling. It's important that friends and family support their loved one and encourage him to visit a doctor or mental health professional for additional support. Reaching out for help demonstrates self-confidence and bravery. And the best time to get support is before a crisis occurs so men are emotionally prepared to handle challenges that may arise.
2. Signs of depression in men can differ greatly from what we've come to expect (like sadness, crying, etc.) and can include anger, irritability, fatigue and a loss of interest in usual activities. Talking about mental health is strongly encouraged. Too often, men struggle in silence with their mental health, and are less likely to seek help, leading to increased rates of depression and suicide. Opening up about your mental health, or concerns you may have about a loved one, is a critical part of breaking down barriers and getting the right care.
3. Talking about mental health is strongly encouraged. Too often, men struggle in silence with their mental health, and they are less likely to seek help, leading to increased rates of depression and suicide.

Often, men think that they just have to tough it out and just get over things and no one really cares. For a complete list of Mental Health providers for our members, they are encouraged to visit our website at <https://www.aetnabetterhealth.com/kansas/members/directory>.

Value-Added Benefits

Helping members 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 Transportation Services benefits provides 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
- The Over the Counter Catalog benefits provides each household with the ability to order \$25 per month of certain over-the-counter (OTC) drugs and supplies from the Aetna Better Health catalog.



Loneliness Help

Through Pyx Health, adult members can download a mobile application that helps them fight loneliness. Members can connect with compassionate humans for a friendly chat or help with resources.



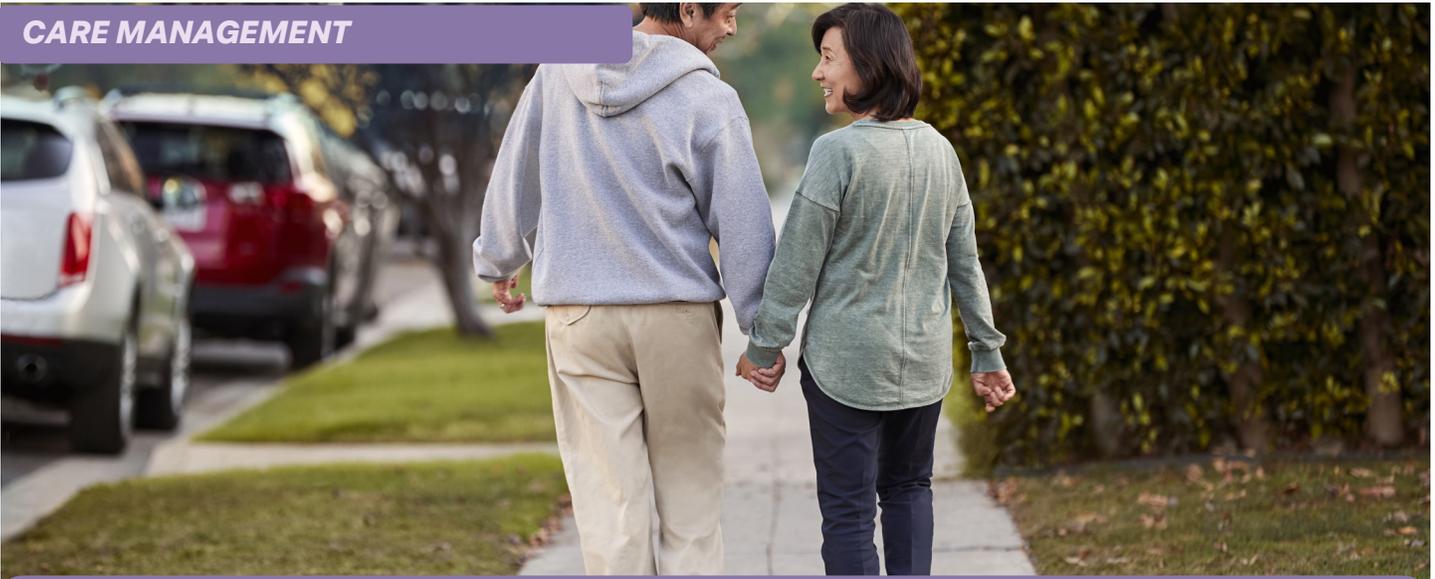
Healthy Rewards Program

Healthy Rewards incentive program where members can get up to \$35 in gift cards to popular retail stores when they complete wellness activities such as vaccines, yearly check-ups and diabetic eye exams.

\$25-Mammogram

\$25-Cervical Cancer Screening

\$35-Chlamydia Screening



GETTING TO THE REAL ISSUE A Member Success

Aetna Better Health of Kansas (ABHKS) offers a Value-Added Benefit titled “No Place Like Home.” The benefit is a grant that supports community-based organizations who assist ABHKS members to access or maintain housing. The funds are for one-time emergency housing assistance to help keep members in their home or to establish a new home in their community. *Paula is an ABHKS member who had been homeless due to a long history of mental health challenges, an inability to take medications routinely and a lack of personal care leading to illnesses. Her family supported efforts to assist Paula; however, they struggled to help her.

“Paula was approved for the KanCare Frail and Elderly (FE) waiver in January of this year,” says Mary Ozment, Service Coordinator with ABHKS who assists Paula and her family with their needs. “Because she was able to join the waiver, Paula’s family was able to locate her in an Assisted Living Facility that would meet her needs, assuring a safe place to live, her medicine as it is prescribed and assistance with personal care that she needed.”

Paula’s family had already done the research into “No Place Like Home” offered by ABHKS and spoke with Mary about the possibility of using the grant funding to assist Paula with furnishing the apartment she was moving into at the Facility.

In conjunction with Aetna Better Health of Kansas staff and staff at Lifestream who would assist with providing the grant dollars, it was decided that Paula would be an excellent candidate for using the funds for reimbursement to Paula and her family for helping her get set up in her apartment.

“Paula has been living at the Facility for five months now,” Mary says. “She has expressed satisfaction with her current circumstances and feels that her mental challenges are better controlled since she has been taking her medications regularly. She is very satisfied with her current care and her new apartment.” As Paula knows there truly is no place like home for maintaining her mental health and meeting her physical care and needs in a timely manner.

For more information about the “No Place Like Home” value added benefit, call ABHKS at 1-855-221-5656.

**The member’s name has 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](#)**.

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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