



Aetna Better Health® of Kansas



Spring 2020

Important coronavirus (COVID-19) update: What you need to know

Dear Member,

Thank you for being a member of Aetna Better Health of Kansas. Your health and well-being is our number one priority. We want to make sure you have the information and resources you need to stay healthy.

You may hear it called the novel coronavirus, or COVID-19. The Centers for Disease Control and Prevention (CDC) believes that the risk of contracting the virus is currently low for most people. Those at higher risk of illness are:

- Older adults
- People with serious health conditions such as heart disease, lung disease and diabetes

No cost for testing and treatment related to COVID-19.

As a KanCare member, you can get tested for COVID-19 at **no cost**

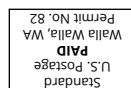
to you. Your care and treatment for COVID-19 is also covered by KanCare. You will not have to cover any costs for COVID-19-related care. Even if you have a spenddown, co-pays or client obligations, you will not have to cover those costs.

Call your primary care provider first. Testing is limited to those who have COVID-19 symptoms. If

you have a fever, a cough or trouble breathing, call your primary care provider first. Your primary care provider will be able to tell you about getting tested.

Stay informed. The CDC recommends that those at higher risk take steps such as stocking up on supplies, avoiding crowds

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Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210

Member Advisory Committee update

Did you know that Aetna Better Health of Kansas has a Member Advisory Committee (MAC)? The MAC is a group that is made up of people who are our members and their caregivers, just like you. They meet during the year to review member materials, member feedback, changes and new programs. They tell us how we can improve our services. Call Member Services at **1-855-221-5656 (TTY: 711)** if you would like to join the MAC.

In 2019, the MAC worked on many issues that help all members. With the help of MAC members, Aetna Better Health of Kansas improved our plan by:

- Helping make the grievances and appeal process easier to understand
- Helping us improve what information is included on our member website
- Helping us improve our provider directory
- Helping improve the member portal
- Helping improve the non-emergency transportation benefit and experience

If you would like more information on becoming a member of the MAC, please call us!

A tool for better health

These questions can help you better understand your medical care and what you need to do to stay healthy.

Four great questions for your doctor

1. What treatments or tests do you recommend for me?
2. Why do I need this medicine, therapy or test?
3. Are there possible risks or side effects I should know about?
4. What else can I do to improve my health?



Ready when you need it!

Cut this card out for your wallet.

Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians; National Institutes of Health

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and staying home as much as possible. Visit the CDC website to learn more: **[CDC.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html](https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html)**.

How to protect yourself:

- Wash hands often with soap and water for 20 seconds.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect things you touch often.
- Cough or sneeze into a tissue and put tissue in trash.
- If possible, stay home when you feel sick

What to do if you plan to travel. If you or anyone you know plans to travel in the U.S. or outside the U.S., please be sure to check CDC's latest travel advisory: **[CDC.gov/coronavirus/2019-ncov/travelers/index.html](https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html)**. The CDC has urged that all travelers postpone cruise ship travel at this time.

We are here for you

If you think you have been exposed to the virus, contact your primary care provider. If you have symptoms of the virus, call your primary care provider.

If you have any questions or need help finding a doctor, please call Member Services at **1-855-221-5656** 24 hours a day, 7 days a week. We can help you find where you can get care or help make sure you get your prescriptions.

We are also offering free emotional support for those that feel extra stress or fear due to COVID-19. You can call the Emotional Support Help Line by calling Member Services at **1-855-221-5656** 24 hours a day, 7 days a week.

For the most up-to-date information from the Kansas Department of Health and Environment (KDHE), please visit online: **[kdheks.gov/coronavirus/index.htm](https://www.kdheks.gov/coronavirus/index.htm)**. Or visit the CDC website: **[CDC.gov/coronavirus/2019-nCoV/index.html](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)**.

Sincerely,

Aetna Better Health of Kansas

Autism spectrum disorder: How and when kids are screened

Do you worry sometimes about the way your toddler acts? Does he or she do things differently from other kids the same age?

Children develop in different ways. But tell your child's doctor about your concerns. Some issues may suggest a developmental problem, such as autism spectrum disorder (ASD).

ASD affects how kids communicate, behave and learn. Symptoms can range from mild to severe.

Research shows that early intervention programs can help kids live their best with ASD. That's why many doctors screen babies at 18 and 24 months old at their well-child checkups. During an exam, the doctor might watch how your child behaves and moves, among other things. And you might be asked some questions about your child.

What are some signs?

Parents play a big part in identifying ASD too. If you have any concerns about how your child talks or acts, bring them up. For example, many children with ASD:

- Don't make eye contact, respond to their names or smile back.
- Have trouble following another person's gaze.
- Have difficulty with nonverbal communication, such as smiling or waving goodbye.

- Babble like you'd expect as infants but suddenly stop before they turn 2 years old.
- Seem to tune out others.
- Have unusual behaviors. For instance, some kids rock back and forth or spend a lot of time lining things up or putting things in a certain order.


Sources: *American Academy of Pediatrics; Centers for Disease Control and Prevention; National Institutes of Health*




Important for you to know

- Aetna Better Health does not give rewards to encourage our doctors or our staff to limit your health care services. We use guidelines to offer and approve services that meet your health care needs. Call **1-855-221-5656 (TTY: 711)** for more information.
- We work with doctors, hospitals and clinics in Kansas to make sure you have an easier and better care experience. Find out more on our website at **[AetnaBetterHealth.com/Kansas/members/resources](https://www.aetnabetterhealth.com/Kansas/members/resources)**.

Contact us  Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210
[AetnaBetterHealth.com/Kansas](https://www.aetnabetterhealth.com/Kansas)

 Member Services: **1-855-221-5656 (TTY: 711)**
24 hours a day, 7 days a week
Nurse Line: **1-855-221-5656 (TTY: 711)**
Transportation: **1-866-252-5634 (TTY: 711)**

 This newsletter is published as a community service for the friends and members of Aetna Better Health® of Kansas. This newsletter contains general health information that should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. Models may be used in photos and illustrations.

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Nondiscrimination notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040

Telephone: 1-888-234-7358 (TTY: 711)

Email: MedicaidCRCoordinator@Aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://OCRPortal.HHS.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019, 1-800-537-7697** (TDD).

Complaint forms are available at <http://www.HHS.gov/OCR/Office/File/Index.html>.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, and its affiliates.

Aviso sobre la no discriminación

Aetna cumple con las leyes de derechos civiles federales aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo. Tampoco excluye a las personas ni las trata de forma diferente por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo.

Aetna brinda lo siguiente:

- Asistencia y servicios gratuitos a personas con discapacidad para que puedan comunicarse con nosotros de manera eficaz, como los siguientes:
 - Intérpretes del lenguaje de señas calificados.
 - Información escrita en otros formatos (en letra grande, audio, formatos electrónicos accesibles, etc.).
- Servicios de idiomas gratuitos a personas cuyo idioma primario no es el inglés, como los siguientes:
 - Intérpretes calificados.
 - Información escrita en otros idiomas.

Si necesita un intérprete calificado, información escrita en otros formatos, traducciones u otros servicios, llame al número de teléfono que figura en su tarjeta de identificación o al **1-800-385-4104**.

Si cree que Aetna no le ha brindado estos servicios o lo ha discriminado de alguna otra forma por motivos de raza, color, nacionalidad, edad, discapacidad, orientación sexual, identidad de género o sexo, puede presentar una reclamación a nuestro coordinador de derechos civiles a la siguiente dirección:

Dirección: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard, Phoenix, AZ 85040

Teléfono: 1-888-234-7358 (TTY: 711)

Correo electrónico: MedicaidCRCoordinator@Aetna.com

Usted puede presentar una reclamación personalmente, por correo postal o correo electrónico. Si necesita ayuda para presentar una reclamación, nuestro coordinador de derechos civiles está disponible para ayudarlo.

También puede presentar una queja sobre derechos civiles en el portal para quejas de la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos ingresando en <https://OCRPortal.HHS.gov/ocr/portal/lobby.jsf>. Además, puede hacerlo por correo postal o por teléfono: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201; **1-800-368-1019, 1-800-537-7697** (TDD). Los formularios de quejas se encuentran disponibles en <http://www.HHS.gov/OCR/Office/File/Index.html>.

“Aetna” es el nombre comercial que se utiliza en los productos y servicios proporcionados por una o más de las compañías subsidiarias del grupo Aetna, entre las que se incluyen Aetna Life Insurance Company y sus filiales.

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|---------------------|--|
| English | To access language services at no cost to you, call the number on your ID card. |
| Spanish | Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación. |
| Vietnamese | Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị. |
| Chinese Traditional | 如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼 |
| German | Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an. |
| Korean | 무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오. |
| Lao | ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ. |
| Arabic | للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك. |
| Tagalog | Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card. |
| Burmese | သင့်အနေဖြင့် အခကြေးငွေ မပေးရပဲ ဘာသာစကားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ကတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။ |
| French | Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé. |
| Japanese | 無料の言語サービスは、IDカードにある番号にお電話ください。 |
| Russian | Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте. |
| Hmong | Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID. |
| Persian Farsi | برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید. |
| Swahili | Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho. |