

# Together



[AetnaBetterHealth.com/Kansas](https://AetnaBetterHealth.com/Kansas)

Aetna Better Health® of Kansas

## Get your COVID-19 vaccine and receive a \$25 gift card.

Have you had your COVID-19 shots? Aetna Better Health of Kansas members ages 12 and older who are fully vaccinated for COVID-19 can receive a \$25 gift card. Fully vaccinated means you have received **both** shots of the Pfizer or Moderna vaccine or one shot of the Johnson & Johnson vaccine.

### What can I start to do after my shots?

Those who have been fully vaccinated:

- Can start doing many of the things you did before the pandemic. For some of these, you may choose not to wear a mask. But keep

wearing a mask in public indoor settings if you live in an area with substantial or high virus spread.

- Do not need to get a test or stay home before or after travel in the U.S.
- Do not need to stay home unless you have symptoms or test positive for COVID-19.
- Do need to be tested if you've been around someone with COVID-19 or have symptoms.

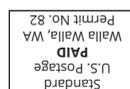
Some people may want to keep masking and staying six feet apart, no matter the level of spread in their area. That might be a good idea if you or someone you live with:

- Is at high risk for severe COVID-19
- Has a weak immune system
- Is unvaccinated

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



## Condition management.

We have a condition management program to help if you have certain conditions. Our care managers can help you learn more about your condition. They will work with you and your provider to make a service plan that is right for you.

We have programs for:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Heart failure (HF)
- Diabetes
- Coronary artery disease (CAD)

Call us at **1-855-221-5656 (TTY: 711)** for help in managing your disease. We can help you or your child learn to manage these chronic conditions and lead a healthier life.

You can learn about these programs in your Member Handbook and online at **AetnaBetterHealth.com/Kansas**.

### As a member, you are eligible to participate

If you are diagnosed with any of these chronic conditions or at risk for them, you may be enrolled in our condition management program. You can also ask your provider to request a referral. If you want to know more about our condition management programs, call us at **1-855 221-5656 (TTY: 711)**.

### I do not want to participate

You have the right to make decisions about your health care. If we contact you to join in one of our programs, you may refuse. If you are already in one of our programs, you may choose to stop at any time by contacting us at **1-855-221-5656 (TTY: 711)**.

## When to go where: A guide to finding the right care.

If someone isn't feeling well, it may not always be clear if you should go to the doctor's office, urgent care or ER. Call our 24/7 Nurse Advice Line at **1-855-221-5656 (TTY: 711)**.

Here you can speak with one of our licensed nurses, who can help you decide where to go.

### Where should you go?

Visit your primary care provider (PCP) if you're experiencing:

- Cough/cold
- Allergies/rash

- Sore throat
- Sinus infection
- Insect bites
- Pink eye

Visit urgent care if you're experiencing:

- Flu symptoms
- Sprains/strains
- Pain that might require an x-ray
- Back pain
- Vomiting
- Small cuts

Visit the emergency room if you're experiencing:

- Trouble breathing
- Chest pain
- Head injury
- Slurred speech
- Seizure
- Broken bones

Your PCP should be your first option. If you can't get an appointment, then visit urgent care. If it's an emergency, call **911**.

## Get your COVID-19 vaccine and receive a \$25 gift card.

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### Ready to sign up?

Getting the COVID-19 vaccine will help you return to the people and things you know and love.

You can **visit the CVS Scheduler** to make an appointment. Go to the Aetna COVID-19 resource center at **[Aetna.com/individuals-families/member-rights-resources/covid19.html](https://www.aetna.com/individuals-families/member-rights-resources/covid19.html)**.

This tool allows you to find and schedule a vaccine appointment close to you. Plus, by using the tool, you'll get reminders. These go out three days before and one day before your appointment.

### What you should know about getting the vaccine

- There may be side effects. These are normal. They should go away in a few days.
- It typically takes two weeks after vaccination for the body to build protection against the



virus that causes COVID-19. You're not fully vaccinated until two weeks after your final dose.

Want to learn more about the vaccines? Visit **[CDC.gov/Coronavirus/2019-NCov/Vaccines](https://www.cdc.gov/coronavirus/2019-NCov/Vaccines)**.

### Need some help?

Call Member Services at **1-855-221-5656 (TTY: 711)**. We can help you make an appointment or find a vaccine site. We can also help you get a ride.

New benefit for 2022

## Do you need help in the hospital?

A personal care worker can assist with your care when you are in the hospital. They help with tasks such as:

- Planning your return home
- Helping with any needs while in the hospital
- Sharing your health care needs with doctors and hospital staff
- Talking to home- and community-based service providers

This support can be very helpful if you do not have family or other support services. It also may help you get back home faster, which could result in lower hospital costs.

Starting January 1, 2022, if you are on the FE, PD, BI and IDD waivers, you can access the Hospital Companionship benefit. You will have up to 16 hours of personal care that you can use while you are in the hospital.

### Contact us



Aetna Better Health® of Kansas  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210  
**[AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/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](mailto: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](mailto: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.

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.