

Aetna Better Health of Kansas KanCare Protest Status

The following Q&A relates to our Medicaid health plan in Kansas. Since learning that the state didn't select Aetna Better Health as one of the winning bidders for a state contract, we will be filing a formal protest.

General provider message

We look forward to continuing our relationship with you, our valued providers. With you as our partner, together we can achieve our common goal, which is to improve the health and quality of life of our members, your patients. We thank you for the work you do each day helping us collectively achieve that goal while improving health outcomes.

Q What is the future of Aetna Better Health of Kansas?

A Currently, Aetna Better Health of Kansas has a KanCare contract through December 31, 2024 and we will continue to serve our members' health needs and work with our providers to achieve positive health outcomes for our members. As always, we will fulfill all our obligations to members, providers and the communities we serve.

Q Will Aetna file a protest to the State's decision?

A We will be filing a formal protest to the State.

Q When will Aetna Better Health's KanCare contract end?

A Currently, we have a contract through December 31, 2024. It is business as usual for the Aetna team including our Provider Relations Representatives who as always, stand ready to support you, our providers.

Q How does the State decision affect me as an Aetna contracted provider

A The State's decision has no impact on your practice's contract with us. We, and our members, need every provider in our network to care for our members' health needs.

Q Should I tell Aetna Better Health members they should chose a different MCO?



Aetna Better Health[®]
of Kansas

A No. Aetna Better Health of Kansas is still serving the health care needs of members in all Kansas counties and accepting new members. We appreciate the work you as a provider do every day to improve the health of every member and patient you serve!

Q What are the next steps for Aetna Better Health of Kansas?

A Our main focus has always been and continues to be improving health outcomes for our members. We are dedicated to achieving that goal each and every day.