

## **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 in protest.

**Q Is it true that Aetna Better Health of Kansas is leaving Kansas?**

A No, that is not true. We are still serving KanCare members until December 31, 2024.

**Q Will Aetna Better Health members have to change health plans?**

A No. Currently, our contract runs through December 31, 2024 and we will continue serving all counties across Kansas until further notice.

**Q Do I have to change doctors or other providers?**

A No, you do not need to change doctors. Aetna Better Health will continue to be your health plan until further notice.

**Q What happens to my health coverage after December 31, 2024?**

A As long as you remain eligible will continue to be covered by a KanCare health plan. If you are required to change health plans, you will be notified in advance by mail and you can choose a new plan.

**Q My doctor said I need to change health plans now. Is that true?**

A No, there is no need to change at this time. Your health providers will continue to treat your health needs unless you are notified by mail that you need to change health plans.

**Q Is there anything I need to do to keep my health coverage with Aetna Better Health?**

A No. We are still here for you and your family! You and your family members who are covered by Aetna Better Health will continue to have health coverage until further notice. If that changes, you will be notified by mail.