



<Return Address 1>
<Return Address 2>

<Member Full Name>
<Member Address 1>
<Member Address 2>
<Member Address 3>
<Member City, State Zip>



<Date>

RE: Important coronavirus (COVID-19) Update. What you need to know.

Dear <Member First Name>,

Thank you for being a member of the 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) believe 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 COVID19.

As a KanCare member, you can get tested for COVID-19 for **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 virus. 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, 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 and staying home as much as possible. Visit the CDC website to learn more <<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 US or outside the US, please be sure to check the CDC's latest travel advisory. <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, TTY: 711. 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 through Member Services at **1-855-221-5656, TTY: 711. 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: <http://www.kdheks.gov/coronavirus/index.htm> Or visit the CDC website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Sincerely,

Aetna Better Health of Kansas

To receive a translated copy of this document, call Member Services at **1-855-221-5656, TTY 711.**

Para recibir una copia traducida de este documento, llame al Servicio para Miembros al **1-855-221-5656, TTY 711.**

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.

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	ເພື່ອຂ້າງປິດິການພາສາທີ່ບໍ່ສະຄຳ, 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.