

AETNA BETTER HEALTH OF KANSAS COMMUNITY E-NEWSLETTER



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February 2023



**Aetna Better Health[®]
of Kansas**



QUALITY TIME

This section will showcase the initiatives our Healthcare Quality team is working on to assist in meeting the goals of Aetna Better Health of Kansas

INFLUENZA

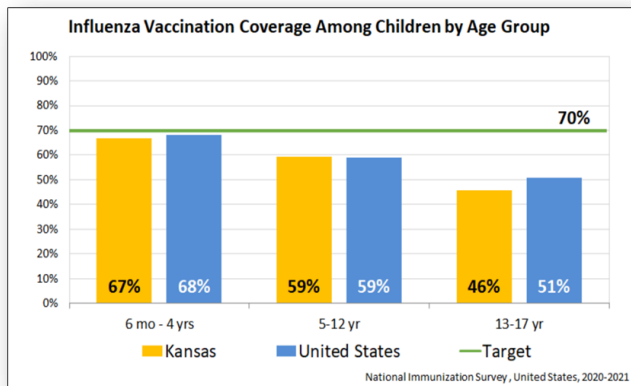
Written by *Jessica Carter, Quality Management Nurse Consultant, Healthcare Quality Management*

Flu vaccines prevent millions of illnesses and flu-related doctor's visits each year. Flu can be a serious health concern leading to hospitalization or even death especially for people who are at increased risk due to certain health conditions. The best protection to fight against the flu is through vaccination; it may not always prevent infection, but it can lessen symptoms and reduce the risk of hospitalization.

Healthy People 2030 set a goal that 70% of people in the U.S. would receive the influenza vaccine. Aetna Better Health of Kansas (ABHKS) has adopted this goal for the 2022-2023 flu season and has a Performance Improvement Project that targets our members from ages 6 months to 17 years old.

In the chart below, a comparison between the U.S. and Kansas for this population from 2020-2021 shows that Kansas is in line with national vaccination rates for influenza for all age groups except the 13-17 age group. However, overall rates remain below the 70% target.

Figure 1: Influenza Vaccination Coverage Among Children by Age Group



In order to support this goal, ABHKS has implemented several interventions to increase influenza vaccination rates including:

- Gaps In Care Influenza monthly seasonal reports sent monthly to the top 20 provider groups

- Seasonal text messages reminding all ABHKS members the importance of getting an influenza vaccination and educating members about the vaccine
- Member outreach by ABHKS QM Nurse Consultant for our vulnerable population (members under the age of 5 and who have asthma)
- Text messages to members about upcoming Community events in their zip code.

What Can Healthcare Providers and Community Partners Do?

- Strongly recommend flu vaccination to all patients 6 months and older.
- Make sure patients under 2 receive 2 flu shots per CDC guidelines
- Get the first dose as soon as vaccine is available (July or August) and then the second dose should be given at least 4 weeks after the first dose
- Check vaccination status at all medical visits.
- Work with healthcare systems to provide vaccines where people live and work.
- Provide culturally appropriate vaccine recommendations, answering all questions from the patient.
- Provide a referral if vaccine is not in stock.
- Vaccinate all clinic staff and educate them on how to discuss vaccination.
- Participate in the ABHKS FREE community event texting campaign.

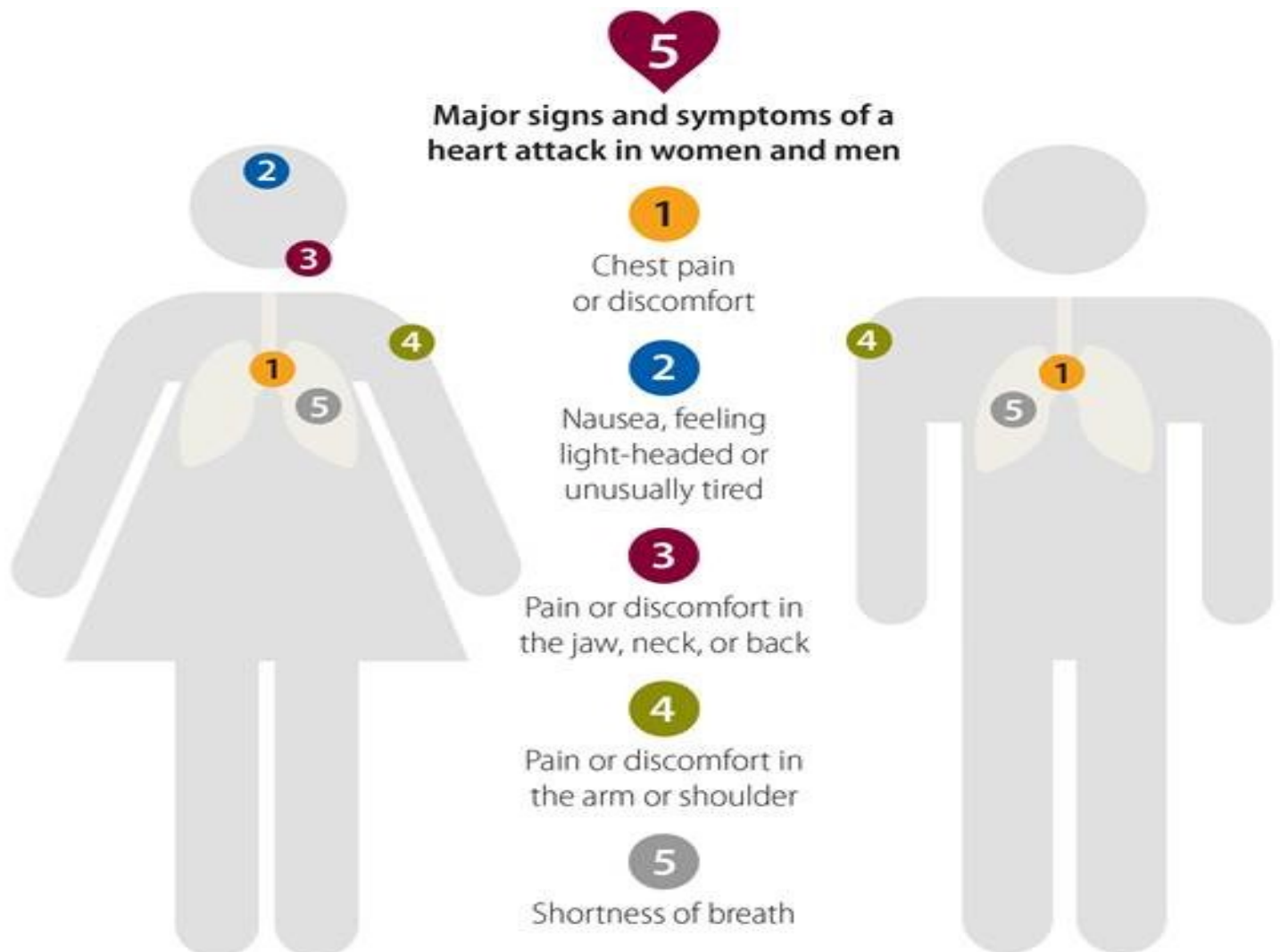
Reach out to Jessica Carter, QM Nurse Consultant at carterj12@aetna.com

AMERICAN HEART MONTH



American Heart Month – a time when the nation spotlights heart disease, the No. 1 killer of Americans.

President Lyndon B. Johnson, among the millions of people in the country who'd had heart attacks, issued the first proclamation in 1964. Since then, U.S. presidents have annually declared February American Heart Month.



AMERICAN HEART MONTH

Aetna Better Health of Kansas (ABHKS) is committed is consistently working on providing resources, benefits and information to our members, providers and our community based organizations.

The month of February is recognized as American Heart Month, a time when ABHKS recognizes and works with healthcare across the state of Kansas to encourage members, providers and community based organizations to take time to spotlight some Heart health tips and information.

Heart disease is the number one cause of death in the United States and by taking just a few small steps, members can make their hearts healthier and avoid conditions such as high blood pressure also known as hypertension that can lead to even more serious conditions such as heart disease, heart attack, stroke or cardiac arrest.

High blood pressure, which can lead to heart disease, heart attack, stroke or cardiac arrest, usually has no symptoms. The best way to detect it is to get screened. Ideally, your blood pressure should be 120/80 but please speak to your provider to determine a healthy blood pressure range for you and if they determine it is too high, a plan to bring it under control.

ABHKS offers a variety of Value Added-Benefits in which the member is entitled to that can support them through the Heart Healthy Journey. Amongst the variety of Value-Added Benefits ABHKS offers, two Value Added-Benefits that would be beneficial to use during the month of February is Meals delivered for members 21 and older with a medical need who have been discharged from an inpatient stay after 7 days in the hospital; up to 2 meals per day for up to 7 days.

The other benefit is Members on Intellectual/Developmental Disability (I/DD), Physical Disability (PD), Brain Injury (BI) & Frail Elderly (FE) waivers can receive up to 16 hours of hospital companionship per year provided by their personal care service worker while the member is in the hospital. ABHKS is committed to supporting our members through their heart healthy journey.



RESOURCE ROUND-UP

We're rounding up resources from our System of Care team on a variety of topics and featuring them here.

This month, we've gathered information regarding The hospital companion Program.

HOSPITAL COMPANION PROGRAM CAN HELP

Members on Intellectual/Developmental Disability (I/DD), Physical Disability (PD), Brain Injury (BI) & Frail Elderly (FE) waivers can receive up to 16 hours of hospital companionship per year provided by their personal care service worker while the member is in the hospital.

The duties of a companion vary depending on the needs of the individual patient, but may include providing conversation and emotional support, helping with activities of daily living, and providing transportation to doctors appointments or other outings.

HOSPITAL COMPANION PROGRAM

Having a companion there for visits from doctors can help improve a patient's understanding of their own condition. Companions can help break down information to help a patient understand

it better. Knowing that there is back-up there for them can help people feel more comfortable sharing symptoms, pushing back against misinformation and asking questions.

A companion can also help physicians understand a patient's needs or questions better. In addition to this program ABHKS provides Chronic condition management. Chronic condition management assist members with disease management program to help members with certain conditions such as Chronic Obstructive Pulmonary Disease (COPD), Heart Failure (HF), Coronary Artery Disease (CAD) or Diabetes.

If member is diagnosed with any of these chronic conditions, or at risk for them, you may be enrolled in our disease management program. Members can also ask their provider to request a referral. If the member would like to know more about our disease management programs, call us **1-855-221-5656 (TTY: 711)**.

The Hospital Companion Program helps members with waivers can receive up to 16 hours of hospital companionship.

VALUE-ADDED BENEFITS

HELPING PEOPLE ACCESS THEIR VALUE-ADDED BENEFITS.

We also offer some extra benefits to help with your health and wellness. In order to receive these extra benefits, members will need to show their Aetna Better Health of Kansas ID card. No prior authorization is required. To find out how to obtain the extra benefits or if you have any questions, call Member Services at **1-855-221-5656, (TTY: 711)**. Please note that there are no grievances and appeal rights for value-added.

Here are a few Value added Benefits offered out of the offerings that is available to members:

- Meals delivered for members 21 and older with a medical need who have been discharged from an inpatient stay after 7 days in the hospital; up to 2 meals per day for up to 7 days.
- Members on the FE, PD, BI and I/DD waivers can receive up to 16 hours of hospital companionship per year provided by their personal care service worker while the member is in the hospital.



Healthy Rewards Program

Healthy Rewards incentive program where members can get up to \$35 in gift cards to popular retail stores when they complete wellness activities such as vaccines, yearly check-ups and diabetic eye exams.



Over-The-Counter (OTC) Catalog

Each household can order \$25 per month of certain over-the-counter (OTC) drugs and supplies from the Aetna Better Health catalog.



GETTING TO THE REAL ISSUE A Member Success

John* is a 69-year-old man who has been diagnosed with Dementia. Prior to Aetna Better Health of Kansas' involvement with him, he was popular in the community as a "silver alert." He would appear on the news as well as the local police department social media pages as missing a few times a month.

When John became eligible for Medicaid and the Home and Community-Based Services/ Frail Elderly waiver, Tonya Bargas from the Aetna Better Health of Kansas team immediately contacted John and his family to discuss a plan that would help. During the visit, the family said that John's wandering around was because he felt like he needed to be doing something. He would constantly say he is "going to work."

According to the family, John had always been independent, and they worried that he was a risk to himself based on his age and diagnosis. Tonya explained to John and his family the services and resources available to help stay independent. He was set up with the most current GPS-based Personal Alert System so that his family can contact his provider and request John's location if he

wanders and they are not able to find him. In addition to personal care services and the personal alert system, he got involved with an Adult Day program. This gives him the sense of "going to work" every day. It is important for John to continue to feel independent and to continue to coordinate services based on his needs and desires to enhance his quality of life.

According to a provider at the Adult Day services, John is very happy with his day setting at their Center. Since John has been receiving home and community-based services, he is doing great and his family's feels comfortable knowing where he is when they're not around since they can locate him if he wanders. So far, the "silver alerts" have also disappeared.

*Names have been changed to protect the privacy of Aetna Better Health of Kansas members.



CONNECT WITH AETNA BETTER HEALTH OF KANSAS

SHARE YOUR THOUGHTS!

Members can collect **\$15 in vouchers** for each Member Advisory Committee meeting they participate in. We value any ideas or suggestions on ways to change and improve our service to our members. Do you know someone who would be interested? If so, we invite you to call Member Services anytime at **1-855-221-5656, (TTY: 711)**. We have a group made up of our members and their caregivers, who share the same goals as you. This group is our Member Advisory Committee (MAC). They meet quarterly to review member materials and provide member feedback, as well as look at changes and new programs. They let us know how we can improve our services.

Participating members will receive a voucher for **\$15 for each meeting attended**. Please encourage interested members to join us at our next MAC Meeting. We're always looking for members to help us find better ways to do things. Any member is welcome to join our Member Advisory Committee.

WANT YOUR ORGANIZATION FEATURED NEXT?

We would love to hear about the work your organization is doing throughout Kansas to assist individuals who are beneficiaries of KanCare. If you have information you would like to pass along, feel free to reach out to the Community Development team members listed below. We will be happy to include your information in future editions of the newsletter. **Learn more [here](#)**.

CONTACT US

Department	Contact Information
Member Services Pharmacy Line 24 Hour Nurse Advice Line	855-221-5656 TTY 711
Transportation Line	866-252-5634 TTY 711
Provider Email	ProviderExperience_KS@aetna.com

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