



Welcome to Aetna Better Health® of Kansas



I am happy that you chose Aetna Better Health of Kansas for your family and yourself. We know health is more than feeling good. So we're excited to offer the support you need to care for the whole you—body, mind and spirit.

You now have access to a large, statewide network of health care providers to choose from. This means you'll have lots of options on your health care journey. Our caring Member Services and Service Coordination teams are ready to serve your unique physical, mental and oral health needs.

It is a privilege for me to serve as the Chief Executive Officer of Aetna Better Health of Kansas, where quality and compassionate care for our members is always at the heart of all we do.

You can ask us questions any time. We're here for you 24 hours a day, 7 days a week. You're welcome to call us toll-free at **1-855-221-5656 (TTY: 711)**, and you can also find answers in your member handbook, online at [AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas), or on our mobile app, Aetna Better Health. We look forward to being by your side on your journey towards better health.

Best regards,

Jane Brown, CEO

[AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas)

2834453-01-KS EN



Aetna Better Health® of Kansas

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Member Services

You can call Member Services at **1-855-221-5656 (TTY: 711)**, any time you have questions. We're here 24 hours a day. Here are some of the things we can help you with:

- Choosing a PCP or specialty provider
- Changing your PCP
- Updating your address or phone number
- Getting a new ID card
- Answering questions about your benefits
- Giving information on your provider's office hours and location
- Ordering a member handbook or provider directory at no cost to you



Mobile app

You can find a provider, check claims, change your PCP, view or order a new ID card and see your current medications on your smartphone. It's easy to use this app. The Aetna Better Health App is available from both the Apple App Store for iPhones and Google Play Store for Android phones.



Your primary care provider (PCP)

Your PCP is one of the most important parts of your health care. That is why we support you in choosing your own PCP. When selecting your PCP, keep in mind you can choose one who shares your beliefs, language or other cultural preferences.

How do I pick my PCP?

- You need to pick a PCP that is in the Aetna Better Health of Kansas provider network. The provider directory has a list of PCPs to pick from in your area. Our provider directory is online at [AetnaBetterHealth.com/Kansas](https://www.aetnabetterhealth.com/Kansas). You can also request a hard copy be mailed to you.
- Pregnant members have a choice to be assigned a PCP who provides obstetrical care.
- Eligible family members do not have to have the same PCP.
- If you do not pick a PCP, we will pick one for you.
- If you are joining Aetna from another KanCare plan and you have a PCP who is not in our

network, you have up to six months where you can still see that PCP. Call Member Services at **1-855-221-5656 (TTY: 711)** for help.

How do I change my PCP?

We want you and your doctor to work together. It is important for you to have a good relationship with your PCP. You can change your PCP at any time for any reason.

If you want to choose or change your PCP to another doctor in our provider network, call Member Services. You can also change your PCP through the secure member web portal.

PCP changes are effective immediately. You will get a new plan ID card with the name of your new PCP.

Languages and formats

This information is available for free in other languages and formats, including Braille or large print. Please call Member Services at **1-855-221-5656 (TTY: 711)** to request other formats or languages. Member Services is available 24 hours a day, 7 days a week.



Member portal

Get the most out of your health plan. Sign up for our personalized, **secure member web portal**. You can use this site to meet your health goals.

The site lets you:

- Change your PCP
- Update your contact information
- Find forms or view/get new ID cards
- View your personal health history
- Track your health goals
- See the status of your claim
- View your service plan (if you have one) and connect with your service coordinator and service coordinator team.

Member portal navigation guides are available in English and Spanish

If you're ready to start using this secure online tool, you can register online. Or you can sign up over the phone by calling Member Services. You'll need your member ID and a current e-mail address to create an account.



Your member ID card

Each eligible member of your family will receive their own member ID card. It is mailed

separately from this packet. Carry your ID card with you. Use it whenever you go to the provider or hospital. Keep it safe. Never let anyone else use your ID card.

If anything on the ID card is wrong or you lose your ID card, call Member Services at **1-855-221-5656 (TTY: 711)**. We'll send you another one.



Member handbook

Your member handbook is part of your welcome packet. It has information on how to get care and use your benefits. It

also has important phone numbers and helpful resources. You can find it on our website in English and Spanish at **[AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas)**. It is also available on the secure member portal and the Aetna Better Health mobile app.

Some of the information in your member handbook includes:

- Your rights and responsibilities as a member
- List of all covered benefits
- How to file a complaint against a provider or your health plan
- How to file a grievance or appeal



Your information

It is necessary for us to have your correct contact information. If we cannot reach you, you may not get important information from us.

If you change your address, move out of the state or country, change your phone number or family size, call Member Services at **1-855-221-5656 (TTY: 711)**. Also, call the KanCare Clearinghouse at **1-800-792-4884** to let them know about the change.

Getting care when needed

Primary care

When the doctor's office is open

- Sore throat
- Cough
- Bronchitis
- Earache
- Skin rash
- Sinus infection
- Toothache
- Pink eye

Urgent care

When the doctor's office is closed

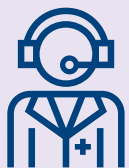
- Back pain
- Urinary tract infections
- Small cuts
- Migraines
- Sprains & strains
- Flu

ER

All times of day

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

In the case of a life-threatening emergency, call 911



Call the 24-Hour Nurse Line for health advice

You and your family can get health advice when you need it. Simply call 1-855-221-5656 (TTY: 711). Nurses are always ready to help.



Telemedicine

Many network providers offer telehealth services. Check with your provider's office and ask if they offer this service.

Explore MinuteClinic Virtual Care™

You can also consider MinuteClinic Virtual Care. MinuteClinic virtual video-based care makes it easy to see a qualified provider any time. They treat patients 18+ months for illnesses and injuries.

Get care quickly from the comfort of home

Visit with a licensed provider over video. Whether you are 200 miles from home or at home, with this telehealth service you can get virtual care and your prescriptions refilled within minutes.

How it works

1. Get matched with a provider

Let us know about yourself, your reason for visiting. We'll make sure you can use our telemedicine service. Then we'll match you with a provider, who can see you within minutes.

2. Start the visit

When the provider is ready, we'll email and text a link to join the video visit. You can use your phone, tablet or computer.

3. Tell the provider your concerns

Talk about the reason for your video visit with a provider. You can share pictures if you'd like.

4. Get a treatment plan

Your provider will work with you to diagnose your concerns and give you care options, including writing prescriptions (if medically necessary).

Do not use virtual care for emergencies (such as chest pain or difficulty breathing). Call 911 immediately.



Are you thinking of building a family? Maybe you are already pregnant.

Aetna Better Health of Kansas and ProgenyHealth® are offering a Maternity Services program. There is no cost to you. The program can help you and your family during your pregnancy and after birth.

You can:

Download our app. Add the maternity app to your phone. Enter your member ID (located on your insurance card). Then answer a few health questions.

Get support. Receive health tips via blog posts and teaching materials. Get help making and keeping your doctor visits. Talk to a case manager who can answer your questions.

To learn more, call **1-855-231-4730**,
Monday to Friday, 8:30 AM to 5:00 PM ET.

Scan this QR code to download the app.



Pyx Health Program

As a member of Aetna Better Health of Kansas you can sign up for the Pyx Health program. Pyx is an on-demand mobile experience that works with support center staff to help members with behavioral and mental health needs. Our friendly chatbot, Pyxir, and our Pyx Health Compassionate Support Center staff are ready to help. Pyx regularly screens for loneliness, depression, anxiety and social needs such as housing, food, childcare, etc. It can help you feel better each day with companionship and humor. And it finds resources to support your physical and mental health.

Wellness Activities

Wellness activity	How often	Who needs it
Childhood immunizations	Birth to age 2 Ages 4-6	All children prior to turning 2 and ages 4-6
Well-child checkups	Every year	All children Birth to 15 months should have 6 visits Ages 15-30 months should have 2 or more visits Ages 3 and over should have a yearly well-child checkup
Adolescent immunizations	Ages 9-13	All adolescents prior to turning 13
Yearly physical exam	Every year	All adults should get a yearly exam
Mammogram	Every 2 years	All women ages 40 and over; women under 40 with a family history of breast cancer
Cervical cancer screening	Every 3 years	All women ages 21 and older
Colorectal cancer screening	Every 10 years	Adults ages 45 and over
Chlamydia screening	Every year	Women ages 16-24
Prostate cancer screening	Every 1-2 years	Men with risk factors starting at age 40
Annual flu shot	Every year	Age 6 months and over
COVID vaccine	Every year	All ages
Skin cancer screening	Every 3 years	Adults ages 20 and over

Our Care Management Program

We contact all new members after they enroll in our health plan. We ask you about your current and past health care needs. Together we will complete a health screen tool (HST) for you. Your HST and health history let us know if you have special health care needs. A care management staff member may call you to see if you'd like to join our care management program.

If you have complex conditions, you may benefit from our program. Our care managers can help you access care and coordinate services. Your provider can also talk to you about our care management programs.

Care managers can help you manage conditions such as:

- Pregnancy
- Asthma
- Coronary artery disease (CAD)
- High blood pressure
- Diabetes
- Heart failure
- Chronic obstructive pulmonary disease (COPD)
- Depression
- HIV
- Hepatitis C
- Kidney disease

If you are interested in the care management program, call Member Services at **1-855-221-5656 (TTY: 711)** and ask for care management. Our Care Management Program is voluntary. You can stop taking part in the program at any time.

What you can expect from care management

We want to empower you to take charge of your health by supporting you through your health journey. We will give you easy-to-use tools and access to resources so you can better take care of yourself.



STEP 1

You call Member Services



STEP 2

Member Services connects you to our care management team



STEP 3

Care management associate calls you



STEP 4

Questions to get to know you



STEP 5

Work with the care manager to develop a care plan that focuses on the health care goal(s) you want to achieve



STEP 6

You will receive information on local resources, health educational and referrals



STEP 7

You will be connected to providers or specialists



STEP 8

Care manager will continue to follow up on a regular basis, depending on your health need(s), to provide ongoing support to achieve care plan goals



Transportation

If you have an emergency and have no way to get to the hospital, call 911 for an ambulance. The plan covers ambulance rides on the ground in a **medical emergency** for all members.

Members can receive other transportation services through Aetna Better Health of Kansas. Some services like mileage reimbursement, lodging and meals may also be reimbursed with authorization. To find out more about getting a ride to your doctor visits or if you have any problems with the service you receive, you can call Access 2Care at **1-866-252-5634 (TTY: 711)**.

Transportation appointments must be scheduled three days in advance. Please have the following information when calling to schedule your transportation:

- Name of the doctor
- Address
- Telephone number
- Time of appointment
- Type of transportation needed (e.g., regular car, wheelchair-accessible van)

If you have an urgent need for transportation, contact Member Services at **1-855-221-5656 (TTY: 711)**, 24 hours a day, 7 days a week, to request assistance with the urgent request.



Grievances and appeals

We will try to deal with your concerns or issues quickly and to your satisfaction. You may use our grievance process or our appeal process. It depends on what problem you have. There will be no change to your service if you file a grievance or an appeal. Our staff or a health care provider will not treat you differently. We will maintain your privacy.

We can help you file a grievance or appeal. This includes providing you with interpreter services or help if you have vision and/or hearing problems. You may also choose someone like a relative, friend or provider to represent you. Call Member Services to file a grievance or an appeal.



Join the Member Advisory Committee

We value any ideas or suggestions on ways to change and improve our service to our members. If you are interested, we invite you to call Member Services. 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).

We meet four times a year to review member materials and provide member feedback, as well as look new programs. And we're always looking for members to help us find better ways to do things.

It's easy to join MAC. Just call us at **1-855-221-5656 (TTY: 711)** for more info. We're here for you 24 hours a day, 7 days a week.

Fraud, waste and abuse

It's important to report dishonest acts. These dishonest acts are called fraud, waste and abuse. The following acts are the most common types of fraud, waste and abuse:

- Members selling or lending their ID card to someone else
- Members trying to get drugs or services they do not need
- Members forging or altering prescriptions they receive from their providers
- Providers billing for services they didn't give
- Providers giving services that members do not need
- Verbal, physical, mental, or sexual abuse by providers

Call our fraud and abuse hotline at **1-855-221-5656 (TTY: 711)**, 24 hours a day, 7 days a week, to report these types of acts. You can do this without us knowing your name. Or you can fill out the fraud, waste and abuse form at **[AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas)**.

Important phone numbers

Member Services (24/7)
1-855-221-5656 (TTY: 711)

Nurse Line (24/7)
1-855-221-5656 (TTY: 711)

Transportation Services
1-855-221-5656 (TTY: 711)

Dental – SkyGen
1-855-918-2257 (TTY: 711)

Vision – SkyGen
1-855-918-2259 (TTY: 711)

To Report Fraud or Abuse
1-855-221-5656 (TTY: 711)



Suicide Prevention Lifeline – 988

Aetna Better Health has many resources and support services available to help with any mental health crisis and unexpected life events. We also have information for the National Suicide Prevention Lifeline. The National Suicide Prevention Lifeline is ready to help with unexpected life events and can be reached in three easy ways:

1. Text to **988**
2. Call to **988**
3. Chat online at **988lifeline.org**.

Anyone who calls the **988** phone number is immediately connected to the Lifeline call centers for safe, supportive and confidential mental health services.

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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.

