

Aetna Better Health of Kansas

Community E-Newsletter

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October 2023



Aetna Better Health[®]
of Kansas

Breast Cancer Awareness Month



The Power of Pink

The month of October is National Breast Cancer Awareness Month and Aetna Better Health of Kansas (ABHKS) has resources and benefits that are available to support and assist members. Breast Cancer affects more than 3 million people across the nation and ABHKS is committed to supporting our Kansas members with prevention or intervention resources and tools. Breast Cancer awareness Month provides information to every member on the importance of screening and speaking to their providers.

Members should communicate any concerns, questions and information to their providers during their annual visits or screenings. ABHKS provides incentives for members through The Healthy Rewards Incentive program where members can get up to \$35 in gift cards when the member completes wellness activities such as getting a mammogram cancer screening and yearly checkups. Members can find out about the various Value-Added Benefits available or if the member has any questions the members can call Member Services at 1-855-221-5656, (TTY: 711)

Sponsorship

Aetna Better Health of Kansas is a leading health plan dedicated to improving the health and wellbeing of communities across Kansas. By delivering high-quality care and fostering partnerships with local organizations, Aetna Better Health of Kansas strives to empower individuals and families to lead healthier lives.

As part of our outreach to members to complete important screening and annual wellness visits, Aetna Better Health can sponsor a Clinic Day, Gap Day, Mobile Unit, Expanded Hours at provider locations.

These events provide expanded access and encouragement through coordinated scheduling, transportation, when needed, targeted, communication, etc. Aetna can also assist with staffing needs for the event. Various opportunities exist such as:

- Childhood Immunizations with Lead Screening
 - Multiple or focused vaccinations
 - Venous/Capillary lead blood test
- Lead Screening
 - Venous/Capillary lead blood test
- Diabetes Care/Screening

For more information please contact Natalie Stewart at stewartn4@aetna.com or Dawn Cubbison at cubbisond@aetna.com.



The Benefits Of Immunization



It is important for all children under 2 to get all of their needed vaccinations. Vaccines help with combatting or dramatically reducing the incidence of many infectious diseases.

- Under the age of 2, a child needs two doses of the flu shot.
- Children age 2 to 8 who were previously vaccinated with 2 doses only need one dose annually.
- Children 2 to 8 who have not previously had 2 doses will need 2 doses.

Vaccines are needed for diphtheria, rotavirus, polio, tetanus, whooping cough (pertussis) and others are given in the first year of life. These diseases are uncommon because the vaccines are doing their job! Most babies are born with developing immune systems and vaccinations make sure that the member's baby has as much protection from disease and disease complications as safely as possible. Members also have access to the Value Added-Benefit of the Healthy Rewards Gift Card.

The CDC recommends both the Flu and Tdap vaccines be received during pregnancy. These vaccines are not only safe to receive during pregnancy, but they can also protect both mother and baby from flu-related complications and pertussis, or whooping cough.

It is important for all adolescents to maintaining their immunization schedule. Vaccines for children are timed carefully. Vaccines are given when protection inherited from the mother fades and the child's immune system is ready, but before kids come in contact with the germs that cause real infections. (HPV - Can start series at age 9, need two doses 6-12 months apart, also meningococcal vaccine at 11-12 with a booster at 16).

Managing High Blood Pressure



High blood pressure can make a person's heart work too hard and lose strength. The high force of blood flow can damage the blood vessels, making them weak, stiff, or narrower. Over time, hypertension (high blood pressure) can harm several important organs, including the heart, kidneys, brain, and eyes.

Left untreated, high blood pressure can lead to heart disease and stroke for people with diabetes. In fact, a member with diabetes and high blood pressure is four times as likely to develop heart disease than someone who does not have either of the conditions. Aetna Better Health of Kansas encourages our members with diabetes to have a blood pressure of no more than 130/80. Usually medications that can help reduce blood pressure can be affective.

Aetna Better Health of Kansas (ABHKS) provides Access to MyActiveHealth for self-management health tools, personal health records, health assessments and lifestyle coaching. ABHKS also provides the weight management program value-added benefit of membership to a 12-week class from the University of Kansas Weight Management program on healthy eating, exercise and behavior change. ABHKS encourages members to get the Cholesterol Screening.

Importance of Cervical Cancer Screenings



For women age 21 to 64, cervical cancer screenings are important to identify pre-cancers that may lead to cervical cancer. Sometimes, cancer is found during a cervical screening. Annual cervical cancer screenings help prevent cervical cancer. It is recommended members get their essential cervical screenings and talk to their provider about any questions or concerns the member may have.

Members that receive their regular cervical cancer screenings can put preventative or interventive measures in place. Women aged 21-29 years should only receive a Pap Smear test to screen for cervical cancer. Women aged 30-65 years have a few options available to them such as: pap smear testing or human papillomavirus (HPV).

Cervical cancer found at an early stage is usually easier to treat. Aetna Better Health of Kansas offers The Healthy Rewards Incentive program where members can get up to \$35 in gift cards when they complete wellness activities such as vaccines, yearly check-ups, HbA1C tests, chlamydia screenings and cervical cancer screenings.

Community Health Council



Introducing Community Health Councils

Creating sustainable, effective social service solutions

Creating sustainable, effective social service solutions at Aetna Better Health, we're committed to ensuring that everyone has an equal opportunity to achieve their best health.

That is why we have created our Community Health Councils (CHCs), an initiative to help you address the most urgent social needs in your community. What are CHCs? CHCs are an important part of our Better Together: Social Impact Solutions a proprietary suite of products and programs aimed at creating healthier members and communities.

This gap-fill initiative engages stakeholders in a collaborative setting. An Aetna Better Health partner will guide your group in identifying a focus area and pinpointing solutions to fill a specific social gap.

Why you should join

We're local.

We include local people, organizations and systems that impact health in our process.

We're impactful.

We help fill gaps through public health program planning and evaluation strategies.

We're data-driven.

We rely on data as well as feedback based on stakeholder lived experience.



Join now

To learn more or join a Community Health Council, reach out to your Aetna Better Health partner or contact:

Madison Burda
Community Strategist
BurdaM@aetna.com



GETTING TO THE REAL ISSUE A Member Success

Sometimes it takes going the extra mile and calling on several resources to help a member get the care they need. Especially a member with several diagnoses such as Severe Emotional Disturbance (SED) and Autism who have shown repeated incidents of verbal and physical aggression at school and home. Due to the members SED, unfortunately the incidents led to three separate arrests for Cameron, an Aetna Better Health of Kansas member.

Kim Anderson, Behavioral Health Clinical Service Coordinator and Mindy Kitterman a Utilization Case Manager with Aetna Better Health of Kansas began to review Cameron's needs and opportunities to find solutions and options to help the member. When Kim began digging into Cameron's situation, she learned that she was on the waiting list for placement into a Psychiatric Residential Treatment Facility (PTRF) because of her history. Cameron's mom knew she needed help right away so she began calling every PTRF in the state of Kansas to see if she could get services there.

Unfortunately, Cameron's mom was told that because she had been placed at a PTRF in the past which specialized in treating adolescents diagnosed with a specific diagnosis, Cameron would not qualify for the PTRF at another location. Kim knew she needed to come up with another

solution.

When Kim shared this member's situation with Mindy, Mindy provided her with the name and contact for the Director of Inpatient Services at a local PRTF. Mindy encouraged Kim to contact the individual and explain the situation. Kim sent the individual an email explaining Cameron's situation and asking if they would consider her for placement. Cameron was put on the waiting list and then admitted just a few weeks later.

"While working with her, I learned that she has historically done very well in structured settings only to return to engaging in difficult behaviors after discharge" Kim says. "I shared this information with the PRTF in hopes these issues can be addressed in her treatment. I've also been participating in frequent team meetings with the PRTF staff going forward to monitor Cameron's progress."

Kim believes that with the treatment plan and the efforts of Cameron and her family, future home life and relationships will be more peaceful. If that is the case, going the extra mile will pay off for all involved.

**The member's name has been changed to protect confidentiality.*

Dental Hygiene Month



Written by : Maelle Leroy, Communication Analyst

Aetna Better Health of Kansas (ABHKS) is committed to assisting members with getting the resources and access to benefits for dental hygiene health. ABHKS provides to Members 21 yrs. and older, \$500 per year for dental exams.

These benefits provides members dental exams/cleanings twice each year, annual bitewing X-rays, fillings and extractions, specific root canals (anterior and bi-cuspid/pre-molar) and topical fluoride treatments. ABHKS also provides A \$10 gift card to members that get a dental checkup during their pregnancy.

Aetna Better Health of Kansas uses SkyGen to give you dental services. For Dental emergencies needs, members can call SkyGen at 1-855-918-2257 (TTY: 711). Members can see a dentist who is not part of Aetna Better Health of Kansas' network for emergency dental care.

Members do not need a referral or Aetna Better Health of Kansas' prior approval before receiving emergency dental care. For Dental emergencies such as broken tooth, permanent tooth falls out, pain in the gum around a tooth, and a fever due to dental needs, members do not need a referral or Aetna Better Health of Kansas' prior approval . It is recommended members should receive a dental exam when joining Aetna Better Health of Kansas. Members should also see a dentist every six months.



CONNECT WITH AETNA BETTER HEALTH OF KANSAS

SHARE YOUR THOUGHTS

Members who would like to provide feedback or thoughts are able to collect **\$15 in vouchers** for each Member Advisory Committee meeting they participate in. Aetna Better Health of Kansas values any ideas or suggestions on ways to change and improve our service to our members. If any members would like to participate, we invite members 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. 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.

Members that participate 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](#)**.

FRAUD, WASTE AND ABUSE

To prevent, report or stop fraud, waste and abuse

- You can call our Fraud, Waste and Abuse Hotline at **1-866-275-7704**
- You can also fill out our [Fraud, Waste and Abuse form](#).

CONTACT US

Department

Contact Information

Member Services

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

Pharmacy Line

24 Hour Nurse Advice Line

Provider Experience

Transportation Line

1-866-252-5634 (TTY: 711)

Provider Email

ProviderExperience_KS@aetna.com

GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

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