

Aetna Better Health of Kansas Community E-Newsletter



In this issue

Women's Health Month
(pg.2)

Men's Health Month
(pg.3)

Mental Health Awareness Month
(pg.4)

National Nurses Month
(pg. 5)

Alzheimer's and Brain Awareness Month
(pg. 6)

Value-Added Benefits
(pg.7)

Member Success Story
(pg.8)

Connect with Us
(pg.9)

May/June 2024



**Aetna Better Health[®]
of Kansas**

Women's Health Month



Not only is Mother's Day in May, it is also women's health month! At Aetna Better Health of Kansas (ABHKS) we are focused on supporting the health and well-being of all the women who are our members. This includes prioritizing their health by encouraging annual physical and behavioral health check-ups, screenings, and taking the necessary steps to be healthier. Unfortunately, ABHKS has seen an increase in the number of KanCare members who are dealing with breast cancer.

Women's Health Month serves as a reminder to take care of your overall health and make it a priority in your life. This includes seeking medical help when you need it, but it also involves engaging in preventive care to keep you healthy, like scheduling checkups, examinations, vaccinations, living a healthy lifestyle, and more. Women's Health Month also acts as an opportunity to provide our female members on the most common risks to their health, the symptoms, the warning signs, and when they should seek medical attention.

We want our Members to be screened annually for breast cancer and reach out to our Care Management staff to seek help when dealing with this issue. ABHKS also works to encourage our members to be screened annually for cervical cancer and chlamydia, especially if they are between the ages of 16 and 24.

Men's Health Month



The month of June is National Men's Health month and Aetna Better Health of Kansas (ABHKS) is committed to supporting members by providing resources, tools, and support. ABHKS is committed to encouraging men, boys, and their families to use the resources and tools ABHKS provides to assist with their health and wellness goals.

ABHKS is invested in bringing awareness of preventable health challenges for males of all ages, to assist in engaging in healthier lifestyle choices and to encourage the early detection and treatment of diseases like cancer, heart disease and depression. A good first step on the path toward improved health is to meet and choose a primary care provider (PCP). A PCP will review medical and family history to recommend any health screenings that may be needed. Men between the age range of 18-65 are encouraged to discuss any health concerns with their doctors. Members can have those discussion during annual wellness visit. Older men should continue to evaluate their health and make lifestyle changes based on conversations with their doctors to ensure they are able to live life to the fullest.

ABHKS members are also advised on the importance of a balanced Mental health. Mental health is an important determinant of overall health and quality of life for all members at every age. Adult men with chronic diseases like diabetes and cardiovascular disease have worse outcomes when they also suffer from depression, and depression is associated with decreased longevity in older men. Members should be aware of the symptoms of depression and anxiety and should reach out to members services to access resources and get help. Men's Health Month is the perfect time for members to take charge on their journey to improved health. Members should Keep up with health screenings and speaking to their PCP about any questions or concerns the member may have.

Mental Health Awareness Month



During the month of May, Aetna Better Health of Kansas (ABHKS) focused on providing resources to our Members with behavioral health needs. We are focused on ensuring our Members are aware of resources available to help meet their behavioral health needs such as substance use disorder and depression treatment.

Our goal is to help reduce barriers to receiving helpful, appropriate services through education and resource promotion, while increasing awareness to increase availability and accessibility of services. Talking openly about mental well-being, learning about the signs and symptoms of behavioral health concerns can help provide support to those who may be struggling. Encouraging individuals to develop a strategy to engage and maintain a behavioral health plan can help manage issues when they do arise.

We are promoting Peer Support Services through Member education of the services and how to self-advocate to receive them. ABHKS also provides the Value-Added Benefit of Pyx Health to assist with loneliness and its negative health impacts.

National Nurses Month



May is National Nurses Month! Aetna Better Health of Kansas (ABHKS) is celebrating all Nurses for the month of May who work tirelessly to serve our members. This year's theme is "Nurses Make the Difference". Our licensed nurses are dedicated healthcare colleagues who provide the best care with compassion and great knowledge serving the healthcare needs of our Members. For the month of May, as a health plan we celebrate the invaluable contributions of the licensed nurses at ABHKS and worldwide. This year's theme, "Nurses Make the Difference," honors the incredible nurses who embody the spirit of compassion and care at ABHKS.

Nurses are essential members of the healthcare system who provide care through every Member's various stages of life including working with Members at their most vulnerable moments. Nurses Month is an opportunity to highlight and celebrate nurses for all they do. As a health plan, we express our appreciation and support for our nurses' consistent contributions. As an ABHKS team, let's celebrate our nurses and show our appreciation for these extraordinary professionals!

Alzheimer's and Brain Awareness Month



Each June, Alzheimer's and Brain Awareness Month is recognized as a time to raise awareness about Alzheimer's disease and Brain Awareness. Aetna Better Health of Kansas (ABHKS) is committed to raising awareness and supporting all it's Members. Members are encouraged to speak to their providers and share any concerns they may have regarding memory loss or brain injury inquiries.

ABHKS supports members by providing supportive resources and tools such as the value-added benefit of the Hospital Companion Program. This value-added benefit provides Members on the Brain Injury 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 Brain Injury (BI) waiver program serves individuals 0 to 64 years of age who would otherwise require institutionalization in a BI rehabilitation facility. The BI program is not considered a long-term care program and is designed to be a rehabilitative program for participants to receive therapies and services that enable them to rely less on supports as the participant's independence increases.

If a member is experiencing changes in the ability to hold or follow a conversation. As a result, they may withdraw from hobbies, social activities or other engagements. The member is encouraged to contact our Member Services Team at **1-855-221-5656 (TTY: 711)**. to assist. The Member Services Team can assist with finding a provider, answer questions regarding benefits that are available and any concerns the Member may have.

Value-Added Benefits

We also offer some extra benefits to help with Members 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.



Hospital Companion Program

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.



Over-The-Counter (OTC) Catalog

Each household can order \$25 per month of certain over the counter (OTC) drugs and supplies from an Aetna Better Health catalog. Monthly supplies can be ordered online or by phone and will be mailed directly to the member's home.

Here are a few of the Value-Added Benefits that are offered in 2024:

- The Healthy Rewards Incentive program is where members can get up to \$35 gift cards when they complete wellness activities such as: Vaccines, Yearly check-ups, Diabetic eye exams, HbA1C tests, Chlamydia screenings, cervical cancer screenings.
- Healthy food gift card for members with diabetes or congestive heart failure. Members can receive \$30 a month for three months on a reloadable gift card restricted to healthy food. The member must be involved with a Care Manager who will provide them with the gift card in order for them to buy healthy food at their local grocery store. The Care Manager can assist them with signing up for SNAP benefits.

For descriptions of these VABs, access our website at: [Value-Added Benefit highlight](#)



GETTING TO THE REAL ISSUE A Member Success

When Lucy first met with the Aetna Better Health of Kansas (ABHKS) team, she was on the lock-in program. Four visits were scheduled to do her initial assessment, none of which she could attend. On the fifth visit, contact was made for her initial assessment. Her last reported usage of illegal substance abuse was in October 2018, it took nearly a year until she decided on the services she wanted and needed.

Since then, it has all been uphill from there for Lucy. She was referred to a domestic abuse organization in Salina for assistance with the court system. It was recommended that Lucy be removed from the lock-in program in December. She has continued to maintain her direction in life since then.

She was able to gain the courage to leave her abusive boyfriend, find housing, and gain custody of her 6-year-old daughter. During this time, the Aetna team would

receive multiple phone calls from Lucy and provide support to her. She has started going to her therapist on a regular basis, keeping doctor's appointments, only taking drugs prescribed to her, goes to multiple meetings a day, and only utilizes the ER in emergency situations. She has even gotten involved at her meetings and is working on becoming a sponsor for others struggling with substance abuse.

Lucy wants to start a drug support group in a jail setting. Additionally, Lucy and her daughter are planning to volunteer their time to a nursing home and food bank. ABHKS has truly turned Lucy's life around. Now, you can see the hope in her eyes and hear the excitement of life in her voice.

*Member names have been changed to protect confidentiality.



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

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