

# Aetna Better Health of Kansas Provider Newsletter, Q3-2024



Aetna Better Health  
of Kansas



## Quarterly Provider Newsletter

Aetna Better Health of Kansas, ABHKS, values our relationships with the provider community. In addition to the below resources, we are publishing a quarterly newsletter as another resource to support you. We welcome your feedback and appreciate your partnerships!

In this quarter's newsletter:

1. HEDIS Project 2023
2. SDOH Screenings
3. Provider Relations Resources
4. 2024 Value Added Benefits



## HEDIS PROJECT 2024

On May 2<sup>nd</sup>, 2024, the Aetna Better Health of Kansas HEDIS Team completed the HEDIS Hybrid project for Measurement Year 2023. This project allows us to look at a sample of our members performance in the 16 Hybrid measures reviewed (411 members per measure). These measures are not all of the HEDIS measures, however they encompass most of the State Pay for Performance measures as well as HEDIS measures that make up a large portion of our Health Plan Rating.

**81.25% of the Hybrid measures exceeded the prior year's rates.** The Measurement Year 2023 final audited rates will not be released until Q4. However, we know through our current rates and Quality Compass goals that we have achieved 5 of the Pay for Performance HEDIS measure goals.

- ❖ **ABHKS increased 3 measures by 2 Star ratings**, two of them being triple weighted towards the Health Plan Rating. One measure increased by 1 Star rating
- ❖ **ABHKS did not have any measures decrease in Stars.**
- ❖ **ABHKS accomplished a 99.66% Achievement Rate (100% goal)** which is higher than we have accomplished in ABHKS history. This is largely due to the help and support of our Provider groups returning requested medical records to us on time.

Some of the barriers we faced during the project in retrieving records involved Provider groups who utilize a copy vendor. We understand copy vendors help alleviate the burden of office staff, however we as the MCO struggle to not only get records in on time, but to receive records with the requested information. There are also communication challenges between us, the Provider group, and the copy vendor. Another barrier we face is unresponsiveness from office staff or Medical Records staff, typically several calls are made, and voice mails are left over weeks of time without any returned calls which makes completing the project on time challenging. Ways you all can help alleviate these barriers so we can showcase your good work to the State of Kansas is to allow trained Aetna staff EMR access or allow them to come on-site and pull the medical records to ensure we have everything we need in a timely manner.

**Thank you all for partnering with us in Quality to ensure the overall success of serving our members well together!**

## SDOH SCREENINGS

Aetna understands that 80% of what determines someone's health involves much more than what happens in a hospital or doctor's office, and the social determinants of health are the largest segment of that. These factors impact health and wellbeing because they make up the communities where member's live, work, learn, and play.

By performing social needs screenings, providers can offer more comprehensive patient-centered care to address important factors members face such as housing stability, food insecurity, and access to transportation. Ensuring screening, appropriate resources, and follow up are essential to providing holistic care and impacting the whole health of a member.

The [Department of Health & Human Services](#) put out a call to action late last year encouraging individuals working in health care across multiple sectors to partner and work together to address health-related social needs. If you're interested in partnering and learning more about what the Community CARES team at Aetna is doing, please reach out to Jaclyn Miller at [MillerJ6@aetna.com](mailto:MillerJ6@aetna.com).

## **PROVIDER RELATIONS RESOURCES**

### **Provider Resources**

- Access to webinars for Cultural Competency, EPSDT, New Provider Orientation, Provider Town Hall:  
[Access to Webinar Registration](#)
- We invite our providers to join our Provider Advisory Committees:  
[Access to information](#)
- Please continue to refer to the Weekly Alerts for recently published Provider Bulletins.

### **Provider Experience Representative Territory Map**

- Link: [Hospital, Physician and Ancillary](#)
- Link: [Behavioral Health](#)
- Link: [Home and Community Based Support](#)
- Link: [Skilled Nursing Facilities](#)

### **Urgent Questions, please contact Provider Experience at**

1-855-221-5656 or [ProviderExperience\\_KS@aetna.com](mailto:ProviderExperience_KS@aetna.com)

## 2024 VALUE ADDED-BENEFITS

Value Added Benefit	Description
Over the Counter Supply Catalog	\$25 per household, per month of certain over the counter (OTC) drugs and supplies from an ABH catalog.
Adult Dental	Members 21 yrs. and older receive \$500 per year for things like dental exams/cleanings twice each year, annual bitewing X-rays, fillings and extractions and fluoride treatments.
Android Smartphone	Free Android Smartphone with 350 free minutes per month, 1 gigabyte of data per month and unlimited text messaging for members 18 yrs. and older.
MyActiveHealth	Access to MyActiveHealth for self-management health tools, personal health records, health assessments and lifestyle coaching.
Promise Pregnancy Program	Includes a redeemable reward of \$75 for a first pre-natal visit within the first trimester, within 42 days of plan enrollment and with notification of pregnancy to the Health Plan. \$10 gift card for dental visit. Earn up to an added \$75 in rewards for going to pre and postnatal appointments.
Additional Transportation Services	Free rides for members going to the pharmacy, WIC eligibility appointments and prenatal classes. Twelve (12) round trips per year for members going to job interviews, job training, shopping for work type clothing, food bank or grocery store for food, senior services and getting community health services otherwise not covered
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.
Pest Control	Members on the PD, FE, IDD, TA, or Brain Injury BI waiver, who own their own home, can get up to \$250 per calendar year towards pest control services.
After School Engagement	Members ages 5 to 18 can get up to \$50 per year for activities at participating YMCA, Boys and Girls Clubs, Boy Scouts or Girl Scouts.
Podiatry Visits	Members, ages 21 years and older, who have diabetes will receive 2 podiatry visits each year.

Respite Care	Up to 120 hours of respite care per year for members on a waiver waiting list for HCBS. (This must be approved by the member's case manager)
Respite Care Background Checks	Background Checks for members on the HCBS waiver waiting list eligible for respite care we will provide one background check per year for a personal care services worker.
Asthma Air Purifier	Members ages 0-18 with an asthma diagnosis and adult members with moderate to severe Asthma and currently on the following medications: Cinqair, Dupixent, Xolair, Fasentra, Nucala; will be offered an asthma purifier based on pharmacy utilization. The benefit is to help lower the chance of an asthmatic attack (one-time benefit).
Weight Management	Provide membership to a 12-week class from the University of Kansas Weight Management program on healthy eating, exercise, and behavior change.
No Place Like Home Grant	Grant program that supports community-based organizations assisting members to access or maintain housing. Funds provide one-time emergency housing assistance to help keep members in their home or to establish a new home in the community.
Ted E. Bear MD Kids Club	For members from newborn to age 12. Member incentives include Activity Book and up to \$25 gift cards (up to \$75 annually) for meeting identified goals.
Healthy Rewards Program	The Healthy Rewards Incentive program where members can receive up to \$35 gift cards when they complete wellness activities.
iFoster	Through iFoster we will provide a tablet to youth ages 13 to 17 and a notebook computer for ages 18 to 24 along with digital literacy training and access to a large number of supportive online resources for supporting existing youths in foster care.
Foster Youth Transition	Foster youth in transition from one location to another will receive a duffle bag filled with personal hygiene items, supplies and a blanket to assist with their transition another location. This is a one-time per calendar year benefit.
Healthy Food Gift Card	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.
Loneliness Help	Through Pyx Health, members can download an application that helps them fight loneliness. Members can connect with compassionate humans for a friendly chat or help with resources.
Campus Ed	With CampusEd, members ages 16 and up, can get their GED and learn new job skills at no cost. Members who want to complete their GED will have access to specific prep courses, assistance in scheduling exam and a voucher to pay for the exam. In addition, members interested in expanding their job skills will have access to over 3000 resources in Health Care, IT, Business, and other trades. CampusEd provides career services support, resume assistance, opportunities to earn digital badges to show experience, and access to a local network of employers currently recruiting employees.

