



**Aetna Better Health[®]
of Kentucky**

Population Health

Every Aetna Better Health[®] member is on their own health care journey. We can help guide you to manage your health and feel better.

Our population health management programs can help with things like:

- Managing a health condition
- Pregnancy care
- When to use urgent care
- What to do after a hospital stay
- Staying healthy and preventing health problems

Enrollments and Referrals

For most programs, we will automatically enroll you if you are eligible. You can call Member Services any time to join or leave a program.

You can also get a referral to a management program. Referrals can come from your provider, a medical management program, a hospital discharge planner, a caregiver or even yourself.

Call Member Services or go to our website for a member referral into case management.

The programs listed on this flyer can help you manage conditions, prevent health problems, and stay as healthy as you can.

Just check out the topics that interest you.

You may opt-in or opt-out of a program by calling one of the Member Services phone numbers below or by reaching out to your Care Manager.

Acute Care

Have you or your child had a hospital stay recently? If so, you may get a call from our care management team.

They'll ask if you:

- Scheduled a follow-up visit with a PCP or specialist
- Were able to get any prescribed medicine
- Understood the discharge instructions
- Have any other needs, so they can refer you to one of our care managers

If you would like support after a hospital stay, or have any questions about this program, call Member Services at 1-855-300-5528, Monday through Friday, 7 AM to 7 PM ET. Ask to speak to a care manager.

Chronic Condition Management

Managing chronic illness can sometimes be difficult. Knowing who to contact, what test results mean, or how to get needed services can be hard. Aetna Better Health of Kentucky's team of Care and Disease Managers are here to help our members, as well as their families, primary care providers and caregivers. We can help with changes and provide information, so patients and caregivers are better prepared and informed about health care decisions and goals.

If you have a chronic condition, such as low back pain, sickle cell anemia, hemophilia, HIV/AIDS, multiple sclerosis or other conditions such as high-risk pregnancy or neonatal concerns, a history of health problems, we want to work with you and your PCP to meet your health care needs. Our Care and Disease Management teams are here to help navigate care planning. Aetna Better Health also has special programs for foster care children.

The goal of care management is to help you reach your best level of wellness and fitness. Your care manager can help you find the right providers and services.

Aetna Better Health has special programs for our members with asthma, diabetes, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), depression and coronary artery disease (CAD). These programs help you care for yourself through education, health coaching and special care. Care and Disease Management help you get the best care in the best way.

To make sure our records are up to date, our Care Management team will call new members to complete a health risk assessment. If you would like to get Care Management or Disease Management services, or have any questions about these programs, call Member Services at 1-855-300-5528, Monday through Friday, 7 AM to 7 PM ET. Ask to speak to a care manager.

Be Healthy: Classes for SKY members

Through the SKY program, members are eligible to enroll in Aetna's Be Healthy Child and Family Nutrition Classes. You can choose from these classes:

Health Runs Deep

This program meets four times. We'll focus on nutrition, physical activity and wellness needs of youth. You can also earn some great rewards. We'll call to check in and cheer for you along the way.

SKY Child and Adolescent Nutrition and Wellness Training

This training is designed for foster, adoptive and other fictive kin families. It focuses on nutrition, physical activity and wellness needs of youth in the system. You can earn foster parent credits for completing this program. It is offered quarterly or by request.

Go to **[AetnaBetterHealth.com/kentucky/news-events.html](https://www.aetna.com/betterhealth/kentucky/news-events.html)** to opt-in and register. You can opt-out by canceling your registration at any time.

If you have any questions about these programs, call Member Services at
1-855-300-5528, Monday through Friday, 7 AM to 7 PM ET.

Ask to speak to a care manager.

Supportive Care Management

The Supportive Managed Care Program is an approved Medicaid Program to give support to members who need assistance in managing health care needs. The program helps members manage their medical care. This program doesn't stop a member from getting the care they need. Instead, members get coordinated care when they use one doctor, one pharmacy and one hospital. Member claims data is reviewed to identify members who have visited multiple providers, hospital emergency departments, and/or pharmacies.

Aetna Better Health can enroll the member with one or more providers that will support the member's establishment of a medical home and healthful prescription habits.

Someone who is in the Supportive Managed Care Program may only have access to one of each of these:

- One (1) primary care provider
- One (1) pharmacy
- One (1) hospital

Members will be limited to selected providers for a period of 24 months. Aetna Better Health will monitor the claims and pharmacy use of Supportive Managed Care Program members at least annually after the initial 24-month limited period.

If the member switches health plans, their assignment will follow them to their new health plan. Members determined by Aetna Better Health to be enrolled in the Supportive Managed Care Program will be provided with written notice of his/her enrollment in the program.

Enrollment in the Supportive Managed Care Program will be effective within 60 days from the date the member is provided written notice. A member will have the right to appeal his/her enrollment in the program by providing additional information as to why his/her enrollment is inappropriate. See page 50 of the member handbook for more information on appeal rights.

Aetna Better Care Program

Aetna Better Health of Kentucky offers members gift card incentives for completing certain regular check-ups and screenings like:

- Follow up visits with mental health practitioners
- Completion of HPV vaccine series
- Finishing Health Risk Assessment (HRA)
- Completing a mammogram
- Completion of HBA1c test
- Completion of vision exam

To receive these benefits, please contact Member Services.

All Value-Added Benefits program offerings and services are subject to change.

For more help or questions about how to access these Value-Added Benefits, Services and Healthy Rewards please call Member Services at 1-800-300-5528, Monday through Friday, 7 AM to 7 PM ET.



Vaccines (Shots)

Adult immunizations Aetna Better Health covers certain Adult Immunizations at your local, participating health department or pharmacy. To find out if you are eligible for these and other vaccines that are available, please contact your provider or Member Services at 1-855-300-5528 .

You can also visit <https://www.cdc.gov/vaccines/schedules/hcp/imz/adult.html> to view the vaccine schedule.

Children also need shots that help their bodies fight disease. Each shot fights a different disease. Children must have a record of these shots in order to begin school. You may be required to give this information when you enroll your children in school. Some shots need to be given more than once.

For more information about what shots your child needs, see the Centers for Disease Control (CDC) Guidelines at <https://www.cdc.gov/vaccines/hcp/imz-schedules/child-adolescentage.html>. For more information on the COVID-19 vaccinations, please visit: <https://www.cdc.gov/covid/vaccines/index.html>.

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Immunization Schedule



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	Months							Years					
	Birth	2	4	6	12	15	18	2	4	7-10	11	12	16
Hep-B	✓	✓		✓									
Dtap		✓	✓	✓					✓				
Hib		✓	✓	✓									
IPV		✓	✓	✓					✓				
PCV		✓	✓	✓	✓								
Rota		✓	✓	✓									
COVID-19				✓									
Hep-A					✓		✓	✓					
MMR									✓				
Varicella									✓				
CBC						✓							
Lead Level						✓							
Tdap/Booster										✓	✓	✓	
MCV4											✓		
HPV*										✓	✓		

Please check with your child's doctor. Recommended Childhood and Adolescent Immunization Schedule- United States 2024

* HPV can begin at age nine.