

# Aetna Better Health of Kansas Community E-Newsletter

## *In this issue*

**Website Information**  
(pg.2)

**Stevie Award Winner**  
*Corporate Social Responsibility* (pg. 3)

**Healthy Vision Month**  
(pg. 4)

**School Entry Physicals**  
(pg. 5)

**The University of Kansas Medical Center  
Program**  
(pg. 6)

**Value-Added Benefits**  
(pg. 7)

**Member Success Story**  
*Redetermination* (pg. 8-9)

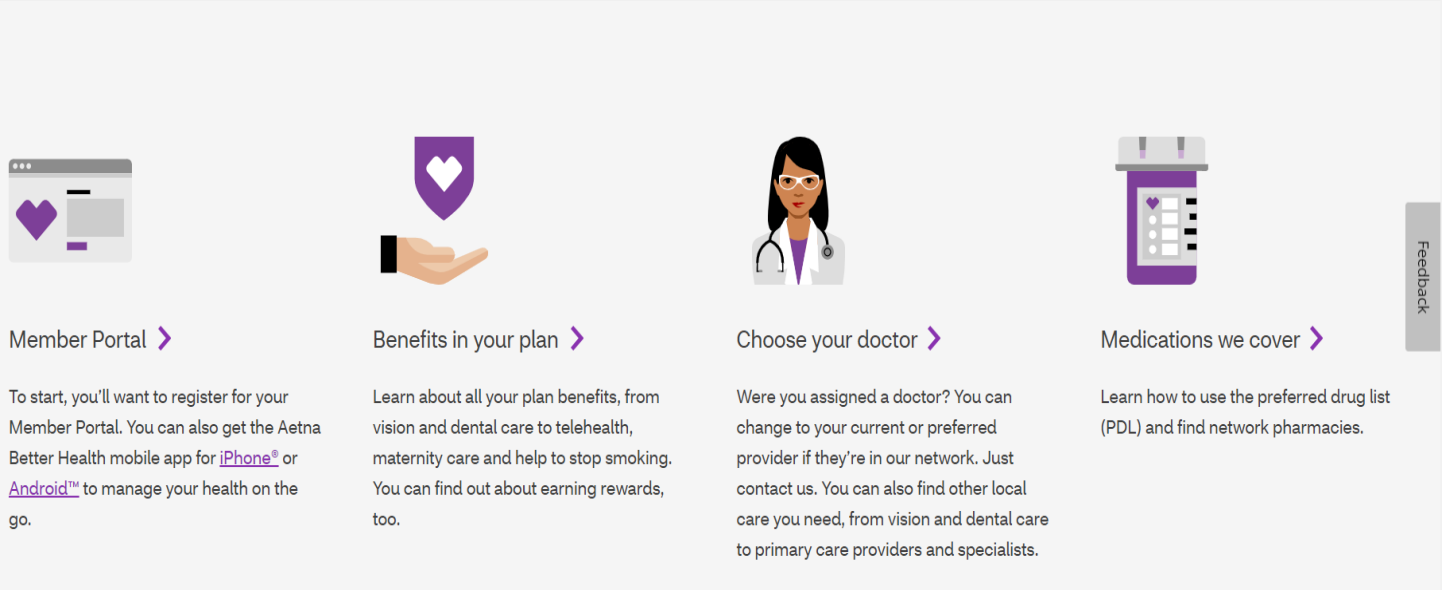
**Connect with Us**  
(pg. 10)

**July 2023**



Aetna Better Health<sup>®</sup>  
of Kansas

# Website Information



The screenshot shows the Aetna website homepage with a navigation bar at the top. Below the navigation bar, there are four main service tiles, each with an icon and a title. The tiles are: 1. Member Portal (icon: computer monitor with heart), 2. Benefits in your plan (icon: hand holding shield with heart), 3. Choose your doctor (icon: doctor), and 4. Medications we cover (icon: pill bottle). Each tile has a brief description of the service. A 'Feedback' button is visible on the right side of the page.

Aetna Better Health of Kansas (ABHKS) has recently changed the look of our website. In order to provide members, providers and community based organizations the ease to navigate the website portals and access information more easily, ABHKS has made the platform more user friendly. The website is mobile-friendly for all devices such as cell phones, tablets and other portable devices. This allows members to access resources and tools from anywhere. Members are now able to easily search for a provider through the member portal. Members can also access medications ABHKS covers, benefits in their plan, long term services and supports.

Amongst the new icons and banners, the site contains improved communication features and tools to assist all. The new website has added icons to make it visually easier to access information and search the database to find a provider. The site provides access to health coaching, information on rewards a member can earn and health tips.

The website is designed with our members in mind to make it easier, accessible and informative. We will be constantly updating our content with helpful information, services, resources, tools, newsletters, company announcements and much more.



# 2023 STEVIE AWARD WINNER– BRONZE



Aetna Better Health of Kansas, left to right: Melissa Lawson–Director of Quality, Dr. Muna Enshiwat– Chief Medical Director for ABHKS, Jane Brown– CEO ABHKS, Kimberly Foltz– Vice President/ Division President

## Corporate Social Responsibility

Aetna Better Health of Kansas (ABHKS) was honored with the Bronze Stevie Award in the Corporate Social Responsibility Category for our submission related to our Food Security Project.

The American Business Awards are the U.S.A.’s premier business awards program.

More than 3,700 nominations from organizations of all sizes and in every industry were submitted this year for consideration in a wide range of categories.

The judge’s comments in regard to ABHKS Food Security Project were:

“What I find impressive at the scale that ABHKS operates is its attention to detail. For instance, it has developed culturally sensitive programs, such as providing ethnic food options, to address cultural food inequities. The Food Insecurity Screening is an innovative approach to assessing the food security status of members via SMS or IVR call. We need more managed care organizations paying this level of attention to the communities they work in.”

“Aetna Better Health of Kansas has demonstrated an exceptional commitment to addressing food insecurity in Kansas. The organization has developed a variety of successful interventions and strategies that have touched over 50,000 Kansans and successfully reduced food insecurity in targeted communities. Aetna Better Health of Kansas stands out from other managed care organizations by proactively identifying and addressing food insecurity issues at the member level in collaboration with community-level support.”

ABHKS would like to thank all our members, providers, community based organizations and everyone that worked with the health plan to achieve this .

# Healthy Vision Month



The month of July is Healthy Vision Month. Aetna Better Health of Kansas (ABHKS) is committed to providing resources and tools to members to support their healthy vision journey. ABHKS works with SKYGEN to assist members with getting access to vision and eyecare services.

For our members with diabetes, an annual retinal eye exam is strongly recommended. The vision of a person with diabetes can change over time, but an annual retinal eye exam will help so that treatment can be given before it is too late. To encourage members to get their retinal exam, ABHKS provides the Value-Added Benefit (VAB) of the Healthy Rewards incentive program. The Healthy Rewards incentive program provides members with a gift card up to \$35 to popular retail stores when they complete wellness activities such as diabetic eye exams.

Members can call SkyGen at **1-855-918-2259 (TTY: 711)**, Monday – Friday 8 AM to 5 PM (CT). Members do not need a referral to see a network vision provider and can find a provider in the provider directory online at **[AetnaBetterHealth.com/Kansas](https://www.AetnaBetterHealth.com/Kansas)**.

Members should be advised of the benefits of routine eye exams and the preventative ways to keep eyes healthy.

# School Entry Physicals

## Taking Advantage of a Request for a School Entry Physical to Complete a More Valuable Annual Well Child Checkup

With the start of school fast approaching, many parents and guardians will schedule necessary appointments during the summer months to avoid trying to schedule around school and sports that keep them busy during the school year. While offices can anticipate a higher number of well check-ups right before the school year, it has been found that many parents are scheduling School Entry Physicals rather than an annual well-check. Let's first look at the reasons why a well child checkup is important, versus just completing a School Entry Physical.

School Entry Physical	Well Child
<ul style="list-style-type: none"><li>• Medical problems that affect the school setting</li><li>• Height, Weight, Blood Pressure</li><li>• Review special accommodations and restrictions</li><li>• Vaccines provided tend to reflect the school's requirements</li><li>• Referrals if the condition(s) could result in a classroom</li></ul>	<ul style="list-style-type: none"><li>• All medical problems including family history</li><li>• Monitors growth over time</li><li>• Age-appropriate developmental screenings</li><li>• Vaccines provided as needed</li><li>• Medication prescriptions and refills</li><li>• Hearing and vision screenings</li><li>• Screenings for mental health and social behaviors</li><li>• Referrals for any health concerns</li></ul>

Now that we can clearly see the benefits of completing the well child checkup, we also need to understand that the two can be completed during the same visit. This gives the parent and child the School Entry Physical paperwork that is necessary for participation, while also allowing the provider to keep up on the overall health and well-being of the child. So, how do we make it happen? Let's outline a few steps that can assist you and your office staff with scheduling the right appointment at the right time for the right patient.

- The best time to schedule an annual well-checkup is while the patient is in the office. So, when the patient or parent/guardian is checking out after a visit, ask staff to make sure the next annual well-checkup is scheduled, and if not, get something on the books! Parents will often say "I don't have my calendar for next year," or, "I have no idea what my schedule will look like." Let them know that they can always reschedule if needed when they receive their appointment reminder but be persistent.
- The second-best time to schedule a well checkup is when the patient, or parent/guardian, is on the phone. They may be calling due to illness, a prescription refill need, or a School Entry Physical, but regardless of the reason for the call, staff should always check the record to make sure a well checkup is scheduled.

Finally, aside from the obvious benefits to the patient, completing well checkups has clear benefits for providers as well.

- Development of the patient/provider relationship
- Increased HEDIS outcomes
- And even bonus payments from Managed Care Organizations (MCO)'s

Aetna Better Health of Kansas is always here to assist you and will also encourage our members (your patients) to schedule and complete their well checkups.



# The University of Kansas Medical Center Programs

## Research Spotlight: Lifestyle and Aging

Dr. Lauren Ptomey, PhD, RD, LD

A recent Alzheimer's Disease study was published in the Neurology Journal of the American Medical Association that looked at data from 378,615 adults. They found that about 1 in 3 of cases of Alzheimer's Disease in the United States were linked with 8 modifiable risk factors, which means things that can be within our control to improve. The most meaningful modifiable risk factors were midlife obesity and not being physically active. In fact, people with midlife obesity (in their 30s, 40s, and 50s) was associated with 20% of total Alzheimer's Disease cases in the US and was identified as the top modifiable risk factor for Alzheimer's Disease Risk.

Other research has found that eating more fruits and vegetables is associated with better memory and lower risk of Alzheimer's Disease. Specifically, diets such as the Mediterranean, Dietary Approaches to Stop Hypertension (DASH), and the Mediterranean-DASH Intervention for Neurodegenerative Delay (MIND) diet recommend foods that are high in antioxidants. Antioxidants come from fruits and vegetables and can help protect our cells from damage. These diets with more fruits and vegetables are linked with improved cognitive health and a lower rate of Alzheimer's Disease in older adults.

Three Takeaways to help prevent Alzheimer's Disease:

- 1) Watch your weight during your 30s, 40s, and 50s, - Monitoring your weight regularly is a great way to notice changes and make adjustments early.
- 2) Try to eat more fruits in vegetables – aim for 5 servings of fruits and veggies each day.
- 3) Maintain an active lifestyle (even small amounts of activity help!)

Information provided by KU Weight Management - Email [weightloss@kumc.edu](mailto:weightloss@kumc.edu) or call 913-945-8183 today to get involved in a free weight management program.

### Use of portion-controlled meals in weight management program leads to sustained weight loss and improved diet quality

Portion controlled meals (PCMs) are often used in weight loss and weight maintenance programs. PCMs consistently show greater weight loss and maintenance when compared to a conventional diet. There is concern that those who use PCMs do not develop an understanding of what constitutes "healthy eating" and do not develop strategies and skills to maintain a healthy diet during weight maintenance. The purpose of this study was to examine the effect of PCMs on diet quality during weight loss and maintenance intervention that included PCMs, physical activity, and group behavior education.

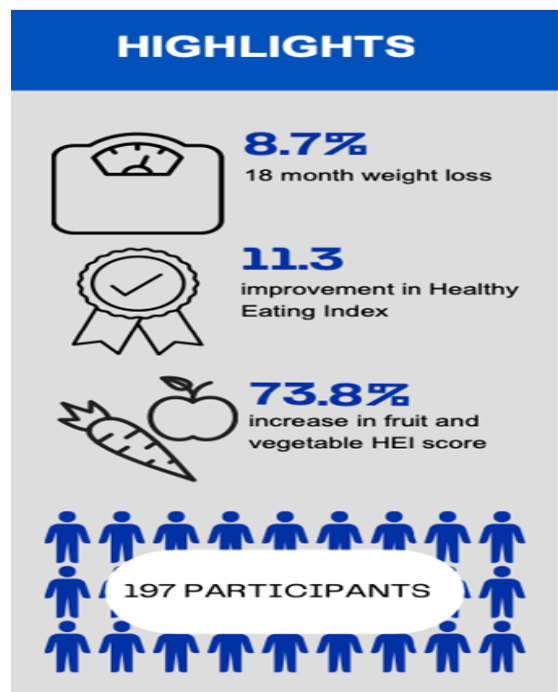
Group education sessions were used during weight loss (0-6 months) and weight loss maintenance (7-18 months). The weight loss phase consisted of energy restriction achieved using PCMs plus fruits, vegetables, and increased physical activity. During the weight maintenance phase participants consumed a conventional diet designed to maintain weight loss.

### KEY FINDINGS

- Weight loss in 197 participants was  $-14.3 \pm 6.6\%$  at 6 months and maintained  $-8.7 \pm 8.0\%$  at 18 months.
- Total HEI scores significantly improved during the weight loss phase (HEI:  $20.3 \pm 11.9$ ;  $p < 0.001$ ) and the improvement was sustained through 18 months (HEI:  $11.3 \pm 11.9$ ;  $p < 0.001$ ).
- Diet quality remained significantly higher than baseline during weight maintenance even as the consumption of PCMs decreased.
- Diet quality remained significantly higher than baseline during weight maintenance even as the consumption of PCMs decreased.

### A weight management intervention using PCMs resulted in both clinically significant weight loss and increased diet quality scores.

Information provided by KU Weight Management - Email [weightloss@kumc.edu](mailto:weightloss@kumc.edu) or call 913-945-8183 today to get involved in a free weight management program.



# Value-Added Benefits

## Helping people access their 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.

Here are a few of the Value added Benefits offered to our members:

- Up to \$50 per year to take part in activities with participating YMCA, Boys and Girls Club or Boys and Girls Scouts for members ages 5 to 18 years old
- Ted E Bear MD Kids Club Program is for members from 0-12. Member incentives include an activity book and gift cards for meeting identified goals.
- The Healthy Rewards Incentive program provides members with gift cards up to \$35 when they complete wellness activities such as vaccines, yearly check-ups and screenings.



### Over-The-Counter (OTC) Catalog

Each household can order \$25 per month of certain over-the-counter (OTC) drugs and supplies from the Aetna Better Health catalog.



### More Transportation Services

Unlimited rides for members going to the pharmacy, Women, Infants, and Children (WIC) Office, and prenatal classes. Twelve (12) round trips per year for some services otherwise not covered. Mileage reimbursement may also be available for approved trips.



## GETTING TO THE REAL ISSUE A Member Success

Zara\* is a 16-year-old girl. Even at her young age, she has already faced many challenges. She came into foster care at age four when her parents' rights were terminated after a few years. She has spent nearly half of her life in foster care. Due to moving around a lot from place to place, she has a hard time making friends. In addition, she was falling behind in her school work. Due to various challenges Zara faced she fell into a deep depression. Zara spent most days cutting herself and even attempted suicide by jumping in front of a car to end her life.

Aetna Better Health of Kansas (ABHKS) gathered her foster care case team together with her PRTF (Psychiatric Residential Treatment Facility) therapist and began Family Finding consultation. Her PRTF therapist was coached on interventions she could do with her to help her identify some of her connections she has lost touch with (called mobility mapping). During the exercise she identified many biological family members she had not spoken with for many years.

The foster care provider got to work and found her father, mother, grandmother and aunts within a matter of a few hours. Her dad reported that he had been looking for her for years and could not wait to have her back in his life.

She has since been in very good spirits and is looking forward to phone calls with her biological parents a few times a week. She knows exactly when to expect a call from each family member, which has given her hope and something to look forward to. She has been redirecting her anger in a positive way and has spent a lot of her time writing letters to her newly found family.

The hope is that this lonely child who once felt like she had nothing to live for, can now feel the love and support of people who love her. There is hope that this connection to those that love her will help her heal from her past trauma and reduce her need for intensive residential treatment so she can be cared for by someone she knows and loves.

Zara was so grateful for the team that gave her and her family the resources they so desperately needed. She says the team not only saved her life, but they gave her a second chance.

\*Some names have been changed to protect the identities of Aetna Better Health of Kansas members.



# Redeterminations

It is important for KanCare members to update and confirm their contact information is correct. If the KanCare Member is unsure or did not update their contact information please direct the members to :

- A. [KanCare.ks.gov](https://www.kancare.ks.gov) uses a chatbot, KIERA, to make updating contact information easier than ever. Members can click on the red chat bubble in the lower righthand corner of their screen and KIERA will help them update their contact information.
- B. Call the KanCare Clearinghouse at 1-800-792-4884.
- C. [The KanCare Self Service Portal](#) “ Access My KanCare” feature. Members can log into the portal and link their medical case to their online account. If the member does not have an account established, they can sign up by clicking the portal’s sign-up link and choose to receive text and email updates.

Aetna Better Health of Kansas members should watch for mail from KanCare and the Kansas Department of Health and Environment (KDHE) and return their completed forms as soon as possible. If a member received a renewal form in the mail, the member should follow the instructions and return it right away to avoid a gap in coverage.

**Make sure to  
update your contact  
information.**



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# 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](#)**.

## CONTACT US

<b>Department</b>	<b>Contact Information</b>
Member Services	<b>1-855-221-5656 (TTY:711)</b>
Pharmacy Line	
24 Hour Nurse Advice Line	
Provider Experience	
Transportation Line	<b>1-866-252-5634 (TTY: 711)</b>
Provider Email	<a href="mailto:ProviderExperience_KS@aetna.com">ProviderExperience_KS@aetna.com</a>

## GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

### **Chris Beurman**

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### **Dawn Cubbison**

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