

Aetna Better Health of Kansas Community E-Newsletter

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November/December 2023



Aetna Better Health[®]
of Kansas

Mental Health Awareness



PYX Health

As the holiday season approaches, many members may be planning to spend time with friends or family. Aetna Better Health of Kansas (ABHKS) recognizes that the holidays may not be joyous for every member during this time of the year. ABHKS recognizes that some members may be facing holiday blues and/or mental health challenges. Aetna Better Health of Kansas is here to support members through any mental health challenges by providing resources such as Pyx Health, Behavioral Health Crisis Services and member services.

Pyx Health provides the members access to a compassionate human being with the ease of access through an interactive mobile app. The Pyx Health team regularly screens for loneliness, depression, anxiety, and basic needs (housing, food, childcare, transportation, etc.), and offers real-time help to members to meet their needs.

In addition to Pyx Health, ABHKS also provides access to Behavioral Health Crisis Services that can assist members experiencing a mental health crisis. ABHKS member services is available to assist members 24 hours a day, 7 days a week, if members have any questions about getting mental health services or any covered services. ABHKS is ready and committed to assist members in making this a happy holiday season.

New 2024 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.



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.



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.



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.

Here are a few of the Value-Added Benefits that will continue into 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.
- Members 21 yrs. and older receive \$500 per year for dental services. It can be used for things like dental exams/cleanings twice each year, annual bitewing X-rays, fillings and extractions, specific root canals (anterior and bicuspid/pre-molar), and topical fluoride treatments.
- The Promise Pregnancy Program includes: A redeemable reward of \$75 for a first pre-natal visit within the first trimester or within 42 days of plan enrollment. Earn a \$75 gift card by completing a postpartum visit within 84 days of delivery. Earn a \$10 gift card for dental check-up during your pregnancy.

Human Immunodeficiency Virus (HIV) Awareness



Aetna Better Health of Kansas (ABHKS) has resources and benefits in place to assist members with Human Immunodeficiency Virus (HIV) awareness for the month of December. Community Based Organizations focused on HIV awareness can reach out to us to assist with events focused on this issue throughout Kansas.

ABHKS is fully committed to supporting members with a variety of tools and support around HIV awareness. ABHKS provides the benefit of Telemedicine Telehealth services. This benefit allows members to access video and audio technology in order to improve health care access. ABHKS also provides Members with transportation services to get to their health care appointments. ABHKS can offer mileage reimbursement, lodging and meals may also be reimbursed with authorization.

Another resource members have access to are Community Based Organizations (CBO). ABHKS can offer HIV Counseling and Testing (CT) programs. Members can reach out to organizations such as the University of Kansas Medical Center as well as county health departments to get information about the services they offer. Most services are offered at no cost to our members.

Flu Vaccine Awareness



December is flu vaccine awareness month. ABHKS is supporting our members by offering the Healthy Rewards Program where members can get a \$25 gift card when they are successfully vaccinated. It is important for members to get their flu vaccine every year. The vaccination can help reduce or prevent individuals from getting the flu. The flu can cause serious health complications that can result in hospitalization, dehydration, worsening of chronic health conditions, ear infections and sinus infections.

In effort to support members and provide resources to support members, ABHKS is also working with Community Based Organizations (CBO) to sponsor flu vaccine clinics throughout the state. ABHKS also provides The Over the Counter (OTC) benefit in which each household can order \$25 per month of certain (OTC) drugs and supplies from an ABH catalog to help fight the flu. Monthly supplies can be ordered online or by phone and will be mailed directly to the member's home. It is important for members to get their flu vaccine every year as the flu can change and the vaccination can help reduce or prevent the members from getting the flu.

The earlier the vaccine is received, the earlier it will protect the individual. The flu vaccine may take effect right away, but it could take up to two weeks for the members immune system to create the virus antibodies to fight the virus. flu vaccine for children may be covered based on the members coverage.



GETTING TO THE REAL ISSUE A Member Success

*Tori Waters is an Aetna Better Health of Kansas (ABHKS) member that was trying to overcome mental health challenges. Prior to embedded Care management (CM) engagement, Tori was frequently seen at the Emergency Room (ER) or admitted to a Health System for psychiatric support related to schizophrenia, substance use disorder (SUD), major depression, and intellectual disability. From February 2022 to February 2023 Tori had 20 hospital admissions and was homeless with no ability to navigate the healthcare system. Tori faced legal troubles related to all of her issues that could potentially put her freedom in jeopardy due to open warrants. After a serious hospitalization in February 2023 Tori was willing to seek help by engaging with care management. Due to complex social issues with family, Tori was not able to care for herself and needed significant assistance with activities of daily living. Tori verbalized that she was willing to accept help while in the hospital and began working with Emily Dewey, ABHKS Case Manager. Emily and Tori's behavioral health provider coordinated with the hospital to get a safe plan for discharge. The ABHKS care management team worked with the hospital to set Tori up for a Substance Abuse Center of Kansas (SACK) assessment and to get her directly transferred to inpatient SUD treatment.

Emily worked with the Tori to complete and submit applications for multiple housing programs that provide support for mental health needs. Emily and Tori's behavioral health provider have an open working relationship to support her in gaining independence. Recently Emily was able to connect Tori with a behavioral health center for help with housing support. The behavioral health center reported they wanted to engage with her in the past but, always had difficulty

tracking her down due to homelessness and no phone. Tori was able to establish stability in her current location and Emily and her behavioral health provider were able to meet with a behavioral health center to start the housing process and further services.

After hospitalization in February 2023, Tori agreed to go to SUD inpatient treatment to manage her amphetamine use. Once she successfully completed SUD treatment, she was able to move over to one of Tori's behavioral health provider housing options. Tori attends SUD groups through her behavioral health provider along with therapy and med-management appointments. Tori's behavioral health provider housing staff report that she has gained significant skills with her ability to manage things at the current home. She has attended all court proceedings with her behavioral health provider and the judge reports he's very happy with her progress and has decided she can end court involvement early. Emily is currently working with a behavioral health center to get Tori into a long-term group home where she could potentially transition to her own apartment in the future. Tori is now established with a medical provider to manage her medical conditions and receive much needed preventative care.

Tori mentioned at her last visit that she felt more supported having everyone communicating (Aetna and Tori's Behavioral Health Center) than she has ever felt in her life. She stated she felt like everyone was "Team Tori" and knowing this has helped her continue to manage her mental health conditions.

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

Diabetes Awareness



Written by : Maelle Leroy, Communication Analyst

Diabetes is manageable and members can develop a pathway to a healthy life with minimal challenges. Aetna Better Health of Kansas (ABHKS) is committed to providing members with benefits and resources to manage a diabetes diagnosis. ABHKS offers the Chronic Condition Management program that can help members manage diabetes by working with a coordinator that can assist with developing a plan with resources to help the member achieve their health goals.

Members are encouraged to manage their blood sugar levels as much as possible to help prevent or delay long-term serious health problems, such as heart disease, vision loss, and kidney disease.

ABHKS also provides The Healthy Rewards Incentive program where members can get up to \$35 in gift cards when they complete wellness activities such as a HbA1C tests or screening. Members will also have access to the service coordination department to assist with coordinating care. Once a member is enrolled, a service coordinator will contact them to discuss health goals and complete a comprehensive assessment that includes a Health Screening Tool (HST).

Service coordinators can assist with a healthy diabetic management plan by :

- Verifying that the member has the right medicines
- Making sure treatments are in place
- Help make and keep appointments
- Consulting with doctors.



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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