

All for you

Benefits and rewards you
won't want to miss in 2024



AetnaBetterHealth.com/Kansas

Aetna Better Health® of Kansas

As an Aetna Better Health of Kansas member, you have many covered benefits/plan benefits. We offer programs to help you live a healthier life.

Service coordination – we’ve got your back

Service coordination is available to help members manage their health. Service coordinators are nurses or licensed clinical social workers. They can help:

- Provide education about your health care
- Identify health care needs
- Locate a provider for you or your child
- Work with your primary care provider to help answer medical questions
- Help with home health requests
- Work with your doctors on specialist referrals
- Promote communication between your care provider, family and medical specialists
- Make sure all your health care needs are being met

Children who need more medical or behavioral health needs than other children their age can get special help if they are in a care management program.

Covered benefits – when you join our plan, you’ll get the benefits you expect



Office visits



Outpatient services/surgery



Urgently needed care



Mental health and substance abuse services



Emergency care



X-rays/lab services



Ambulance services (for emergencies)



Flu/pneumonia vaccines



Inpatient hospital care



Wellness exam



Home health care









24-hour nurse line



Plus, we offer a rewards program

Our Healthy Rewards incentive program lets you earn gift cards and other rewards when you complete wellness activities. Use your reward gift cards to get items from your favorite store.

Eligible Members	Reward	Wellness Activity
Age 7 to 12	 \$25 gift card	Complete yearly well-child checkup
Age 13 to 21	 \$25 gift card	Complete yearly well exam
Women	 \$25 gift card	Complete yearly cervical cancer screening
	 \$35 gift card	Complete yearly chlamydia screening
All members	 \$25 gift card	Receive yearly flu shot
Members with diabetes	 \$25 gift card	Receive yearly HbA1c blood test

Start earning your rewards today!





And we have extra benefits in 2024 for our members

We also offer extra benefits to help with your health and wellness. See the list below. No prior authorization is required. If you have any questions, call Member Services at 1-855-221-5656, (TTY: 711).





Value-Added Benefits




ALL MEMBERS

	Additional transportation services	We offer free rides for members to the pharmacy, Women, Infants and Children (WIC) eligibility appointments and prenatal classes. Plus 12 round trips per year for members going to job interviews, job training, shopping for work clothing, food bank or grocery store for food, senior services and getting community health services otherwise not covered.
	MyActive Health	Access MyActiveHealth for self-management health tools, personal health records, health assessments and lifestyle coaching.
	Over-the-counter (OTC) catalog	Each household can order \$25 per month of certain OTC drugs and supplies from our Aetna Better Health of Kansas catalog. Your monthly supplies can be ordered online or by phone and mailed to your home.
	No Place Like Home grant	One-time emergency housing assistance to help keep members in their home or to establish a new home in the community.

WAIVER WAITING LIST

	Respite care	Up to 120 hours of respite care per year for members on waiver waiting list for Home- and Community-Based Services. (Must be approved by member's case manager.)
	Respite care: background checks	Members on the Long Term Services and Support (LTSS) waiver waiting list eligible for respite care are provided one background check per year for a personal care services worker.

ADULT MEMBERS

	CampusEd	Members age 16 and up can get their General Education Diploma (GED) and learn new job skills. Members can access GED prep courses, assistance in scheduling exam, a voucher to pay for the exam. Members interested in expanding their job skills can access 3,000+ resources. CampusEd provides career services support, resume assistance and access to a local network of employers.
	Weight management program	Membership to a 12-week class from the University of Kansas on healthy eating, exercise and behavior change to help you reach your weight goals.
	Loneliness help	Through Pyx Health, members can download an application that helps them fight loneliness. Members can connect with compassionate people for a friendly chat or help with resources.

Value-Added Benefits (continued)



Adult dental services

Members 21 years and older receive \$500 per year for dental services. It can be used for dental exams/cleanings twice each year, annual bitewing X-rays, fillings, extractions and fluoride treatments.



Android smartphone

Members 18 years and older can get a free Android smartphone with 350 free minutes per month, 1 gigabyte of data per month and unlimited text messaging.

MATERNAL HEALTH



PROMISE Pregnancy program

Pregnant members are encouraged to make early and frequent prenatal and postpartum visits. The Promise Pregnancy Program includes a \$75 gift card for the first prenatal visit in the first trimester or within 42 days of plan enrollment. Members can earn another \$75 gift card by completing a postpartum visit within 84 days of delivery. And they can earn a \$10 gift card just for getting a dental checkup during pregnancy.

WAIVER PROGRAMS



Pest control services

Members on the Intellectual/Developmental Disability (I/DD), Physically Disabled (PD), Frail and Elderly (FE), Brain Injury (BI), Technology Assisted (TA) waivers and waiver waiting list who own their own home can get up to \$250 per calendar year toward pest control services.



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 member is in the hospital.

CHILDREN



Ted E Bear MD® Kids Club Program

Members from newborn to age 12 can join the Club and receive an activity book and \$25 gift cards (up to \$75 annually) for meeting identified goals.



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.

FOSTER KIDS



iFoster youth age 13 to 17

Members who participate in the iFoster program receive a tablet, training and access to online resources.



Foster youth transition

Youth in transition from one location to another receive a duffel bag filled with hygiene items, supplies and a blanket (*limit one bag per year*).

Value-Added Benefits (continued)

CHRONIC CONDITIONS



Healthy food gift card

Members with diabetes or congestive heart failure receive a \$30 reloadable gift card for up to 3 months to buy healthy food.



Asthma air purifier

Members aged 0-18 with an asthma diagnosis and adult members with moderate to severe asthma and currently on the following medications: Cinqair, Dupixent, Xolair, Fasenra, Nucala; will be offered an asthma air purifier based on pharmacy utilization. The benefit is to help lower the chance of an asthmatic attack (*one-time benefit*).



Podiatry visits

Members age 21 years and older who have diabetes will receive 2 podiatry visits each year.

Please note that there are no grievance or appeal rights for value-added benefits. Aetna Better Health of Kansas will offer extra benefits throughout the contract term.

Need more information?

For more details about your benefits, refer to your Member Handbook. You may view the handbook on our website at [AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas). You can always call us at 1-855-221-5656 (TTY: 711) to ask us to mail you a paper copy of the member handbook or provider directory with a current list of our providers.

And you can request any member material in a language other than English, or in other formats such as audio, large print or Braille. This is available at no cost to you.

The covered benefit information in this brochure is a brief summary. It's not meant to be a complete description of all of the benefits available. Limitations and restrictions may apply. For more information, contact Member Services or visit [AetnaBetterHealth.com/Kansas](https://www.aetna.com/betterhealth/kansas).



We want you to get the most out of your benefits

If you have any questions about your benefits and services, give us a call at 1-855-221-5656 (TTY: 711). We are here to help.

Aetna Better Health of Kansas will notify you at least 30 days before making any changes and/or terminations in benefits, services or delivery dates.

Nondiscrimination notice

Aetna complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Aetna:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104**.

If you believe that Aetna has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4500 East Cotton Center Boulevard
Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@aetna.com

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019**, **1-800-537-7697 (TDD)**.

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates.

Multi-language interpreter services

English: To access language services at no cost to you, call the number on your ID card.

Spanish: Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.

Vietnamese: Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.

Chinese Traditional: 如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼。

German: Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.

Korean: 무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.

Lao: ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ

Arabic: على عروج وملا مقررا على لاصتالء اجرا، ءفلكت يأنود ءوغلل اامدخال على لوصحلل لككارتشا ءق اطب

Tagalog: Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.

Burmese: သင့်အနေဖြင့် အခမဲ့ဖြင့် မပေးရဘဲ ဘဏ္ဍာစားဝန်ဆောင်မှုများ ရရှိနိုင်ရန်၊ သင့် ID ဝတ်ပေါ်တွင်ရှိသော ဖုန်းနံပါတ်အား ခေါ်ဆိုပါ။

French: Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.

Japanese: 無料の言語サービスは、IDカードにある番号にお電話ください。

Russian: Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.

Hmong: Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.

Persian Farsi: تاراك یور هدش دیق هرامش اب، ناگیار روط هب نابز تامدخ هب یسرتسد یارب دیری گب سامت دوخ ییاسانش.

Swahili: Kupata huduma za lugha bila malipo kwako, piga nambari iliyo kwenye kadi yako ya kitambulisho.

