

# Aetna Better Health® of Kansas

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# Building a Healthier World is our Mission

## Aetna at a glance

**35,000** employees

**23.5 million** medical members

**165 years** of national and international experience

**3<sup>rd</sup> largest** managed care organization in US

## Aetna in Kansas

Aetna Better Health of Kansas will serve  
~**125,000 members** with **approximately 450**  
locally based employees

Currently serving approximately **380,000**  
commercial and Medicare members



# Kansas Medicaid Offices

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9401 Indian Creek Parkway,  
Overland Park, KS

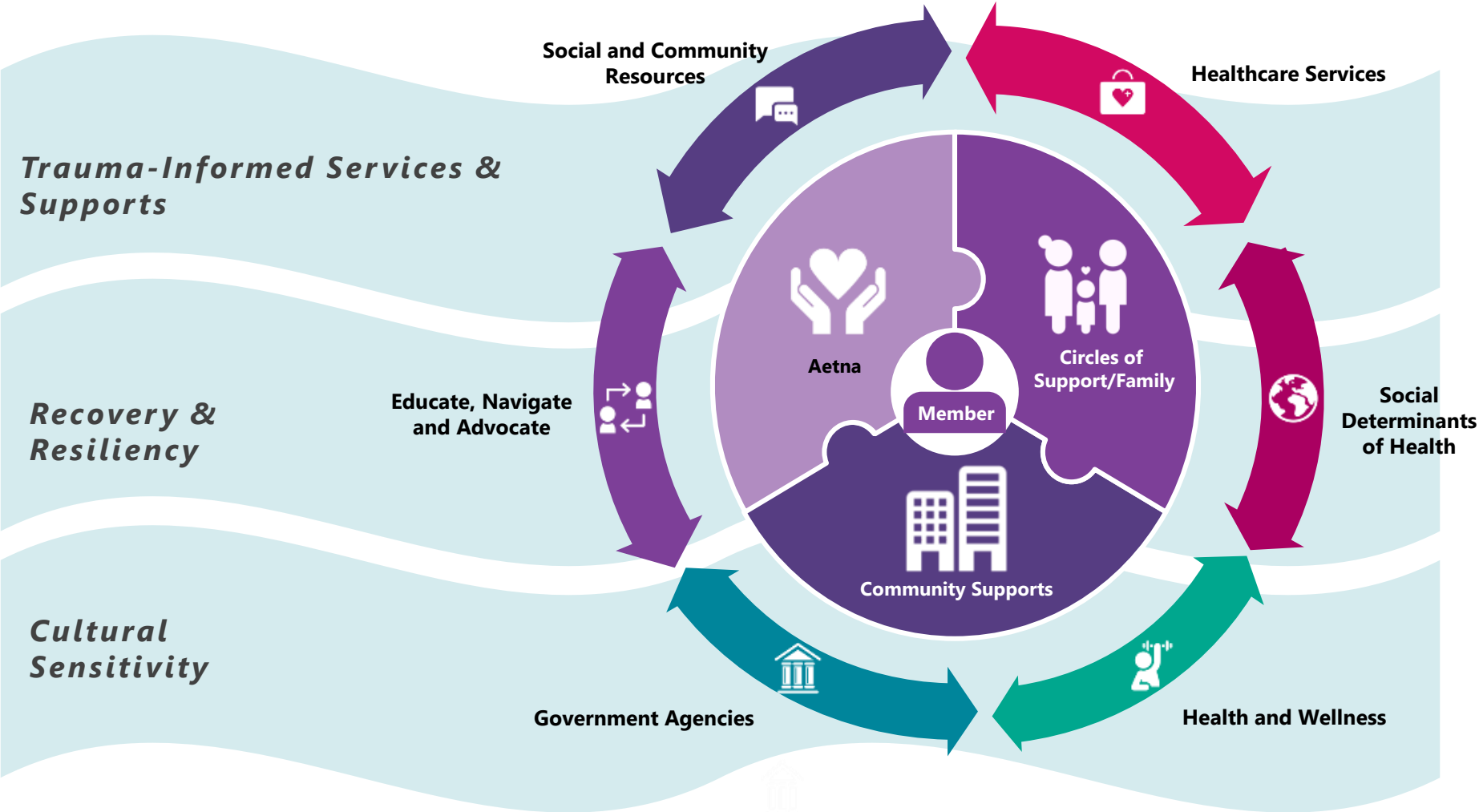


8535 East 21<sup>st</sup> Street North  
Wichita, KS



632 SW Van Buren  
Topeka, KS

# Our System of Care



# Physical, behavioral, and social integration

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We have leading edge medical management capabilities that focus on:



**Fully integrated care** encompassing physical health, behavioral health and social and cultural concerns of members



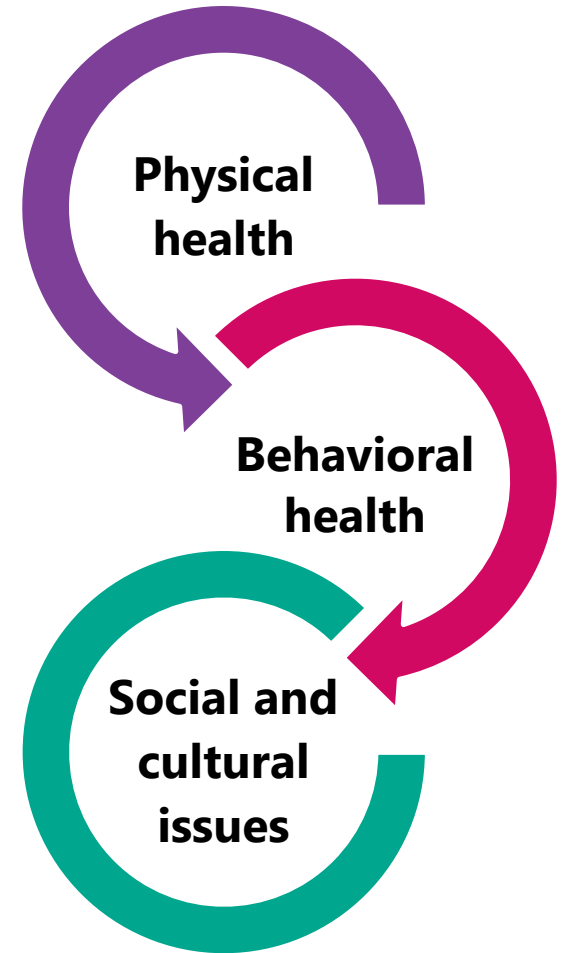
**Strong provider partnerships and alliances** with community based organizations



**Interdisciplinary care teams** that include the member and family



Leveraging technology to ensure **care team has a view of the whole person**





# April Population Health Webinar

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*Updates from Sunflower Health Plan*



# Health Department Partnership with Sunflower Health Plan

- ▶ Sunflower Health Plan would like to expand its partnerships with health departments in an attempt to close immunization care gaps for children ages 2 to 13. Sunflower would send a monthly list showing the children who are not up-to-date on immunizations. This list would allow the health department to outreach in hopes of closing the care gaps and deepening the health departments involvement in the community.
  - ▶ A co-branded postcard could be created if desired.
- ▶ Sunflower has researched and created a resource to serve as a one-stop shop for helping member access immunization services in their community. This is a resource Sunflower uses when performing outreach in order to close these care gaps and help identify where immunization could be received. Sunflower would like each health department to update their information. Please send an email to the email below with the following information:
  - ▶ Name
  - ▶ Address
  - ▶ Contact information
  - ▶ Services provided (include hours/days all services are provided)
  - ▶ And any other beneficial information
- ▶ Please reach out to Derek Feagans at [Derek.R.Feagans@sunflowerhealthplan.com](mailto:Derek.R.Feagans@sunflowerhealthplan.com)



# Provider Accessibility Initiative – Grant Funds

Sunflower Health Plan is excited to announce the availability of grant funds for its participating providers to remove physical and programmatic disability access barriers at your practice.

Equal access to quality health care and services that are accessible for our members with disabilities and their companions is a priority for Sunflower; and we recognize that some of our partnering providers may not always have the financial resources to make their practices more accessible (such as purchasing an accessible exam table or scale, renovating your bathrooms, or supplying materials in braille).

We are inviting our valued providers to apply for a grant from the National Barrier Removal Fund (BRF), which is jointly administered by Sunflower, Centene, and the National Council on Independent Living (NCIL). In addition to receiving funding to remove disability access barriers, grant recipients also get tailored training and technical assistance from NCIL, local Centers for Independent Living (CILs), and Sunflower Health Plan. In exchange, grant recipients must implement the disability access modification(s) they received funding for, and provide a picture and/or success story after the modification(s) are made.

To be considered for a BRF award, please visit the NCIL website at <https://ncilforms.wufoo.com/forms/kansas-barrier-removal-fund-rfp/> and complete the online application before 5:00 pm on Friday, April 26, 2019. A list of the application questions, information about eligibility and allowable projects may be found on the provider accessibility initiative page of our website.





# Accessibility Enhancement Examples

Ramp  
Installations



Accessible Exam  
Table

Roll-on Scale



Automatic  
Door Closers



Braille Materials



Noise Cancelling  
Headphones

# Medication Assisted Treatment (MAT) for Opioid Addiction

- ▶ Medication Assisted Treatment is “The use of medications, in combination with behavioral therapies, to provide a whole-patient approach to the treatment of substance use disorders.” MAT may be used for Alcohol Use Disorder (Antabuse) and Tobacco Cessation (Chantix).
- ▶ Use of Suboxone (Buprenorphine) in an outpatient setting by primary care providers
  - ▶ Lower potential for abuse
  - ▶ Greater accessibility
  - ▶ High success rate in the treatment of opiate dependence
- ▶ Overall Goal is to have improved state-wide access to Suboxone prescribers in Kansas

## Getting Our Kids Involved

- ▶ OpiEnd Youth Challenge is a nationwide opioid-awareness poster contest for children ages 9-14. Centene is awarding national prizes and Sunflower is participating with a \$1000 prize to one Kansas school or organization. Deadline is September 20<sup>th</sup>. More information at [www.opiendyouthchallenge.com](http://www.opiendyouthchallenge.com)

**Kansans First**



## 2019 Value Added Benefits

Melody Dowling, Health Services Director

[melody\\_dowling@uhc.com](mailto:melody_dowling@uhc.com)



# Value Added Benefits

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## What are Value Added Benefits?

- Value Added Benefits are additional benefits that UnitedHealthcare offers our members beyond the KanCare covered benefits.
- These benefits are designed to help aid and encourage our members on various health matters.

Because these are extra services – Members are not able to file official grievances with regard to receiving (or not receiving) a Value Added Benefit. The grievance process only applies to KanCare covered benefits. However, Member Services will work with members to do what they can to get members access to the value added benefits.



# 2019 Value Added Benefits

Kansans First



## Value Added Benefits are available for All members, such as:

- New Healthy Rewards Incentive Program that invites members to complete specific health activity and receive a reloadable debit card.
- Assistance with Federal Lifeline Free Cell Phone Service Program (excluded CHIP)
- Access to your member information via web at [myUHC.com](http://myUHC.com) or via smart phone app Health4Me.



The benefits you need. **The care you deserve.**



## 2019 Value Added Benefits

Kansans First



Some Value Added Benefits are available for **Adult** members, such as:

- Dental Benefit that includes screenings, x-rays, cleanings and restorative fillings up to a maximum of \$500 per year at a participating dental provider.
- Transportation to job-related activities that provides 3 round trip or 6 one-way trips per year
- Transportation to Support Group Meetings that provides two rides per month up to 24 rides annually.
- Education benefits that includes help getting your GED or taking a coding class
- Fresh EBT downloadable smartphone app to assist with SNAP accounts



# 2019 Value Added Benefits

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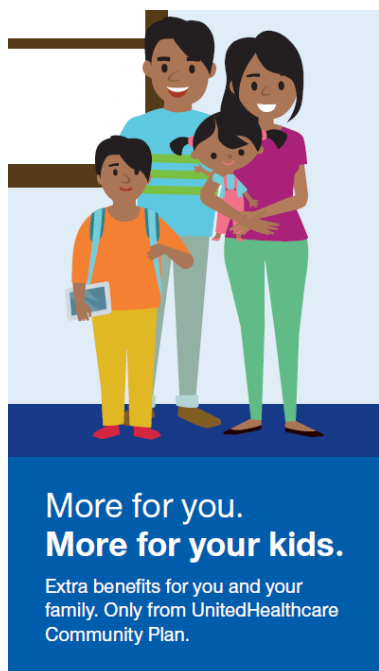
## Value Added Benefits Specifically for Kids:

- A is for Asthma **Newsletter** for children ages 1-4
- **Youth Organization Activities** from participating YMCA, Boys & Girls Clubs, Parks and Recs – covers a \$50 annual activity
- Access to **KidsHealth** informational web site
- **Food for Thought** presentations across the State



# 2019 Value Added Benefits

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## Benefits for Mom's

- **\$200 Debit Card Reward** for pregnant mom's completing first prenatal visit within 42 days of plan enrollment (first trimester)
- **Community Baby Showers**
- **Baby Blocks Reward Program**
- **Infant Care, “*Baby Basics*” Book**
- **Off Brand Mosquito Repellent**
- **Transportation to WIC** appointments that includes three round trip or six on-way rides.





## 2019 Value Added Benefits

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### Value Added Benefits for HCBS Waiver Members

- **Pest Control Service** – ALL HCBS Waiver Members
- **Dentures** for FE members
- **Home Helper Catalog** for FE, PD & I/DD
- **Transportation Social Activities** for PD, TBI & I/DD



## 2019 Value Added Benefits

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### Additional Value Added Benefits for HCBS Waiver Members

- Wellness Calendar mailed the first of each year FE Only
- **Respite Care** for members living in a family home I/DD Only
- **MedicAlert Bracelets** Autism & I/DD Only
- A \$50 **Annual Parks and Recreation** Activities FE & PD Only



## 2019 Value Added Benefits

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### Behavioral Health Value Added Benefits are available for Members and families, such as:

- Mental Health First Aid which is an interactive course designed to mimic standard first aid training. Course teaching general public how to identify, understand and respond to signs of mental illness and substance abuse issues.
- Seeking Safety is a training that is focused on teaching coping skills therapy to help adults, youth and children attain safety from trauma and/or substance abuse.
- Question Persuade and Refer (QPR) Training is an emergency mental health intervention training that teaches people to recognize and respond positively to someone exhibiting suicide warning signs and behaviors.



## 2019 Value Added Benefits

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### Value Added Benefits – Technology Programs, such as:

- On My Way (OMW) Program for youth and young adults provides access to an interactive website to help them for real-world situations.
- A-CHESS is a mobile application designed to provide support for substance abuse disorders
- Intellectually Developmentally Disabled (I/DD) electronic e-book on the web
- Personal Empowerment Cognitive Behavioral Therapy Programs for Multiple Behavioral Health Concerns is a web based tool where members can take assessments and learn useful coping exercises and goal setting



# We Are Here To Help You Understand Your Benefits

Kansans First



## Member Service Advocates

- Toll free Member Services Line: **1-877-542-9238**  
Monday through Friday 8 a.m. to 6 p.m. TTY: 711
- Get answers to your questions.
- We want to speak to you in your language.



## 24 Hour Nurse Line

Call: **1-855-575-0136**, TTY 711

Nurses can answer your questions 24-hours a day

