



Be Positive

**Aetna Better Health of Kansas
Community E-Newsletter**

May 2020

**May is Mental Health Month
ABHKS offers tips during difficult times**

For more than 70 years, Americans have observed Mental Health Awareness during the month of May. This year presents some unusual challenges for many of us, as we practice social distancing during the pandemic. But “social distancing” doesn’t have to mean “emotional distancing.” Self care can be a challenge when our typical routines are disrupted, but it’s important for all of us to maintain our relationships and take the time to attend to our own mental health. Our isolation is temporary, but here are some tips to help you cope in the meantime.

ones. Technology offers some great opportunities to connect in meaningful ways. Enjoy dinner with a friend over video chat. Start an online book club. Utilize social media sites to stay in touch.

Develop a routine and stick to it. Get up and go to bed on schedule. Have meals at regular times. Get dressed every day. Keeping a routine will lend a sense of order to your day and will make the eventual transition back to our typical daily lives much easier.

Keep in touch with friends and loved

(Story continued on Page 2)



Aetna Better Health® of Kansas

OneCare Kansas

A new program to help the most vulnerable members



As the COVID-19 pandemic continues, there is a new program that is uniquely positioned to help our most vulnerable members through this crisis and beyond. OneCare Kansas launched on April 1 across the state, providing extra care coordination assistance across six core services designed to help our program-eligible members to reach their health goals. These services include support for our members as well as for those who are helping these members.

OneCare Kansas focuses on our members with serious mental health conditions as well as on those with asthma and other chronic conditions such as diabetes, COPD, cardiovascular disease, kidney disease, and tobacco use. During this pandemic, our network of OneCare Kansas provider partners may provide any and all of these

service by telephone and no face-to-face contact is necessary.

Members who are eligible for OneCare Kansas will receive a letter from Aetna Better Health of Kansas inviting them to opt in to the program: members may opt in by phone by calling our Member Services team at 1-855-221-5656 or by returning the signed letter to us in the postage-paid envelope included with the letter.

For more information on this program please visit the State's OneCare Kansas website at <https://www.kancare.ks.gov/home> You may also email us at our Aetna Better Health of Kansas OneCare Kansas mailbox at ABHKSONeCare@AETNA.com or call our Member Services team at 1-855-221-5656.

May is Mental Health Month

ABHKS offers tips during difficult times (continued)

Set achievable goals and a timeline to accomplish them. Have you been meaning to clean out that hall closet? What about finishing that book on your nightstand? Have you always wanted to learn to knit? Or maybe refinish that antique table? Accomplishing something tangible will provide a sense of purpose to your day and will help mark time.

Most importantly, be kind to yourself and those around you. Very few of us are as focused or productive right now as we would otherwise be. We're all likely to have good days and bad

days in the coming weeks. This is temporary.

Mental Health Awareness Month takes on a special, more personal meaning for many of us during this time. We are all experiencing uncertainty and additional stress. Many of us are experiencing loss of loved ones, or of income, or of routine. This is a difficult time. If you need support, please reach out to loved ones, or to your local community mental health center. We here at Aetna Better Health look forward to seeing you again soon.

Member Success Story

An example of how Aetna Better Health of Kansas is working for our members

Using Resources to Help A Member Get Into A Treatment Facility

Sometimes it takes going the extra mile and calling on several resources to help a member get the care they need. Especially a member with several diagnoses such as Severe Emotional Disturbance (SED) and Autism who have shown repeated incidents of verbal and physical aggression at school and home. Unfortunately, the incidents led to three separate arrests for C, an Aetna Better Health of Kansas member.

Enter Kim Anderson, Behavioral Health Clinical Service Coordinator and Mindy Kitterman a Utilization Case Manager with Aetna Better Health of Kansas.

When Kim began digging into C's situation, she learned that she was on the waiting list for placement into a Psychiatric Residential Treatment Facility (PTRF) because of her history. C's mom knew she needed help right away so she began calling every PTRF in the state of Kansas to see if she could get services there. Unfortunately, C's mom was told that because she had been placed at a PTRF in the past which specialized in treating adolescents diagnosed with a specific diagnosis, C would not qualify for the PTRF at another location. Kim knew she needed to come up with another solution.

When Kim shared this member's situation with Mindy, Mindy provided her with the name and contact for the Director of Inpatient Services at a local PTRF. Mindy encouraged Kim to contact the individual and explain the situation. Kim sent the individual an email explaining C's situation and asking if they would consider her for placement. C was put on the waiting list and then admitted just a few weeks later.

Kim knows that this is just the beginning for C.

"While working with her, I learned that she has historically done very well in structured settings only to return to engaging in difficult behaviors after discharge" Kim says. "I shared this information with the PTRF in hopes these issues can be addressed in her treatment. I've also been participating in frequent team meetings with the PTRF staff going forward to monitor C's progress."

Kim believes that with the treatment plan and the efforts of C and her family, future home life and relationships will be more peaceful. If that is the case, going the extra mile will pay off for all involved.



COVID 19 Information from ABHKS

Assisting members and organizations

Member Information

Aetna Better Health of Kansas (ABHKS) is working with the Kansas Department of Health and Environment and the Centers for Disease Control to make sure that our members are being provided with the latest and best information around the COVID 19, coronavirus.

The ABHKS website (<https://www.aetnabetterhealth.com/kansas/members/>) offers the following information:

- A COVID-19 Member Letter
- A link to the KDHE COVID-19 Resource Center

The main page of our website also offers a link to a webpage provided by Aetna titled "What you need to know about coronavirus (COVID-19)". Members and others can access the site at the following address:

<https://www.aetna.com/individuals-families/member-rights-resources/need-to-know-coronavirus.html>

Organization Assistance

Service for Virtual Meetings

During this time Aetna Better Health of Kansas (ABHKS) would like to offer use of WebEx to host your meetings. With social distancing in full effect, we believe it is crucial for organizations to still operate as normally as possible. If your organization could use this support tool, please contact us so that you will still be able to host your meetings within or outside your organization.

Assistance with Services

Please let us know if you are working on any program or project to help the community and that we may be able to support.

**For more information,
contact Member Services at:
1-855-221-5656 (TTY 711)**

Important Contact Information for Aetna Better Health of Kansas

Department	Contact Information
Member Services	855-221-5656 TTY 711
24 Hour Nurse Advice Line	855-221-5656 TTY 711
Transportation Line	866-252-5634 TTY 711
Pharmacy Line	855-221-5656 TTY 711
Provider Experience	855-221-5656 TTY 711
Provider Email	ProviderExperience_KS@aetna.com



Aetna Better Health® of Kansas

Help us make our E-newsletter better

Let us highlight the work of your organization

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 additions of the newsletter.

Let us know if we can feature your organization in our newsletter!

Website for Aetna Better Health of Kansas:

www.aetnabetterhealth.com/kansas

Kansas Community Development Team

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