

AETNA BETTER HEALTH OF KANSAS COMMUNITY E-NEWSLETTER

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June 2022



Aetna Better Health[®]
of Kansas



QUALITY TIME

This section will showcase the initiatives our Healthcare Quality team is working on to assist in meeting the goals of Aetna Better Health of Kansas

HEALTHY HABITS FOR ADOLESCENTS AND FOSTER YOUTH

Written by Melissa Lawson, *Lead Director, Healthcare Quality Management*

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A focus on health care at any age is important, but for young people between 10 and 19 years old, or adolescents, it's critical that attention be given to their health and the rapid changes happening in their development.

This transitional period between childhood and adulthood is a time to begin building good health habits related to diet and physical activity and offer age appropriate information about sexual health, substance abuse, and ways to protect their health as they mature. Involving adolescents in their health care decisions gives them a meaningful opportunity to develop skills for the future and foster good health literacy.

Young people in foster care may have a more complicated health history related to their experienced trauma, limited access to care, and/or needs simply not being met. This will require an even more dedicated focus on the youth's physical, mental, and psychosocial health. Challenges arise with unavailable health history, access to appropriate services, and frequent changes in oversight. Members of Aetna Better Health of Kansas (ABHKS) who are under foster care have a Service Coordinator assigned who can assist with a health history and accessing care.

ABHKS recognizes the important role of parents, guardians, foster parents, local agencies, child welfare professionals, volunteers, mentors, policymakers and other community partners play in helping our adolescent members access care, make supportive connections, and develop into adulthood.

Together we can create meaningful change and improve the overall health of these young people.

For more information, see Bright Futures recommendations at: https://brightfutures.aap.org/Bright%20Futures%20Documents/BF4_AdolescenceVisits.pdf

Information about immunizations: <https://www.cdc.gov/vaccines/schedules/downloads/teen/parent-version-schedule-7-18yrs.pdf>

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BABY FORMULA SHORTAGE RESOURCES

Unfortunately, the United States is dealing with an alarming shortage of baby formula in part due to a shut down at a manufacturing facility.

Regrettably, Aetna Better Health of Kansas (ABHKS) does not purchase infant formulas and therefore does not have infant formula that can be shared with provider offices, community-based organizations or members. ABHKS is happy to refer to organizations located throughout the State and nation who can possibly provide assistance:

Kansas Breastfeeding Coalition Inc.:

[Milk Banking, Sharing and Donating \(ksbreastfeeding.org\)](https://ksbreastfeeding.org)

Hays Medical Center:

[Mother's Milk Donation Center Established at HaysMed - Hays Medical Center](#)

US Department of Health and Human Services:

[Find Formula During the Infant Formula Shortage | HHS.gov](#)

Rocky Mountain Children's Health Foundation:

<https://rmchildren.org/mothers-milk-bank/buy-milk/buying-milk-for-your-baby/>

Mental well-being and the LGBTQ+ community

In a recent CVS Health/Morning Consult survey of 2,000 adults, 57 percent of those who identify as LGBTQ+ expressed concerns about their mental health, which is 20 percentage points higher compared to adults overall. Further, LGBTQ+ individuals are nearly three times as likely as the general population to experience a mental health disorder in their lifetimes.

Members of the LGBTQ+ community each have unique life experiences that can impact mental well-being. But there are also some common experiences that can create mental health challenges. It's important for providers and community partners to be mindful of these experiences, including:

- Harmful policy and rhetoric from political, religious, and media groups
- Harmful speech and actions from local community members
- Social, familial, and religious rejection
- Stigma and bias in employment, housing, health care, and other basic needs
- Violence against minority and/or LGBTQ+ communities
- Pandemic-driven isolation from community (often chosen family)

Aetna Better Health proudly celebrates Pride Month this June, but meeting the health care needs of LGBTQ+ communities takes year-round work.. CVS Health/Aetna has made a commitment to address health disparities that impact historically marginalized communities, including the LGBTQ+ community. We are honored to collaborate with Accenture, The Trevor Project, and the Human Rights Campaign to make strides toward health equity.

Even as we celebrate Pride Month and the progress we've made toward equity, we recognize that, for some in our communities, it is still not possible or safe to be out. Pride month can feel isolating to those who face barriers to receiving support. Getting the right support at the right time is key.

Below are a few resources you can use and share for your own mental well-being and the health of LGBTQ+ loved ones and friends in your life:

- For immediate support: [Connect with The Trevor Project's Crisis Counselors](https://www.thetrevorproject.org/get-help/) (https://www.thetrevorproject.org/get-help/)
- [Resources for Mental Health Support](https://www.thetrevorproject.org/resources/article/resources-for-mental-health-support/) from Trevor Project (https://www.thetrevorproject.org/resources/article/resources-for-mental-health-support/)
- [Mental Health Resources in the LGBTQ Community](https://www.hrc.org/resources/mental-health-resources-in-the-lgbtq-community) from Human Rights Campaign (https://www.hrc.org/resources/mental-health-resources-in-the-lgbtq-community)
- [Healthcare Equality Index \(HEI\)](https://www.hrc.org/resources/healthcare-facilities) (https://www.hrc.org/resources/healthcare-facilities) is the national LGBTQ+ benchmarking tool that evaluates healthcare facilities' policies and practices related to the equity and inclusion of their LGBTQ+ patients, visitors and employees

RESOURCE ROUNDUP

We're rounding up resources from our System of Care team on a variety of topics and featuring them here.

This month, we've gathered resources about **FindHelp.org (formerly Aunt Bertha)**.

FINDING COMMUNITY RESOURCES

FindHelp (formerly Aunt Bertha) is a free online platform that allows anyone to easily find and connect with local free and reduced-cost programs. FindHelp makes it easy for Kansas residents to find programs that help them stay in their homes, feed their families, and assist with other needs. Individuals or family members can search for resources anonymously, or set up an account for free.

FindHelp empowers and supports Community-Based Organizations (CBOs) to help people in need of services more easily and effectively. CBOs can access tools by creating a free account and claiming their program. Claiming a program allows you to access and update your program's information, create intake screeners and eligibility assessments, review reporting and analytics tools, and more – all for free! You can claim your program in a few easy steps:

1. Go to <https://www.findhelp.org/claims>;
2. Search for your program or organization within your organization's main ZIP Code;
3. A list of possible matches will appear – if any of these are your programs, you can select the claim button to the right;
4. Create a free account and verify your claim through an email (keep an eye out for that email!)

CBOs who want to learn more about how to search and refer on FindHelp, claim your program listing, and use the tools FindHelp offers can attend a one-hour live training online. Webinars are free and offered monthly. Register here: <https://organizations.findhelp.com/training/>

Individuals and CBOs can start using the Findhelp platform today by visiting <https://aetna-ks.findhelp.com/>





PLANTING A SEED A Member Success Story

At times, Aetna Better Health of Kansas (ABHKS) Service Coordinators have to employ many different techniques for working with our members. Those techniques lead to healthier outcomes for members who are struggling with their health.

For Elizabeth Watson, a Registered Nurse and Service Coordinator with ABHKS, employing therapeutic communication mixed with some old fashioned gardening techniques can lead to building a solid relationship with the members she serves.

“With Olga*, I was able to plant a seed which grew into trust with both her and her mother where they finally accepted a nurse to come into their home to help provide the care that Olga needed,” Elizabeth explained.

Olga is on the KanCare Technology Assisted (TA) waiver and has been since late 2020. Olga was not utilizing the services of the waiver and had been hospitalized 15 times between 2020 and March 2022.

“Olga’s mom was telling me about the trauma related stress that multiple hospital stays had been having on her,” Elizabeth says. “Her mom was also very skeptical about utilizing services during the pandemic which would then force her to hospitalize Olga.”

Elizabeth began building trust with both Olga and her

mom. That trust led Elizabeth to recommend accepting a nurse into their home to help provide care to Olga.

“Olga began working with Anna, a bilingual English and Spanish speaking in-home nurse in April of this year,” Elizabeth says. “With Anna’s help, Olga enjoyed a span of 38 days without a hospital stay and her most recent stay was very short.”

Elizabeth also reports that both Olga and her mother love having Anna come into their home.

“Anna does whatever needs to be done for Olga such as giving her a bath, dressing her and putting bows in her hair,” Elizabeth says. “Olga’s mom can now go grocery shopping or run errands while Anna is there knowing that Olga is safe with such a caring nurse watching her. Because Anna is bilingual, she is also able to communicate with Olga’s dad who does not speak English. He now has a better understanding of Olga’s condition and how to help care for her.”

Sometimes ABHKS Service Coordinators know that planting a seed can lead to a beautiful garden of trust, relationships, and healthy outcomes for our members.

Names have been changed to protect the privacy of our members.

COMMEMORATING JUNETEENTH



Sunday, June 19, 2022 is Juneteenth — the oldest nationally celebrated commemoration of the ending of slavery in the United States. It occurred on June 19, 1865, when the city of Galveston, Texas, one of the deepest parts of the Confederacy, received news about the end of slavery two years after President Abraham Lincoln actually signed the Emancipation Proclamation.

At Aetna Better Health of Kansas, we believe health care is a right, and that no one should suffer needlessly. We recognize that addressing health disparities is becoming increasingly important as our population continues to become more diverse. These values drive our work with providers, community-based organizations, local agencies and other key stake holders who help us identify health needs and who support our programs to improve health outcomes and health care inequities.

Legal slavery ended a long time ago, but racial inequality and discrimination have not. We believe that finding our way to a more whole, more equitable future will take commitment, contemplation, strategy and heart. If there's one thing we've learned throughout history that still rings true today, it's that we are better and stronger together. ABHKS believes the dialogue must continue to identify and find new opportunities for growth. Through collaboration, we can close disparities of health, improve outcomes and create the equity that those almost two centuries ago envisioned for our communities today. We at ABHKS are dedicated to working with all Kansas organizations to help ensure health equity in every area of the State.

To learn more about Juneteenth visit the following suggested resources:

[Juneteenth.com](https://june19.org/) or the [National Museum of African American History & Culture](https://nmaahc.si.edu/).

VALUE ADDED BENEFIT FEATURE

Aetna Better Health of Kansas Members can Participate in a 12-week Weight Management Program with the University of Kansas

Aetna Better Health of Kansas (ABHKS) wants our members to feel their best! One way they can do this is by eating healthy and getting exercise. ABHKS helps interested members by connecting them with a Certified Health Educator for one hour each week for 12 weeks through the University of Kansas Weight Management Program.

The program teaches members to:

- How to manage their weight by eating healthy
- How to exercise
- How to make permanent changes in their lifestyle and behavior

Members interested in the program can contact our Member Services staff at 855-221-5656 to learn how to join the program!



Center for Physical Activity
& Weight Management



CONNECT WITH AETNA BETTER HEALTH OF KANSAS

SHARE YOUR THOUGHTS!

Members can collect **\$15 in vouchers** for each Member Advisory Committee meeting they participate in. We value any ideas or suggestions on ways to change and improve our service to our members. Do you know someone who would be interested? If so, we invite you 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 as you. 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.

Participating members 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

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

GET IN TOUCH WITH THE KANSAS COMMUNITY DEVELOPMENT TEAM

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