



# Aetna Better Health of Kansas

## March 2022 Community E-newsletter

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- Quality Time
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Aetna Better Health® of Kansas

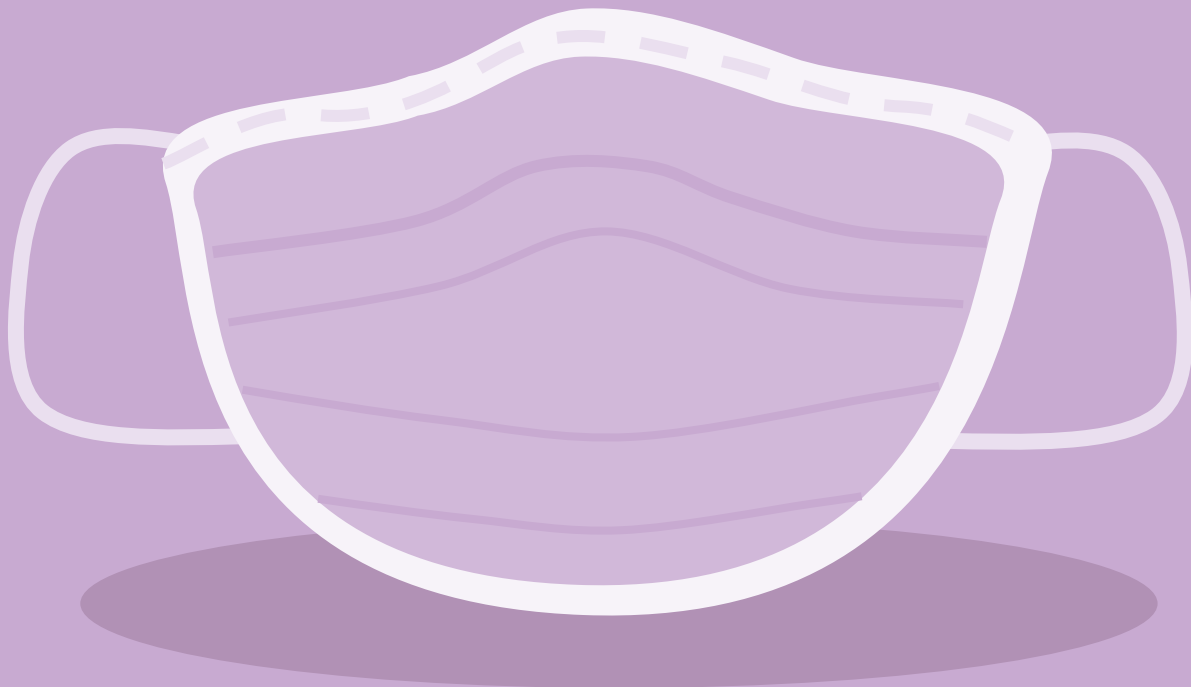
**BETTER HEALTH**

# BREAKDOWN

Each month, Aetna Better Health of Kansas will be breaking down the most common health issues affecting our members.

This month, we're covering:

# COVID-19



# ANOTHER YEAR, ANOTHER VARIANT

The Center for Disease Control and Prevention (CDC) has been collaborating with global public health and industry partners to learn about Omicron, the latest known variant of the Coronavirus. The CDC is still learning about how easily it spreads, the severity of illness it causes, and how well available vaccines and medications work against it.

The Omicron variant spreads more easily than the original virus that causes COVID-19 and the Delta variant. CDC expects that anyone with Omicron infection can spread the virus to others, even if they are vaccinated or don't have symptoms.

Those infected with the Omicron variant can present with symptoms similar to previous variants. The severity of symptoms can be affected by COVID-19 vaccination status, the presence of other health conditions, age, and history of prior infection.

Omicron infection generally causes less severe disease than infection with prior variants. Data suggests that Omicron may cause more mild disease, although some people may still have severe disease, need hospitalization, and could die from the infection with this variant. Even if only a small percentage of people with Omicron infection need hospitalization, the large volume of cases could overwhelm the healthcare system which is why it's important to take steps to protect yourself.

That's why we want you to know about all the latest information on the vaccine rules and extra care. For all the latest information, visit our [Aetna COVID-19 resource center](#). Here's a quick look at what you'll find

- **Coverage and scheduling information**—COVID vaccines and boosters are free. Visit our website to learn more about how to schedule yours.
- **New updates**—Get the latest vaccine information from the Centers for Disease Control and Prevention (CDC), hear about new treatments and learn about COVID-19 testing.
- **Educational resources**—You can watch helpful videos from leading health experts about COVID-19 vaccines for children and pregnant people, booster shots and more.
- **Frequently asked questions**—You'll find answers to questions about vaccines during pregnancy,\* vaccine safety and more.

As always, talk with your doctor about any other questions you have.

*\*The CDC strongly suggests people who are pregnant or planning to become pregnant receive a COVID-19 vaccination.*

***More on how to protect yourself on the next page***

# PROTECT YOURSELF FROM THE OMICRON VARIANT



## COVID-19 VACCINES

Getting vaccinated and staying up to date with COVID-19 vaccines is the best way to protect yourself and others against the Omicron variant.

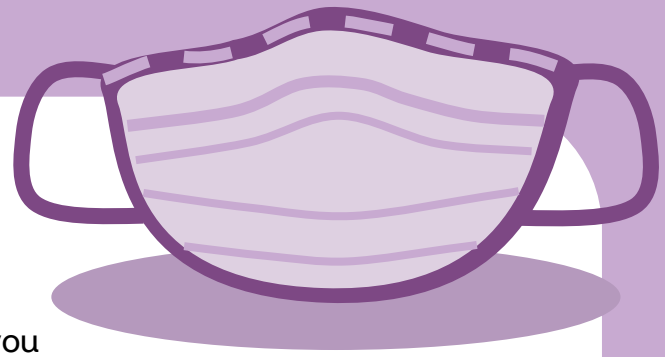
CDC recommends that everyone 5 years and older protect themselves from COVID-19 by getting vaccinated. Everyone ages 12 years and older should stay up to date on their COVID-19 vaccines and get a booster shot when eligible.

Aetna Better Health of Kansas members ages 12 and older who are fully vaccinated for COVID-19 can receive a \$25 gift card. Fully vaccinated means members who have received **both** shots of the Pfizer or Moderna vaccine or one shot of the Johnson & Johnson vaccine.

We want members to schedule an appointment today by **visiting the CVS Scheduler** via the [Aetna COVID-19 resource center](#). This tool allows members to find an appointment close to them and schedule both doses. By using the scheduler tool, members will get scheduling reminders automatically. These reminders go out 3 days before the appointment and the day before the appointment.

Members can call Member Service at **1-855-221-5656 (TTY: 711)** to get help scheduling an appointment or finding a vaccine site. We can also help members with getting a ride to COVID-19 vaccine appointments.

# MASKS



Well-fitting masks offer protection against all variants. Wear a mask with the best fit, protection, and comfort for you. If you are not up to date with your COVID-19 vaccines and are aged 2 or older, you should wear a mask indoors in public.

In general, people do not need to wear masks when outdoors. In areas of substantial or high transmission, people might choose to wear a mask outdoors when in sustained close contact with other people, particularly if:

- They or someone they live with has a weakened immune system or is at increased risk for severe disease.
- They are not up to date on COVID-19 vaccines or live with someone who is not up to date on COVID-19 vaccines.



# TESTING

Tests can tell you if you have COVID-19. Self-tests can be used at home or anywhere, are easy to use, and produce rapid results. If your self-test has a positive result, isolate and talk to your healthcare provider.

If you have any questions about your self-test result, call your healthcare provider or public health department.

Members can visit <https://www.covidtests.gov/> to order their free at-home tests or go directly to the U.S. Postal Service (USPS) order form here: <https://special.usps.com/testkit>.

To order, people only need to provide their name and a residential mailing address — a credit card number will not be required, and those ordering tests will not be charged for shipping. If desired, people can share their email address and receive status updates on their order. Every household can order up to four tests. Administration officials predict it will take anywhere from seven to 12 days for the tests to ship.



# *QUALITY TIME*

Each month, we'll be featuring the initiatives our Healthcare Quality team has in to assist in meeting our goals.

If you have recommendations for us or would like to collaborate with us on any of these measures, we would love to chat with you!

# Aetna Better Health of Kansas Quality Strategy 2022

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

*Jennifer Largen & Carson Boyd, Managers, Healthcare Quality*

What would we do without quality standards and measures? Toys could be sharp and dangerous. Meals could be prepared in dirty, messy kitchens with no consequences. The standards we hold ourselves to and measure our success with are important not only in manufacturing and food service, but healthcare, as well.

Aetna Better Health of Kansas uses a number of resources to measure the quality of care and service our members receive, such as Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey of members, Healthcare Effectiveness Data and Information Set (HEDIS) outcome measures, and grievances and appeals information. It is the information from these and other resources that tells us how satisfied our members are with the healthcare they receive. Based on our results, we set our annual goals and strategy to meet those goals.

## **For 2022, Aetna Better Health is focused on the following:**

- *Increasing the number of children receiving immunizations and lead screenings*
- *Expanding the number of members receiving screenings for chlamydia and cervical cancer*
- *Ensuring that members receive timely prenatal and postpartum care*
- *Increasing the utilization of Peer Support Services*
- *Ensuring members in nursing facilities have access to antipsychotic medications*
- *Improving our members satisfaction scores by continuing our individualized care approach*
- *Improving our Health Plan Rating to 4.0*
- *Generating new, innovative ideas to impact the overall quality of care for our members*
- *Continuing our focus on creating Health Equity across all of our members in Kansas*

# ***RESOURCE ROUNDUP***

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

This issue, we've gathered resources about

## **MANDATED REPORTER TRAINING**



# Tips for Making an Online Report of Abuse or Neglect

## DEMOGRAPHIC INFORMATION NEEDED

Please make sure to complete required field at top of online report by selecting child or adult. The Kansas Department for Children and Families (DCF) needs the following demographic information when processing a report of abuse or neglect:

1. **Child(ren)s information** (alleged victim or child(ren) who was harmed)—First and last name, date of birth (DOB) or estimated age, address and school or daycare attended
2. **Caregiver** (parent or other)—Name, address and phone number
3. **Alleged perpetrator or person causing harm**—Name, address, phone number, relationship to child and access to the child
4. **Siblings**—Names, DOB or age
5. **Emergency contacts** (listed on school, daycare or doctor forms)—Names and contact information

## REPORTING AN INCIDENT

When reporting an incident, try and answer the questions below to the best of your knowledge.

### WHO

- Who is the victim of abuse?
- Who was the person that caused harm or injury to the child(ren)?
- Who else has knowledge of what occurred?
- Who can protect the child(ren)?
- Who all lives in the home with the child(ren)?

### WHAT

- What did the victim say happened (provide details and exact statements)?
- What were the circumstances surrounding the incident?
- What have you observed regarding the concerns?
- What does the injury look like, if injury is present?
- What does the child say about returning home?
- What is the child's functioning level?
- What has your interaction been with caregiver?
- What did the caregiver say happened?

### WHEN

- When did, the incident happen (date)?
- When will the child have contact with the alleged perpetrator?
- When was law enforcement contacted, if an emergency existed?

### WHERE

- Where does the child have an injury?
- Where did the incident happened i.e. physical location
- Where can the child currently be located (what time school gets out, after school plans, etc.)?

To make a report online, visit [www.dcf.ks.gov](http://www.dcf.ks.gov). To make a report by phone, call **1-800-922-5330**.

# National Developmental Disabilities Awareness Month

National Developmental Disabilities Awareness Month is observed in March in the U.S. This class of disabilities can refer to impairments in learning and behavior, such as autism, attention-deficit/hyperactivity disorder, and impairments in physical and/or intellectual functioning such as cerebral palsy, spina bifida, and Down syndrome. The campaign seeks to raise awareness about including people with developmental disabilities in all facets of community life. It also creates awareness of the difficulties that people with disabilities still face in fitting into the communities in which they live.

Over six million Americans are said to have developmental disabilities. It is estimated by the Center for Disease Control and Prevention in the U.S. that as many as one in six kids (17%) can be dealing with developmental disabilities.

## How to Observe National Developmental Disabilities Awareness Month



### **Learn about the rights of people with disabilities**

The Americans with Disabilities Act was passed in 1990, making it illegal to discriminate against people with disabilities. Read about the rights laid down in this Act, which is also enforced by the U.S. Equal Employment Opportunity Commission. You may even be able to support a colleague or friend.



### **Volunteer for an organization**

There are many organizations working at the national and local levels with different forms of disabilities. Some national-level ones are The National Association of Councils on Developmental Disabilities (N.A.C.D.D.), National Disability Institute, and the American Coalition of Citizens with Disabilities. If you know of any local chapters or even schools that work with children or adults with disabilities, now is a great time to reach out to them.



### **Raise funds**

Many organizations in the field are non-profits looking to raise funds to provide better and more services to their participants. If you are skilled at marketing, networking, or other related jobs, you can consider using your time to set up a fundraiser in March.



## National Doctors' Day

March 30 is Doctors' Day, an annual observance aimed at appreciating physicians who help save our lives everywhere. The holiday first started in 1933 in Winder, Georgia, and since then it's been honored every year on March 30 which was the first anniversary of a doctor using ether anesthesia by Dr. Crawford W. Long. Today we continue to celebrate medical advances like these and thank all doctors everywhere who've spent so much time and energy mastering their field of expertise.

Gratitude towards doctors is extended beyond a verbal 'thank you' on Doctors' Day. Patients or former patients and their families send thoughtful notes, flowers, and personalized gifts to their doctors who have saved their lives or made life easier for them through their treatment.

There is no right way to celebrate Doctors' Day and luckily, you have many traditions to choose from. You can host a celebratory luncheon or recognition ceremony if you like to go big or simply give your local physicians a treat or "thank you" note.

# A New Perspective

## A Member Success Story



After being involved in a motor vehicle accident in January of 2020, Charlie\* suffered a brain injury (BI) and needed support to help manage his condition.

Before Aetna’s involvement, Charlie recalls feeling like he was constantly in “flight or fight” mode – and he would fight. He said his life felt chaotic, like he was living in a “world of hate.” Any situation he perceived as “injustice” would set him off. Things like people speeding or taking up two parking spots, just to name a few, would infuriate him. Charlie said his behavior during this time was unacceptable and he needed help.

Charlie didn’t know it at the time, but he was actually suffering from complex post-traumatic stress disorder (complex PTSD, sometimes abbreviated to c-PTSD or CPTSD) on top of his brain injury. CPTSD is a condition where you experience some symptoms of post-traumatic stress disorder (PTSD) along with some

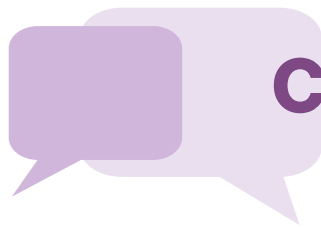
additional symptoms, such as: difficulty controlling your emotions, feeling very angry or distrustful towards the world.

Charlie worked with his Aetna Better Health service coordinator to get the help he needed. After completing some required assessments, he started Behavioral Therapy, Cognitive Therapy, Occupational Therapy, and Physical Therapy. Charlie said he’s already noticed positive changes in his life since starting his BI therapies.

Learning how to manage his condition has improved his relationship with both his son and his wife.

“I feel better than I ever have, and I finally feel like I am in a good place now,” Charlie said. Charlie now knows to stop and think before he reacts and uses what he has learned through his therapies to help control his emotions.

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



# 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

<b>Department</b>	<b>Contact Information</b>
Member Services Pharmacy Line 24 Hour Nurse Advice Line	<b>855-221-5656 TTY 711</b>
Transportation Line	<b>866-252-5634 TTY 711</b>
Provider Email	<a href="mailto:ProviderExperience_KS@aetna.com">ProviderExperience_KS@aetna.com</a>

## Get in touch with the Kansas Community Development team

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