



**Aetna Better Health®
of Kansas**



Quarterly Provider Newsletter

Aetna Better Health of Kansas values our relationships with the provider community. In addition to the below resources, we are publishing a quarterly newsletter as another resource to support you. We welcome your feedback and appreciate your partnerships!

In this quarter's newsletter:

1. Provider Relations Resources

- Webinar Registration
- Provider Advisory Committees
- Contact Your Provider Relations Representative

2. Healthier Outcomes Newsletter

- Overview of our Value Based Incentive Program

3. CAHPS:

- What are they?
- ABHKS Results
- What can providers do?
- Resources

4. Value Added Benefits

- List of additional benefits eligible to ABHKS Members

4th Quarter, 2023
Provider
Newsletter



Provider Resources

- Access to webinars for Cultural Competency, EPSDT, New Provider Orientation, Provider Town Hall:
[Access to Webinar Registration](#)
- We invite our providers to join our Provider Advisory Committees:
[Access to information](#)
- Please continue to refer to the Weekly Alerts for recently published Provider Bulletins.

Provider Experience Representative Territory Map

- Link: [Hospital, Physician and Ancillary](#)
- Link: [Behavioral Health](#)
- Link: [Home and Community Based Support](#)
- Link: [Skilled Nursing Facilities](#)

Urgent Questions, please contact Provider Experience at

1-855-221-5656 or ProviderExperience_KS@aetna.com

HEALTHIER OUTCOMES – VALUE BASED INCENTIVES

Do you want to earn financial incentives while also helping to contain costs and promote excellent member health outcomes?

Aetna Better Health of Kansas (ABHKS) is pleased to continue our Healthier Outcomes Program. Qualified providers earn annual incentive dollars for achieving performance metrics.

- NO CONTRACT NEEDED
- NO ADMINISTRATIVE BURDEN

Below is an **ILLUSTRATION** of **just a few** of our measures, **how they are calculated** and **potential earnings**

Measure Name	Total Measure Hits	Rate per Hit	Total Payout
Social Determinants of Health TIER 1	400	\$ 10	\$4,000
Social Determinants of Health TIER 2	200	\$ 5	\$1,000
Social Determinants of Health TIER 3	75	\$ 1	\$ 75
Cervical Cancer Screening	85	\$ 25	\$ 2,125
Prenatal & Postpartum Care	12	\$ 25	\$ 300
Notification of Pregnancy with BH DX	5	\$ 100	\$ 500
Notification of Pregnancy	5	\$ 50	\$ 250

For a complete list of incentive measures and their reimbursement opportunities, please review our Healthier Outcomes Program flier on the ABHKS website here:

<https://www.aetnabetterhealth.com/kansas/providers/increased-earning-opportunities.html>

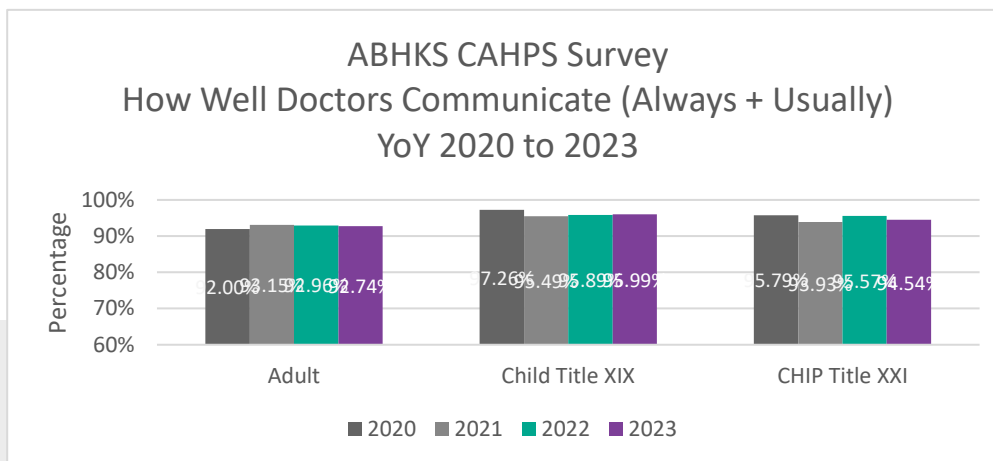
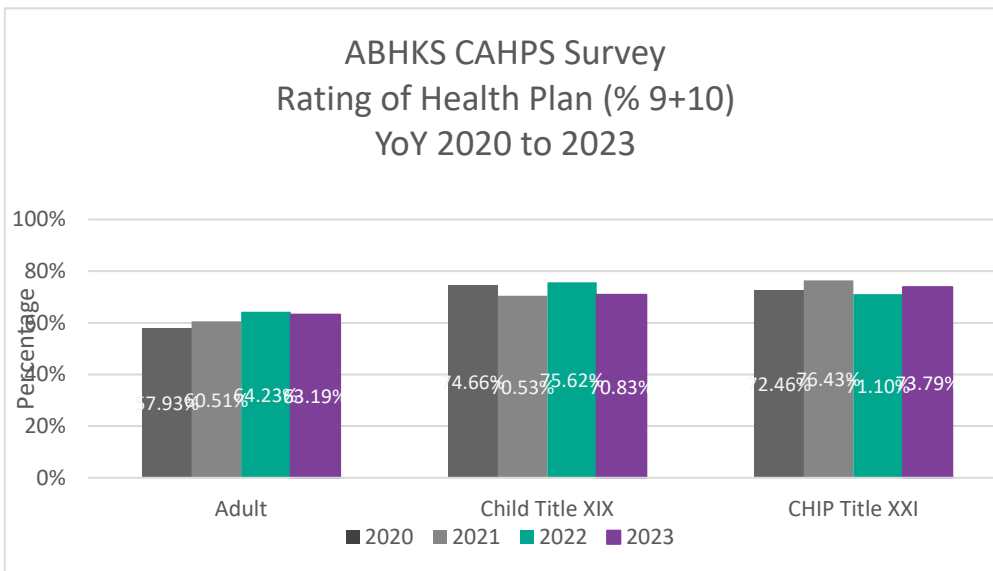
CAHPS: WHAT IS CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS & SYSTEMS?

- Annual CMS-administered survey responses that reflects on members' prior 6 months experiences
- The Health Plan CAHPS questions focus on overall member care, coordination of care, provider experience, health plan experience, and customer service
 - Official CAHPS survey is sent out in mid-March of each year and official results publish on September 15th of each year
- Aetna Better Health of Kansas contracts with Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor and sends 3 surveys to both adults and children (Child and CHIP)
 - Adult survey has 39 questions and available in English & Spanish versions
 - Child survey has 41 questions and available in English & Spanish versions
 - One Child survey and one CHIP survey
 - There are 9 composite rating areas:
 - Getting Needed Care
 - Getting Care Quickly
 - How Well Doctor's Communicate
 - Customer Service
 - Rating of Personal Doctor
 - Rating of Specialist
 - Rating of All Health Care
 - Rating of Health Plan
 - Coordination of Care

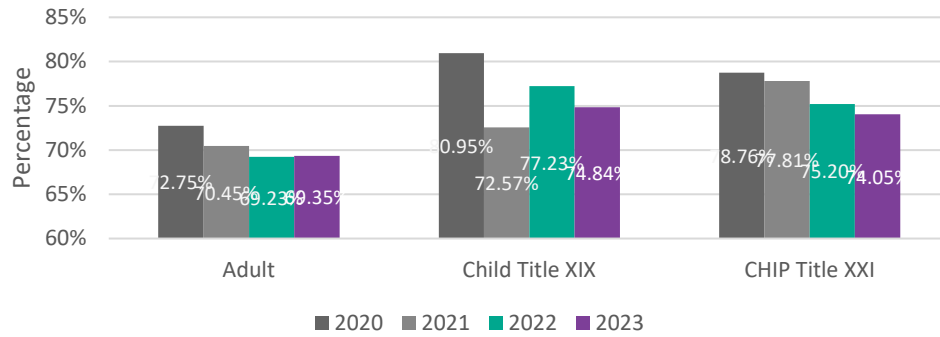
WHAT OTHER QUESTIONS ARE ASKED RELATED TO PROVIDERS?

- How Well Doctors Communicate
- Doctor explained things in a way that was easy to understand
- Doctor listened carefully to enrollee
- Doctor showed respect for what enrollee had to say
- Doctor spent enough time with enrollee

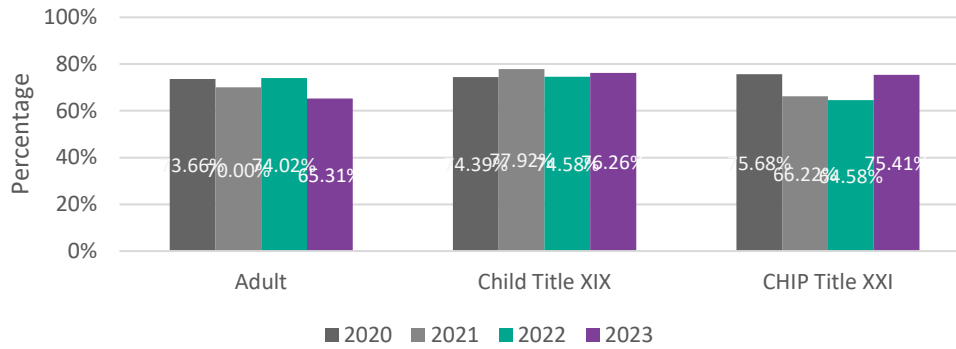
WHAT ARE OUR RESULTS?

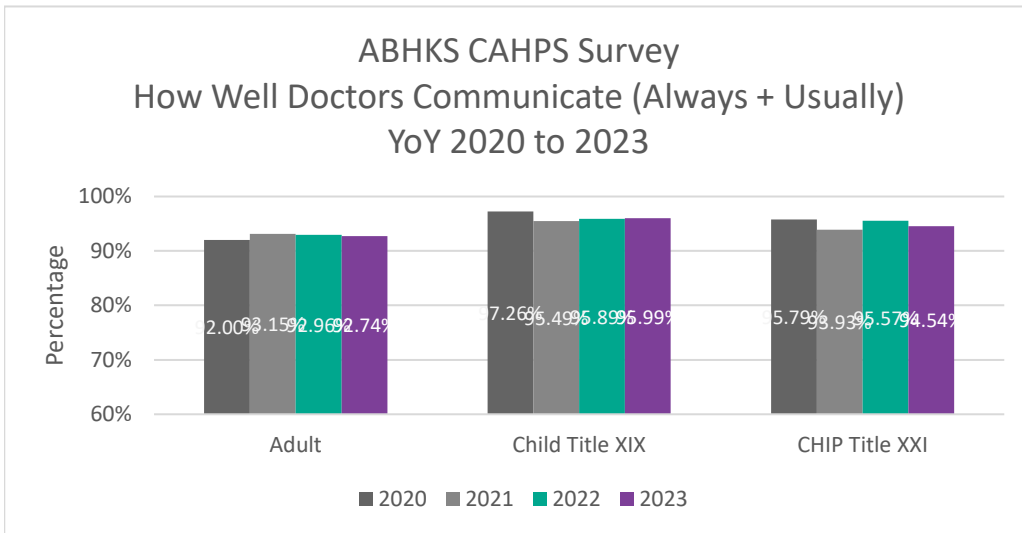


ABHKS CAHPS Survey Rating of Personal Doctor (% 9+10) YoY 2020 to 2023



ABHKS CAHPS Survey Rating of Specialist Seen Most Often (% 9+10) YoY 2020 to 2023





WHAT CAN HEALTHCARE PROVIDERS DO

- Foster trusting relationships with members
- Actively listen to members with empathy
- Communicate concepts more simply
- Incorporate feedback from members’ experiences into practice
- Demonstrate cultural competency with our members
- Educate members and patients on the survey and request feedback
- Work with healthcare systems to provide vaccines where people live and work.
- Provide culturally appropriate vaccine recommendations, answering all questions from the patient

APPENDIX: CAHPS RESOURCES FOR HEALTHCARE PROVIDERS

Aetna

- [Understanding the CAHPS® survey](https://www.aetna.com/health-care-professionals/patient-care-programs/cahps.html)
<https://www.aetna.com/health-care-professionals/patient-care-programs/cahps.html>
- [Order Your Patient Experience Toolkit here](https://aetnaproviderkitportal.klicorders.com/Secure/Products.aspx?CorporateIDCategoryID=64494)
<https://aetnaproviderkitportal.klicorders.com/Secure/Products.aspx?CorporateIDCategoryID=64494>
- [Patient Care Checklist](https://aetnaproviderkitportal.klicorders.com/Images/RenderedImageFile.aspx?ImageFileID=1217079&RefID=MYUs2oRg%2b3rb8PiPmhSWSg%3d%3d&itemID=695114)
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Agency For Healthcare Research and Quality (AHRQ)



Have further questions?

Reach out to Melissa Lawson, Lead Director, Health Care Quality Management for ABHKS

LawsonM7@aetna.com

And/Or

Jessica Carter, Quality Management Nurse Consultant, Health Care Quality Management for ABHKS

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- [AHRQ Healthplan CAHPS https://www.ahrq.gov/cahps/cahps-database/hp-database/index.html](https://www.ahrq.gov/cahps/cahps-database/hp-database/index.html)

Centers for Medicare and Medicaid Services (CMS)

- [CAHPS https://www.cms.gov/research-statistics-data-and-systems/research/cahps](https://www.cms.gov/research-statistics-data-and-systems/research/cahps)

National Committee for Quality Assurance (NCQA)

- [Health Plan report cards https://reportcards.ncqa.org/health-plans](https://reportcards.ncqa.org/health-plans)

2023 Value Added-Benefits

Value Added Benefit	Description
Over the Counter Supply Catalog	\$25 per household, per month of certain over the counter (OTC) drugs and supplies from an ABH catalog.
Dentures	A complete set of dentures can be provided every 5 years for those who are active on the Frail Elderly (FE), Physical Disability (PD) and Intellectual/Developmental Disability (IDD) waiver programs. Effective 7/1/23, dentures are covered by Medicaid when medically necessary as determined through dental prior authorization.
Adult Dental	Members 21 yrs. and older receive \$500 per year for dental services. It can be used for things like dental exams/cleanings twice each year, annual bitewing X-rays, fillings and extractions, specific root canals (anterior and bicuspid/pre-molar) and topical fluoride treatments.
Android Smartphone	Free Android Smartphone with 350 free minutes per month, 1 gigabyte of data per month and unlimited text messaging for members 18 yrs. and older.
MyActiveHealth	Access to MyActiveHealth for self-management health tools, personal health records, health assessments and lifestyle coaching.
Promise Pregnancy Program	Includes a redeemable reward of \$75 for a first pre-natal visit within the first trimester, within 42 days of plan enrollment and with notification of pregnancy to the Health Plan. \$10 gift card for dental visit. Earn up to an additional \$75 in rewards for going to pre and postnatal appointments.
Additional Transportation	Free rides for members going to the pharmacy, WIC eligibility appointments and prenatal classes. Twelve

Services	(12) round trips per year for members to job interviews, job training, shopping for work type clothing, food bank or grocery store for food, senior services and getting community health services otherwise not covered.
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 the member is in the hospital.
Pest Control	Members on the following waivers: I/DD, PD, FE, BI or the waiver waiting lists who own their own home, can get up to \$250 per calendar year for pest control.
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.
Podiatry Visits	Members, ages 21 years and older, who have diabetes will receive 2 podiatry visits each year.
Respite Care	Up to 120 hours of respite care per year for members on a waiver waiting list for Home and Community -Based Services.
Respite Care Background Checks	Members on the LTSS waiver waiting list eligible for respite care, are provided one background check per year for a personal care services worker.
Home-Delivered Meals	Up to 2 meals per day for up to 7 days for members 21 years and older with a medical need who have been discharged from an inpatient stay after 7 days in the hospital.
Asthma Air Purifier	Members ages 0-18 with an asthma diagnosis can order an asthma air purifier.
Weight Management	Provide membership to a 12-week class from the University of Kansas Weight Management program on healthy eating and exercise.
Campus Ed	Members ages 16 and up, can get their GED and learn new job skills at no cost.
No Place Like Home Grant	Grant program that supports community-based organizations assisting members to access or maintain housing. Funds provide one-time emergency housing assistance to help keep members in their home or to establish a new home in the community.

Ted E. Bear MD Kids Club	Includes an Activity Book and \$10-\$15 gift cards (up to \$75 annually) for meeting identified goals, for members newborn to age 12.
Healthy Rewards Program	The Healthy Rewards Incentive program where members can get up to \$35 in gift cards when they complete wellness activities such as vaccines, yearly check-ups, HbA1C tests, chlamydia screenings and cervical cancer screenings.

