



Robert G. (Bob) Bethell Joint Committee on HCBS and KanCare Oversight

David Livingston, CEO
Aetna Better Health of Kansas
September 28, 2020



Major Accomplishments Since June Hearing

- Sustained a high level of service to members throughout the COVID-19 environment, while adapting to different care delivery and communication models
- Received NCQA Accreditation with LTSS Distinction
- Worked together with key stakeholders including KDHE, Legislators, Providers, Provider Associations and Community Groups to adapt to ongoing environmental changes



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**Serving Our Members -
Through COVID-19**
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Serving our Members - Through COVID-19

- Initiated conversations with members to offer resources, education, and support; focusing on members with complex health conditions, elderly members, and members with limited informal supports
- Expanded the use of Telemedicine to ensure ongoing care needs are met in a safe and protected environment. Completed assessments and developed Person-Centered Service Plans via telephone or tele-video
- Adjusted services to provide flexibility to support school-aged members receiving remote education at home

New Services Provided as a Result of COVID-19

- 5,300+ COVID-19 tests for KanCare members
- 6,500+ instances of care related to COVID-19 provided to members (excludes testing)
- 4,600+ COVID-19 specific calls to support members
- 130,000+ telemedicine visits since March 2020, primarily focused in Mental Health, Primary Care, and Specialty visits

A woman with dark curly hair, wearing a purple zip-up jacket with the Aetna logo, is smiling and looking down at a young girl. The girl is wearing a pink long-sleeved shirt and is focused on playing with colorful wooden blocks on a table. To the right, another person's hands are visible, also playing with the blocks. The background shows a classroom environment with colorful posters on the wall.

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COVID-19 Success Stories
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COVID-19 Success Stories – A Place to Stay

An Aetna Behavioral Health Care Manager in our Integrated Care Management program worked with a member who became homeless during the pandemic. The member was with her young daughter and was being denied access to domestic violence shelters due to her pending COVID-19 test and presenting with symptoms. The Care Manager contacted Adult Protective Services and the Department of Children and Families, as well as our transition of care team within Aetna. The team worked with APS and DCF while contacting domestic violence shelters and homeless shelters in the region.

The Care Manager was able to locate and secure a hotel for the member and her daughter, until stable housing was found and completed for the member and her daughter. The team worked through the evening with APS and the member to ensure the member and her daughter had a place to stay, were not on the streets, and not back with the perpetrator of the domestic violence.

This member is now living in a place of her own with her daughter.

COVID-19 Success Stories – Going Home

An Aetna Service Coordinator assisted an 18-year-old member who was in a Rehabilitation Hospital with severe injuries due to being struck by a car. With the assistance of the Service Coordinator, the member was able to get crisis access to the Intellectual/Developmentally Disabled (IDD) waiver and will have those services available to him when he returns home. The Aetna Transitions Specialist worked with the Service Coordinator to have the member's home evaluated and get an entry ramp to the home built prior to the member moving back home. Without the assistance provided to the member, he might have had to transfer to long-term care facility and not be able to live in the community.

The Rehab Hospital is not allowing visitors due to COVID-19, so all service coordination is being done remotely. The Service Coordinator facilitated multiple meetings via telehealth in order to get all aspects of the discharge in place. Remote meetings were conducted with member, family, community agencies, facility, and the home modification provider.

COVID-19 Success Stories – Healthier Outcomes

An Aetna Service Coordinator worked with a member who was in a select specialty hospital for 3 months. The member had previously had several hospitalizations due to challenges related to chronic health conditions. The member also had limited informal support and needed assistance with daily living activities and to manage health conditions.

The Service Coordinator provided a referral for waiver services, and the member was found eligible for the Physical Disability Waiver via crisis exception request. The Service Coordinator completed an assessment and worked with the member to develop a care plan for waiver services. The member was also approved to receive remote patient monitoring due to complex medical needs. The member successfully uses telehealth to monitor multiple co-morbidities and the provider has assisted the member in recognizing health trends. The member has not had an emergency room or hospital visit since discharge in May.



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Appendix
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PRTF Information

- 36 Members on PRTF Waitlist
 - 10 Members in Foster Care on PRTF Wait List
 - 26 Members in the Care of Parent/Guardian on PRTF Wait List
- 44% of Children on the PRTF Wait List are on a Waiver
 - 41.6% on SED Waiver
 - 2.7% on IDD Waiver
- 14 Average PRTF Admissions per Month, January – June 2020

*Data as of 6/30/20