

Aetna Written Letters of Support Listing

1. (Provider Group) Association of Community Mental Health Centers-Statewide
2. (Member) R. Adams- Chetopa, KS
3. (Community Partner) Salud Mas Bienestar- Wichita, KS
4. (Community Partner/Member Advocate) Jill Kreighbaum- Chanute, KS
5. (Employee/PRTF Project Coordinator) Shavon Barringer- Statewide
6. (Caregiver Supports Partner) Careforth-Statewide
7. (Member) K. Othmer (Carly's mother)-Topeka, KS
8. (Members) Chappell Family
9. (Provider) Johnson County Mental Health Center-Johnson County, Kansas
10. (Community Partner) East Central Kansas Economic Opportunity Corporation-Ottawa, KS
11. (Community Partner) Fort Scott Early Childhood Program-Ft. Scott, KS
12. (IDD Community Partner) Heartstrings Community Foundation-Olathe, KS
13. (Member/Advocate) Kathy Keck
14. (Provider) Kansas Renewal Institute-Ft. Scott, KS
15. (Community Partner) Kansas Statewide Homeless Coalition-Statewide
16. (Provider/Community Partner) KVC Kansas-Statewide
17. (Community Partner) Leavenworth Interfaith Community of Hope-Leavenworth, KS
18. (Community Partner) Leavenworth County Breastfeeding Coalition-Leavenworth, KS
19. (Workforce/Community Partner) KU Med Area Health Education Center-Pittsburg, KS
20. (Member/Family Advocate) S. Clinkinbeard/A. Haskett
21. (Provider-IDD/HBCS) Mandala Community, LLS – Wichita, KS
22. (Member) D. McGowen
23. (Member/Mother)R. Riley
24. (Provider/Clinician)Morningside Place Memory Care-Overland Park, KS
25. (Mental Health Provider) J. Provines- Wichita, KS
26. (Member/Family Member) L. Jenkins Casselman-Topeka, KS
27. (Provider/Community Partner) SENT (Strengthening & Equipping Neighborhoods Together)-
Topeka, KS
28. (Provider/Clinician)-SOAR Special Needs-Kansas City, KS
29. (Member/Guardian) R. Moore
30. (Member/Guardian) H. Morris- Salina, KS
31. (Provider) Prairie View Behavioral & Mental Healthcare-Newton, Hillsboro, McPherson, Wichita
32. (Member/Parents) Weingart-Haiwatha, KS
33. (Provider/Community Partner) YWCA Northeast Kansas

*In addition to the provided letters of support, Aetna has received hundreds of similar calls and verbal outreach from concerned providers, community partners, and members about our possible exit from the Medicaid program and the disruption it will cause to lose us as a trusted MCO.



Association of Community Mental Health Centers of Kansas, Inc.

222 SW 7th, Topeka, KS 66603

Telephone (785) 234-4773 Fax (785) 234-3189

www.acmhck.org

Monday, June 3, 2024

To Whom It May Concern:

The Association of Community Mental Health Centers of Kansas represents the 26 licensed Community Mental Health Centers (CMHCs) that provide behavioral health services in all 105 counties, 24-hours a day, seven days a week. In Kansas, CMHCs are the local Mental Health Authorities coordinating the delivery of publicly funded community-based mental health services. As part of licensing regulations, CMHCs are required to provide services to all Kansans needing them, regardless of their ability to pay. This makes the community mental health system the “safety net” for Kansans with behavioral health needs.

I am writing to express our Association’s support of the application from Aetna Better Health of Kansas to continue their work with the Kansas Medicaid program. Now, while Aetna is pursuing an appeal regarding their KanCare 3.0 contract application, we feel it is particularly important to weigh in and provide our stakeholder perspective.

Over the past six years, or KanCare 2.0, our membership has enjoyed a strong, positive working relationship with Aetna. Aetna representatives have been extremely responsive to any challenges or concerns we have expressed and worked diligently to resolve them.

Further, Aetna has proven to be a strong partner, committed to helping strengthen the community-based mental health system in Kansas. Some examples of their demonstrated commitment to the behavioral health system include the following:

- Providing platinum level sponsorship to the Annual Conference for Behavioral Health, helping to ensure a robust continuing education opportunity for behavioral health professionals
- Executing a system-wide value-based contract with community mental health centers improve quality and outcomes for Aetna members
- Investing in the Behavioral Health Center of Excellence to advance the field of behavioral health and grow the workforce with the capacity to respond to emerging needs of the community

Based on this proven track record of successful partnership and also to maintain continuity for providers and consumers, we strongly encourage you to reconsider Aetna's application to continue administration of the Kansas Medicaid program through the next phase of KanCare 3.0

Respectfully,

A handwritten signature in black ink, appearing to read "Kyle Kessler". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kyle Kessler
Executive Director
Association of Community Mental Health Centers of Kansas

My name is Robert Adams, and I am going to let you know that Aetna should be kept on track for the disabled and elderly residents of Kansas so we can get the quality of care that we need. I have family in other states who have BCBS and I do not feel it is in the best interest of Kansans to go with them as a new company. My vote is for Aetna better health of Kansas. I depend on the service coordinator who calls me and comes to my home to see if my needs are being met and I do not want to see a disruption to this service.

Thank you for your consideration in this matter.

Robert Adams

203 Walnut St.

Chetopa, KS 67336

To whom it may concern,

Hello, my name is Shavon Barringer and I work for Aetna Better Health of Kansas. I am the PRTF Project Coordinator and Single Point of Contact for the health plan. I started my position in February of 2020 right before the Covid-19 pandemic. As a health plan we were in uncharted territory just like the rest of the world, but I feel that as an MCO we thrived and took the best care of our members in those trying times. Members routines were completely changed, and we had to find new ways for members to begin to receive services through different means. Our service coordinator, case managers and many others provided members with different options for treatment. Working with children I saw firsthand how their whole lives changed in an instant. They were now having to go to school, see friends, see treatment providers through a screen. We had to find new ways to keep our members engaged but also making sure their medical and behavioral health needs were being meet. As a first time MCO I am extremely proud of how we worked with our members to make sure they were safe, and they were being taken care of. I came from the clinical side of health care, and now being on the MCO side and seeing everything it intel's I am so thankful I made the switch. With my position at the health plan, I have seen children at their lowest points but with the knowledge from our service coordinators, case managers, utilization management team, behavioral health supports director I have seen these members get the care they need and have their lives completely change. Given the opportunity Aetna Better Health of Kansas can continue that work, continue to grow and continue to change our members lives for the better.

Thank you for your time,

Shavon Barringer Care Advocate Team | PRTF Project Coordinator



Eric Daniels
Chief Growth Officer
Careforth
5975 Castle Creek Parkway North
Suite 425
Indianapolis, IN 46250

Re: Letter of Support for Aetna Better Health of Kansas

To Whom It May Concern,


Careforth is pleased to submit this letter of support on behalf of Aetna Better Health of Kansas in response to their KanCare 2025 Request for Proposal.

Careforth has had the pleasure of partnering with Aetna Better Health of Kansas over the last year to deliver caregiver supports to their members' informal caregivers. Aetna Better Health of Kansas is an advocate for engaging, empowering, and supporting their member's caregivers. They understand that informal caregivers play a critical role in improving their members' quality of life, increasing their time in the community, and positively impacting their overall health outcomes.

Aetna Better Health of Kansas is a great partner to collaborate and work with. Their advocacy around caregiver supports has been impressive thus far, including their vision for growth of their caregiver strategy to support member health outcomes. Careforth believes Aetna Better Health of Kansas would continue to remain a great managed care organization to serve the Kansas Medicaid program.

Sincerely,

Eric Daniels
Careforth



Carly Othmer
785 633 9087
karenothmer@att.net

June 5, 2024

SUBJECT: SUPPORT LETTER REF: Aetna Better Health of Kansas

TO WHOM IT MAY CONCERN:

My name is Karen Othmer, DPOA and Mother of Carly Othmer. Carly was born with Down syndrome and has multiple diagnosis. She has had Aetna's services as her MOC for some time. Of the three offered, It is the very best choice for my daughter's needs. I know this, because I'm a good advocate for my daughter, and the other companies have already been used in the past by Carly. The contrast is undeniably clear.

We feel fortunate to have Aetna and I would never have made the choice to change to another company after everything they have done for my daughter. Not only are the benefits excellent, but her Service Coordinator has impressively streamlined Carly's care to a point of excellence. The people they hire actually care about the client.

I'm very disappointed that my daughter may be losing a wonderful company that has been good for her all the way around. Losing Aetna's services means bringing Carly Hardship. Starting over is very difficult for the client and family both, especially if they were given the respect that Aetna did. I hope you will reconsider your decision.
Thanks.

Karen Othmer, Mom



To Whom It May Concern,
Why do we need to change
Insurance? We already have all our
providers and are health coordinators.
It would cause a lot more stress on
us and we would have to tell all the
places that we go to if we have to
change our insurance.

It would be more stress on us,
and a lot more paper work for us.
Instead of them having information
we would have to see if they took care
and what if they don't. We would have
to find a provider that does.

So we would like to keep Aetna,
so we wouldn't have add the stress
of all that.

Sincerely

Carl Chappell and Patricia Chappell

Insurance

Johnson County Mental Health Center is so very appreciative of the collaboration with Aetna's CHW team. This collaboration is positively impacting those we serve by connecting them with care and services that are right for each individual. It's a proud moment when 2 entities, such as JCMHC and Aetna, can work collaboratively to improve the health and wellness of those we serve.

Renee Van Meter, LCSW, LCAC

Deputy Division Director, Emergency Services

Access, Screen/Assessment & 988

Direct (913) 826-1543 | Crisis (913) 268-0156 | Fax (913) 826-1608



ECKAN

East Central Kansas Economic Opportunity Corporation

ECKAN Central Office
1320 S Ash, Suite 203
PO Box 40
Ottawa, KS 66067-0040
785-242-7450
Fax 785-242-0305
eckan.org

June 3, 2024

To Whom it May Concern,

I am writing a letter in support of Aetna Better Health of Kansas and their effort to continuing serving KanCare members past their current contract date of December 31, 2024.

ECKAN is a community action agency, providing direct service to low-income families. Head Start is one of the programs for which we sponsor. Several of our ECKAN staff recently received and have been certified to be Medicaid Presumptive Eligibility Workers. Their contributions have led to supporting our work with serving individuals on KanCare in our community.

Aetna Better Health of Kansas has been a financial supporter of ECKAN Head Start. They have also been fully engaged and involved to in our Health Services Advisory Committee. We appreciate the work they have done to support the individual KanCare members in our community and ask that you consider not disrupting their care that has already been established by Aetna Better Health of Kansas.

We have utilized and greatly appreciate Aetna's contributions and would like to continue our partnership for the benefit of the community members we both serve.

Thank you for your consideration of our request.

Sincerely,

Clara Cox, Director
ECKAN Head Start/Early Head Start Programs

Mission: ECKAN builds connections and provides program services in East Central Kansas to support the stability, health, and engagement of low-income individuals and families.

Vision: Taking intentional actions to show others we care.

Serving Allen, Anderson, Bourbon, Chase, Coffey, Douglas, Franklin, Greenwood, Johnson, Linn, Lyon, Miami, Morris, Osage, Woodson, and Wyandotte Counties.

EEO/EOP

From: Michelle Stevenson <michelle.stevenson@usd234.org>
Sent: Friday, June 7, 2024 10:11 AM
To: Cubbison, Dawn R <CubbisonD@aetna.com>
Subject: [EXTERNAL] Support of Aetna

**** External Email - Use Caution ****

To Whom it May Concern,

I am pleased to be writing a letter in support of Aetna Better Health of Kansas and their effort to continuing serving KanCare members past their current contract date of December 31, 2024.

Aetna Better Health of Kansas has been a financial supporter of our organization. Their contributions have led to supporting our work with serving individuals on KanCare in our community. We also appreciate the work they have done to support the individual KanCare members in our community and ask that you consider not disrupting their care that has already been established by Aetna Better Health of Kansas.

We appreciate Aetna's contributions and would like to continue our partnership for the benefit of the community members we both serve.

Sincerely,

Michelle Stevenson
Early Childhood Coordinator/USD234
Fort Scott Early Childhood Program (FSECP)
409 S. Judson
Fort Scott, KS 66701
michelle.stevenson@usd234.org
620-223-8965 Ext, 3005



Executive Director

Bunny Higgins

Director of Human Services

Claire Crowley

Director of fundraising & Development

Heather Loeffler

Director of Operations

Rebecca Hayes

Board of Directors

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Doug Leibbrandt
Mike Racy
Sean Seyb

Business Advisory Council

Cory Davis
Gordon Docking
David Lindstrom
Dean Oskvig
Gayle Packer

To Whom it May Concern,

6/6/24

I am pleased to be writing a letter in support of Aetna Better Health of Kansas and their effort to continuing serving KanCare members post their current contract date of December 31, 2024.

Aetna Better Health of Kansas has provided excellent assistance, as well as financial support to Heartstrings since becoming a MCO. Their contributions have led to support for our work serving individuals with intellectual developmental disabilities. Heartstrings counts Aetna as a valuable partner as we provide employment opportunities in the community

Heartstrings appreciates the work they have done to support the individual KanCare members in our community and ask that you consider not disrupting the services provided by Aetna Better Health of Kansas.

Change is difficult for the community we serve. There are many members who are very satisfied with the services that Aetna Better Health of Kansas provides.

Heartstrings Community Foundation appreciates Aetna's contributions and would like to continue our partnership for the benefit of the community members we both serve.

Sincerely,

A handwritten signature in black ink that reads "Bunny Higgins". The signature is written in a cursive, flowing style.

Bunny Higgins
Executive Director
Heartstrings community Foundation

June 10, 2024

To Whom This May Concern,

I am writing to show my support for maintaining Aetna Healthcare of Kansas as a medical insurance choice for my family. I was recently made aware that as of January 1, 2025, Aetna may not be an option for our family due to losing their contract.

I personally take care of healthcare decisions for three people who are disabled, plus my husband and myself. We all carry Aetna Medical either through Medicaid (due to disabilities) or through Medicare. Over the years some of our family have had various insurance coverages through BC/BS, Humana, UHC, the list goes on. I can say without equivocation that Aetna has provided us with the best customer service of any of the others, bar none.

I have experience in the medical industry. I have had great jobs over the years, some consisting of medical billing and managing customer service type projects. With that said, it is obvious to me that customer service has taken a backset to money, budget cuts, staffing shortages, etc. In fact, prior to having Aetna, I recalled times when other insurance companies would not return calls, gave me bad information on expensive benefit coverage, did not follow through on what they promised, etc. Aetna, on the other hand, has helped our family find ways to get coverage for things that we so desperately needed and helped us follow through until the services were implemented. They communicated consistently and kept us informed of information that was important. I absolutely cannot say enough good things about Aetna and their level of customer support and the services they offer. It would be a sad state of affairs for the State of Kansas to lose them as an option.

I respectfully ask that you reconsider your contract decision. Please feel free to contact me if you need additional information.

Sincerely,



Lisa Jenkins-Casselman
3360 SW Belle Avenue
Topeka, KS 66614
(785) 414-0424

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From: Paredes, Crystal D <ParedesC@aetna.com>
Sent: Monday, June 3, 2024 8:30 AM
To: Frazee Moore, Rogene (Marie) <FrazeeMooreR@aetna.com>
Subject: FW: [EXTERNAL] Support of Aetna
Importance: High

See below from Kathy.

Crystal Paredes | Service Coordinator, Clinical Health Services-LTSS
p 785-412-0252

Aetna Better Health of Kansas

Aetna Medicaid, A CVS Company

9401 Indian Creek Parkway, Suite 1300 Overland Park, KS 66210



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From: Kathy Keck <kappylight@gmail.com>
Sent: Monday, June 3, 2024 8:26 AM
To: Paredes, Crystal D <ParedesC@aetna.com>
Subject: [EXTERNAL] Support of Aetna

****** External Email - Use Caution ******

Good Morning Crystal,

I am very distraught to learn that Aetna was not selected as an MCO. As you know my family has worked with 3 different MCO's, Aetna, Sunflower and Amerigroup and hands down Aetna has been the best.

From a consumer standpoint the care coordination I have received has been outstanding. We have always had very attentive and responsive care coordinators who, from an end user perspective, makes all the difference in the world.

In addition, I think it is noteworthy that I have been able to get all needed services and equipment for my guys and don't recall ever having to appeal a decision. This is a vast difference from other

MCO's we have worked with when we were appealing the majority of decisions made and it was a constant battle to get what our member needed.

The disturbance to families having to pick another entity when the race was so close is a little mind blowing.

I want to thank you for all your hard work and I commend Jane Brown for her leadership.

I understand you all may be appealing the decision and would certainly give my vote of support to Aetna for their proven track record.

Thanks Crystal,

Kathy Keck

Jill Kreighbaum
612 S Sunset
Chanute, KS 66720

June 4, 2024

To Whom It May Concern,

I am writing on behalf of Aetna in support of the work that they do in Southeast Kansas.

I occasionally attend community events in which Aetna is regularly represented with their staff. They not only attend community events, but often are listed as co-sponsors. Their staff is knowledgeable about their programs. It appears that the public enjoys the interaction and often learns something new about a benefit they didn't know was available to them.

Aetna should continue the partnerships that they have created in Southeast Kansas communities with community partners and clients.

Sincerely,

Jill Kreighbaum

Joe Tinervin, President of Operations
Kansas Renewal Institute
401 Woodland Hills Blvd.
Fort Scott, KS 66701



Kansas Renewal Institute

Info@kansasrenewal.com

401 Woodland Hills Blvd
Fort Scott, Kansas 66701

www.kansasrenewal.com

June 3, 2024

Kansas Department of Administration
700 SW Harrison St.
Topeka, Kansas 66603

To Whom it May Concern,

I'm writing on behalf of Kansas Renewal Institute and we'd like to offer our endorsement for Aetna Better Health® of Kansas in response to the announcement that the state is retaining two incumbent MCOs (Sunflower Health Plan and United Healthcare Community Plan) and replacing Aetna with a third contract to Healthy Blue for 2025 – 2027.

In the time we've been working with Aetna as a PRTF provider, they have been one of the most engaging and collaborative MCOs we've ever had the pleasure of working with. The consistent and proactive communication has been excellent and conducive towards treatment that optimizes successful outcomes. Aetna is clearly invested in ensuring that Medicaid members have efficient access to quality care and they understand the importance of partnership and cooperation in providing a safe and effective treatment experience designed to achieve a healthier Kansas.

As a business, providers must be able to balance expenditures, prudent treatment, and reimbursements to continue providing healthcare at a reasonable cost. Aetna has been very respectful and considerate as an interdisciplinary team to help us in the delivery of prudent and cost-effective care.

Aetna is a group of industry experts who maintain a high standard of advocacy and work tirelessly to protect and preserve the integrity of our industry as providers and the beneficiaries we serve. It is without reservation that we endorse Aetna to be included in the group of MCO's awarded to administer KanCare in 2025 – 2027.

Sincerely,

Joe Tinervin

Joe Tinervin, MSW
President of Operations

Kansas Renewal Institute



Kansas Statewide Homeless Coalition

June 6, 2024

To whom it May Concern,

I am writing in support of Aetna Better Health's effort to remain a KanCare contractor for the state of Kansas beyond December 31, 2024.

Aetna has been a strong partner of the Kansas Statewide Homeless Coalition (KSHC) for the past three years. Not only have they contributed over \$150,000 to our organization, but their employees have also served on our key planning committees and helped shape our coordinated entry system. They also have been a generous sponsor of our annual conference.

KSHC is dedicated to making homelessness rare, brief and non-recurring throughout Kansas and Aetna has been alongside us in that effort. We appreciate their past support and would like to continue and strengthen our partnership for the benefit of Kansas' homelessness response system.

Sincerely,

Christy McMurphy
Executive Director

2001 Haskell Ave. Lawrence, KS 66046

Staff@kshomeless.com

www.kshomeless.com

Lance P. Wilson

KVC Kansas

419 SW 29th

Topeka, KS 66611

Wednesday, May 22, 2024

To Whom it May Concern,

I write on behalf of Aetna in support of the outstanding work they have done for KVC over the last several years.

As an organization which is dedicated to children and families, KVC and Aetna have had an outstanding partnership which has been impactful for numerous communities in the state. They have provided funding to assist in hosting events to support foster families and have always been on site to answer questions from the attendees.

We would like to continue our partnership with Aetna and their impactful support in our communities throughout the state.

Sincerely,

Lance P. Wilson

Supervisor, Community Resources

Lanwilson@kvc.org



June 5, 2024

To Whom it May Concern,

I am pleased to be writing a letter in support of Aetna Better Health of Kansas and their effort to continue serving KanCare members past their current contract date of December 31, 2024.

Aetna Better Health of Kansas has been a financial supporter of our organization. Their contributions have led to supporting our work with serving individuals on KanCare in our community. We also appreciate the work they have done to support the individual KanCare members in our community and ask that you consider not disrupting their care that has already been established by Aetna Better Health of Kansas.

We appreciate Aetna's contributions and would like to continue our partnership for the benefit of the community members we both serve.

With heartfelt appreciation,

Myranda Agnew

Myranda Agnew
Executive Director/CBO Representative
Thank you for your consideration of our request.

To Whom it May Concern,

I am pleased to be writing a letter in support of Aetna Better Health of Kansas and their effort to continuing serving KanCare members past their current contract date of December 31, 2024.

Aetna Better Health of Kansas has been a financial supporter of our organization, Leavenworth County Breastfeeding Coalition. They have helped us help educate our community about safe sleep, breastfeeding, smoking cessation, purple cry, and maternal mental health. Their contributions have lead to supporting our work with serving individuals on KanCare in our community. We also appreciate the work they have done to support the KanCare members in our community and ask that you consider not disrupting their care that has already been established by Aetna Better Health of Kansas.

We appreciate Aetna's contributions and would like to continue our partnership for the benefit of the community members we both serve.

Sincerely,

A handwritten signature in cursive script that reads "Jody Hammerschmidt". The signature is written in black ink and is positioned above the typed name and contact information.

Jody Hammerschmidt, RDN, LDN, IBCLC
Leavenworth County WIC Coordinator
Leavenworth County Health Department
500 Eisenhower Rd. #102
Leavenworth, KS 66048
913-250-2040

Tuesday, June 4, 2024

University of Kansas Medical Center
Area Health Education Center – Pittsburg
1501 South Joplin
4th Floor Shirk Hall
Pittsburg, Kansas 66762

To Whom it May Concern,

I am writing to express my support of Managed Care Organization, Aetna Better Health of Kansas “ABHKS”.

ABHKS has demonstrated exceptional commitment to Workforce Development initiatives thru sponsorships with HOSA-Future Health Professionals and the KU Area Health Education Center.

I have been working alongside Aetna’s Director of Workforce Development, Lauren Wolf, for several months. Aetna’s passion for expanding the capacity and skill set of direct care workers in rural parts of our state is admirable and lead me to offer Lauren a Board position within HOSA.

We appreciate Aetna’s involvement, both financially and thru their partnership. I am confident that Aetna’s continued involvement within this space will benefit the state and Medicaid members served.

Sincerely,
Tina Goosz-Garetson
620.235.4040

June 4, 2024

To Whom It May Concern,

I am writing this letter on behalf of my sister, April Haskett, her children, and her family to express our profound gratitude and support for Aetna.

On April 20, 2022, at the age of 44, April suffered a devastating stroke, resulting in severe deficits in language and right-sided weakness. Initially, she was unable to move her right side, speak, communicate, or write. She was hospitalized for a month, spending time in the ICU, a medical unit, and an inpatient rehabilitation unit.

Following her hospital stay, April participated in a five-month day rehabilitation program for individuals with brain injuries. She continues to receive in-home services, including speech, physical, and occupational therapy, through the Brain Injury Waiver program.

April's aphasia significantly impacts her ability to process, use, and understand language, with her primary struggle being the difficulty in speaking. This condition is incredibly frustrating for her, and it has been a challenging journey for our family.

The assistance provided by Aetna has been crucial in helping us navigate the complex healthcare system and supporting April's ongoing recovery. Their support has made a significant difference in her rehabilitation process and overall quality of life.

Thank you for your attention to this matter and for the continued support from Aetna.

Sincerely,

Summer Clinkinbeard

Sclinkinbeard72@gmail.com

785.554.3051



MANDALA
COMMUNITY

Aetna Better Health of Kansas
Sent via email to Mandala's ABHKS Team

June 4, 2024

To Whom It May Concern:

I am writing on behalf of ABHKS and their vital work in the Kansas communities. In April of 2023, I set out on my determination as a new provider to provide residential services to the Intellectually and Developmentally Delayed population in Sedgwick County. Establishing credentialing with all three Managed Care Organizations, on top of the various other hurdles I had to address throughout the licensing and affiliation process as an IDD residential provider, I strongly state ABHKS provided vigorous guidance, support, and communication throughout those processes. After establishing myself with all three MCO's, it was, and still remains, apparent ABHKS truly cares about the support they extend to their members and providers.

In the last year of my partnership with ABHKS, every employee at ABHKS has communicated effectively and instrumentally with their members, legal guardians, Support Teams, and Mandala staff. ABHKS worked diligently with Mandala to ensure there was a safe transition for a difficult-to-serve member transitioning from Larned State Hospital. Of note, ABHKS utilized their knowledge to adequately prepare Mandala in establishing HBCS with this member, creating a solid partnership in wraparound services for this member to be successful. Proudly, with the collaboration between Mandala and ABHKS, this member has maintained safely and successfully in this community; something that has not occurred for this member for several years due to being institutionalized. Every time I needed direction, guidance, or a time to generate ideas or discuss concerns, ABHKS was there - even on the administrative level. While I struggle maintaining effective communication from the other two MCO's, ABHKS has invariably proven otherwise. There is nothing more important in supporting a vulnerable population than collaborating with the providers that deliver boots-on-the-ground care to ensure the safety and well-being of our mutual clients/members. ABHKS has proven this multiple times to Mandala.

Also of note, in the last month I received a referral for another ABHKS member transitioning from a nursing facility back into the community under HCBS IDD waiver services. When Mandala was struggling with obtaining the necessary information and pertinent documentation for this transition, an entire ABHKS team jumped onboard immediately, scheduled a meeting, and provided strong guidance to the Support Team to ensure a timely and safe transition plan for this member.

While these are only two examples, these scenarios significantly convey the care and support ABHKS has consistently assembled, sometimes with minimal time allowances. ABHKS's multiple departments have personally called me, or returned communication quickly, to navigate situations

associated with extraordinary funding, authorizations and billing, provider relations, areas of concerns with community mental health providers, establishing further services and supports in the community for wraparound services (Parsons State Hospital Clinical Outreach Team, community mental health agencies, home health agencies – to name a few), case management needs, and transition planning. I have always felt comfortable and connected with all departments at ABHKS being a small provider in Kansas. That has been significant in continuing my business operations on a successful path.

Honestly, I am concerned about ABHKS not being able to have the continued opportunity to provide their strong skillsets, empathetic work, knowledge of supporting vulnerable populations in Kansas, and notable partnerships with providers throughout this State. Losing the MCO contract would be a consequential and serious risk to all communities in Kansas.

While I am just one small provider in Kansas, it would be despairing for these members at ABHKS to lose the impactful supports ABHKS provides, and this will be a great loss to providers. I strongly recommend for this contract to be reconsidered so ABHKS can continue the path of championing the members they serve, while respecting their life goals, desires, and celebrating their achievements – something I have clearly witnessed with the ABHKS member that transitioned from a state hospital into the community.

Thank you for your time in reading this. Please feel free to reach out should you need any further information or have any questions. Mandala will always support ABHKS and the splendid work they facilitate.



Chelsea Jackson, LMSW
Owner & Executive Director
Mandala Community, LLC.
236 N. Pennsylvania Ave.
Wichita, KS 67214
316-776-5489 O#
316-734-5223 C#

To whom it may concern
Kan care Aetna

I have a strong relationship with my Service coordinator. I feel they have my best interest at heart.

Having to change is stress full when what we have is so good.

Im happy with KanCare please don't force me to change.

Sincerely Debbie McDermott

Date: 5/30/24

Subject: MCO selection for KS Medicaid HCBS program

Good Day madam or sir,

My name is Keith Melick. I am writing to you in deep concern as a constituent of the great state of Kansas.

I work in the medical field currently as the Clinical Services Director for Morningside Place Memory Care in Overland Park KS.

Our community has been working with the HCBS Medicaid program for over 5 years and we recently found out that one of the MCO's, Aetna was no longer chosen to do the program. I want to share with you the major distraught this brings to me and our residents and families.

Currently in our community of 66 residents we have 34 residents on the Medicaid HCBS program, 21 of these being with Aetna.

Over the 3 years that I have been working with the Aetna organization has been a joy and honor to ensure that the proper care for our elderly is to what they need and deserve. They are prompt in responses, visible on visits, cooperative, caring and communicate at all times.

The program is a plus to our residents and the community as a whole, I do believe that Aetna takes it to the top not for themselves but for the need of Kansans needing the care and help.

I would ask that as our senators and representatives please take another look at them for being a part of this program.

Thank you for your time and consideration.

Keith J Melick

CSD/LPN

Morningside Place Memory Care

May 29, 2024

RE: Support for Aetna Medicaid Contract

Dear state stakeholders,

I am writing to support Aetna's appeal of the state Medicaid contract decision. Aetna has supported many behavioral health efforts in the state. The funding Aetna provided to kickstart the Kansas Behavioral Health Center of Excellence was tremendously helpful in our group successfully advocating for increased resources from the state to support and expand workforce training in Southeast Kansas. This funding will expand psychiatry training, addiction medicine specialists, forensic psychological assessment, increased behavioral health focused physician assistant training, increased paid internships and practicums, and support for nursing training. As a licensed psychologist in Kansas who has dedicated my career to building a multidisciplinary applied behavioral health training program personally providing thousands of hours of clinical supervision, I am so grateful for this investment in training the future generation of mental health workers. I will always be grateful to Aetna for supporting the work of this group and have found their team to be a constant champion of mental health initiatives in the state. Please consider Aetna's commitment to addressing the mental health needs of Kansans as you review the appeal for the state Medicaid contracts.

Sincerely,

A handwritten signature in black ink that reads "Jessica L. Provines". The signature is written in a cursive style with a large, sweeping initial "J".

Jessica L. Provines, Ph.D.
Licensed Psychologist
Wichita, Kansas
(316) 655-9964

To whom it may concern;

I have recently learned that the contract with Aetna Better Health and the state of Kansas may be terminated soon as the state has chosen to move forward with another provider. While I'm sure the providers that will continue to be available in Kansas have wonderful benefits for those included on their plans, I would like to speak on behalf of my two children, who currently have Aetna Better Health.

I live in a rural area in Kansas where medical care is already lacking in accessibility and opportunities are limited. I travel to larger areas for my children to receive specialty care as they are both medically complex. My son has cerebral palsy and my daughter has neurofibromatosis and they both require many specialty visits. My son, specifically, requires numerous therapies to ensure his quality of life continues to progress and not decline. He receives physical therapy, speech therapy, and occupational therapy. As he has aged out of early intervention services, the only real opportunities to continue to help him progress are these outpatient services. I chose Aetna Better Health because after extensive research, despite the other insurance providers stating that these services would be covered, it is at the discretion of the company to approve or deny and many of them have caps in which they would only provide a certain amount of these services. Aiden's life wholeheartedly depends on these therapies. Without them, his ability to use his body the way he does would decline and become severely limited, as well as his health. This would surely result in more medical complications and thus, more things like specialty appointments and hospitalizations, etc. This is what we are trying to avoid. Aetna Better Health has never once denied him the opportunity to partake in these therapy services to any extent that the providers have submitted for. They have been wonderful in ensuring that Aiden has everything he needs to thrive and continue his journey to become stronger and, hopefully, healthier. With that being said, he also relies heavily on multiple pieces of durable medical equipment. This includes, but is not limited to, a wheelchair, a bath chair, an adaptive activity chair, stander, AFOs, oxygen, a cough assist device, suction, etc. All of the devices listed, and so much more, have been provided to him through Aetna. Because of this, he is able to have the most opportunities in our personal life. He has also previously been on very unaffordable medications for a rare form of debilitating epilepsy that Aetna was able to provide for him, being a large reason he is as stable as he currently is. These are all things that I have heard NOTHING about as far as denials, and were provided to him quickly.

Another thing that has been extremely important to me in regards to Aetna Better Health is the support and services that we receive from our care coordinators, and anybody that we associate with within the company. They have been wonderful to work with and have been so kind and accommodating. We live an exciting life that provides very minimal downtime and Aetna has been able to keep up with us and ensure we are as well taken care of as possible.

I am truly concerned that losing this insurance provider will severely affect my son, if not, both of my children. I am concerned about the services he needs being limited and his quality of life deteriorating if he doesn't have consistent access to his services and providers. From a mom of two children who already experiences enough limitation in our life, I am deeply concerned that if it is not reconsidered to move forward with Aetna in Kansas, that kids like mine will suffer drastically. I am so grateful for the opportunities that Medicaid has provided for my family. Please make no mistake that I am ungrateful, despite any decision that is made in regards to this plea. But, I do have a lot of concerns that this would create a lot more hardship and chaos in my already complex life. Just the thought of having to update insurance information with the many, MANY providers we are involved with is a very daunting thought. From a very medically involved mother, please consider my desperate plea to reconsider keeping Aetna Better Health in Kansas for families like mine.

Sincerely,

Rebecca Riley



Salud Mas Bienestar

To whom it may concern,

We are writing to express our enthusiastic support for Aetna, a valued and nurturing organization in Kansas. As co-directors of Salud Mas Bienestar, we witnessed firsthand the positive impact that Aetna has had on our community, especially the Hispanic community.

Aetna has demonstrated its devoted commitment to improving the health and well-being of our community members, particularly those from low-income and minority backgrounds. Through our strategic partnerships, Aetna has been a passionate partner of ours with various initiatives aimed at addressing health gaps and fostering positive change.

One of the most commendable aspects of Aetna is their dedication to supporting marginalized groups within our community. By actively engaging with local organizations, such as ours, Aetna has been able to provide valuable resources, support services, and improvements in the community's health. Whether through educational initiatives or community development projects, they continue to make a meaningful difference in the lives of our community members.

We firmly believe that Aetna has the potential to maintain their status as one of the managed care organizations for the Kansas Medicaid Program. Its track record of community engagement, social impact, and commitment to closing health gaps speaks volumes about its potential for advancement and prosperity.

In conclusion, we urge you to consider keeping Aetna in the Kansas Medicaid Program. By aligning our efforts and resources, we can further amplify and advance our shared mission of improving the health of our community.

Thank you for your attention. If you require any further information or assistance, please do not hesitate to contact us.

Sincerely,

Catalina Garcia
Denise Cavazos

Co-Directors

Salud Mas Bienestar

2601 N Arkansas

Wichita KS, 67204

saludbienestar320@gmail.com

05-31-2024



Strengthening & Equipping Neighborhoods Together

> Office: 785-783-2535
> Email: info@SENTtopeka.com
> Website: www.SENTtopeka.com

455 SE Golf Park Blvd., Topeka, KS 66605

To Whom it May Concern,

I am pleased to write a letter in support of Aetna Better Health of Kansas and its efforts to continue serving KanCare members past their current contract date of December 31, 2024.

Aetna Better Health of Kansas has been a financial supporter of our organization. Their contributions have supported our work serving individuals on KanCare in our community. We also appreciate the work they have done to support the individual KanCare members in our community and ask that you consider not disrupting their care that has already been established by Aetna Better Health of Kansas.

We appreciate Aetna's contributions and would like to continue our partnership for the benefit of the community members we both serve.

Thank you for considering this opportunity.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Sublet", with a long horizontal flourish extending to the right.

Johnathan Sublet
Interim Executive Director

To Whom it May Concern,

I am pleased to be writing a letter in support of Aetna Better Health of Kansas and their effort to continue serving KanCare members past their current contract date of December 31, 2024.

Aetna Better Health of Kansas has been a financial supporter of our organization. Their contributions have led to supporting our work with serving individuals on KanCare in our community. We also appreciate the work they have done to support the individual KanCare members in our community and ask that you consider not disrupting their care that has already been established by Aetna Better Health of Kansas.

We appreciate Aetna's contributions and would like to continue our partnership to benefit the community members we both serve.

Sincerely,

CBO Representative

Doc

Stephen "Doc" Hunsley, M.D.

SOAR Special Needs Executive Director/Founder

Office: 816-782-SOAR (7627)

Cell: 816-506-1305

SOARSpecialNeeds.org

WonderfullyMadeKC.org

Follow us on: [Facebook](#) [YouTube](#)

Twenty-six percent of the US population are individuals with special needs/disabilities, making them the largest minority group. Therefore, SOAR exists to transform the lives of special families and empowers them to SOAR in their local and faith communities.

June 3-2024

To The State of Kansas

Hello my name is Rebecca Moore

I am the Mother of a young man
with Down's Syndrome and he does
not do good ~~with~~ with changes

he has a lot of medical issues

~~and~~ Ever time you change up
the procedure it takes months if not
a whole year to get back on track
for his Medical needs so I am

asking you all to Please keep
Astria in your sector not just
for my son but for all who
has it I have the Best Dr.'s for
my son they understand him
and his needs and I thank that
Astria is the Best Medical center
by far

thank you

Rebecca Moore

May 30, 2024

We have had Sunflower before Aetna and I think many years ago when we first started we had United. They are both decent organizations. But when we changed to Aetna they have shown us to be one step ahead of the rest. I had cancer and had to be at M.D. Anderson cancer center for 8 weeks with my wife at my side. They gave me 8 hours each night for someone to stay at our house or go to their house. They raised her P.A. hours for that whole time and also kept the hours for a couple weeks after we got home to recuperate. There are many smaller things they have done for us and also for others that have Aetna. Christy Dixson is our contact person with Aetna. She always calls immediately when I have texted or called. No problem is too big or too small for her. I have talked to Christy's supervisors, and they are just as eager to help or visit with you if Christy is not available at that time. This would sadly be a step down for all Aetna clients if we had to move over to another division. My daughter Emily is Down syndrome and also has severe anxiety and has just gotten used to being around Christy. This is no easy feat. Let's think long and hard before bringing in a new company. Aetna has walked the walk and proven to be the best company out there for my daughter. I don't see any reason to only have 3 companies. I'm sure there are enough clients to have four companies. I am pleading with you to restore Aetna for 2025 in Kansas.

Harold Morris
(785) 342-5193
2645 E. Ray Ave.
Salina, Ks. 67401



Prairie View

Behavioral & Mental Healthcare

To whom it may concern,

I am writing to express my strong support for Aetna and the exceptional service they have provided to my clients throughout their time as a Medicaid provider.

I am the therapist for the Assertive Community Treatment team at Prairie View, Inc. Our program is designed to help those with the most severe mental illness maintain independent living within the community, reduce hospitalizations, incarcerations, and help manage the most intense symptoms within the community. Our team provides the most intensive outpatient services offered for adults with severe mental illness for Harvey, McPherson, and Marion Counties.

Without Aetna, over half of my caseload will be forced into choosing an alternative insurance. Aetna has provided reliable medicaid coverage to our clients and has allowed them to access the most intensive outpatient program. Additionally, their care coordination and support team has been extremely helpful in navigating any questions I might have as a provider. It is extremely disappointing to find out that Aetna will no longer provide services to our medicaid population.

I am writing this letter to show my support for Aetna. Overall, Aetna has continued to exceed any expectation I have had regarding insurance. They have been able to provide the utmost support to our clientele. It will truly be extremely disappointing if they were to leave and over half of my caseload is forced to choose another MCO due to this bid being lost.

Sincerely,

Mikaela Stevenson, LMSW
Assertive Community Treatment (ACT) Therapist
1901 E. First St PO Box 467
Newton, Kansas 67114
Office – 316-284-6468
Email – stevensonmr@pvi.org

1901 E. First St.
PO Box 467
Newton, KS 67114-0467
316-284-6400
316-284-6491 FAX

Other Locations:

508 S. Ash St.
PO Box 185
Hillsboro, KS 67063-1185
620-947-3200

1102 Hospital Dr.
McPherson, KS 67460-2318
620-245-5000

7570 W. 21st St. N., Ste. 1026-D
Wichita, KS 67205-1734
316-729-6555

9333 E. 21st St. N.
Wichita, KS 67206-2927
316-634-4700

www.prairieview.org
800-992-6292
Crisis Help: 800-362-0180

John & Nancy Weingart
217 Sioux Ave
Hiawatha, KS 66434

To: Whom it May Concern
State of Kansas

We are writing in support of Aetna Better Health of Kansas to continue being a MCO for Medicaid for the State of Kansas. Our daughter Emily has been with Aetna for several years and we have had to rely on Aetna and our service coordinators for many things as she has had several health issues in the last few years. We have been very satisfied with the care and the services and the responses we have gotten when we have needed help. We have developed relationships with our service coordinators over the last several years and because of that they know our daughter and her needs very well. If issues and needs arise, then they are very familiar with her case and solutions are made on a very timely basis. We certainly hate the thought of starting over with a new company and a new service coordinator.

It seems to us, if something is not broken, then why fix it? In this case, Aetna does a wonderful job and should be able to continue providing services for the state of Kansas and for the clients and families that have relied on them.

Thank you for your consideration in keeping Aetna as a MCO for Medicaid for the State of Kansas.

Respectfully submitted,

John and Nancy Weingart
Hiawatha, KS



June 6, 2024

To Whom It May Concern,

I am pleased to be writing a letter in support of Aetna Better Health of Kansas, commonly known as "Aetna".

At YWCA Northeast Kansas, our mission revolves around the elimination of racism, the empowerment of women, and the promotion of peace, justice, freedom, and dignity for all. We are grateful for Aetna's steadfast commitment to our cause, as evidenced by their substantial financial contributions totaling over \$100,000 in the past year alone. These funds have directly impacted the lives of Kansan women and children, providing them with much-needed support and refuge during times of crisis.

One of the highlights of our annual calendar is the Women of Excellence Gala, where we celebrate individuals who epitomize resilience, inspire others, and actively contribute to building a brighter future. Last year, we had the privilege of honoring Aetna's esteemed CEO, Jane Brown, whose leadership embodies these values and serves as a beacon of hope within our community.

Beyond their generous financial support, we have had the privilege of collaborating with Aetna's Chief Medical Officer, Dr. Muna Enshiwat, and their Director of Workforce Development, Lauren Wolf. Their expertise, dedication, and passion have significantly enriched our programs and initiatives, furthering our collective impact on the community.

We deeply value the partnership we have forged with Aetna and express our sincere desire to continue working together to address the needs of those we serve. Together, we can make a meaningful difference in the lives of countless individuals and families across Kansas.

Thank you, Aetna, for your unwavering support and commitment to creating positive change. We look forward to continuing this journey together.

Sincerely,

A handwritten signature in black ink that reads "Cheri Faunce". The signature is fluid and cursive.

Cheri Faunce
CEO
YWCA Northeast Kansas