

Aetna Better Health[®] of Kansas

Foster Care Desk Aid

Authentication process:

Member Service Representatives answering inbound calls will authenticate by asking for the following information:

- **Members name**
- **Medicaid ID number**
- **Date of birth (DOB)**

Member Services Phone number is 1-855-221-5656 (TTY: 711).

Member services is the main line to reach:

- **24/7 Nurse's line**
- **Appeals and Grievances**
- **Behavioral Health**
- **Service Coordination**
- **Claims, Pharmacy**
- **Prior Authorization**
- **Transportation**
- **Provider Experience**

The Member Service Representatives will answer most benefit questions; however program specific questions will be referred to the identified contacts below.

Contacts and contact information:

Program specific questions will be referred to contacts listed here:

Information	Contact Number
Member Services and Questions	1-855-221-5656 (TTY:711)
Provider Services	1-855-221-5656
Dental (SkyGen)	1-855-918-2257
Vision (SkyGen)	1-855-918-2259

Program/Issue Area	Mailbox Address
Foster Care Mailbox	AetnaBetterHealthKansas-FosterCare@aetna.com
Service Coordination/Case Management	AetnaBetterHealthKSCM@aetna.com
HCBS Waiver	AetnaBetterHealthKSHCBS_LTSS@aetna.com
Prior Authorization	AetnaBetterHealthKS_PriorAuth@aetna.com
PRTF Request & Questions	AetnaBetterHealthKS-PRTF@AETNA.com
Transportation	AetnaBetterHealthKSA2C@aetna.com
WORK Program	AetnaBetterHealthKSWorkProgram@aetna.com

During normal business hours the above mailboxes will be monitored beginning at 8 am and every hour through the normal close of business at 5 pm.

For **urgent issues** call **1-855-221-5656, (TTY: 711)** and ask to speak to a service coordinator manager or supervisor.

Systems of Care Contacts

Contact Name	Title	Email Address
Kimberly Spearman LPC LCAC Sr Clinical Strategist	Children's System of Care Administrator Foster Care Administrator	SpearmanK@aetna.com 816-591-7486