

## **Aetna Better Health® of Ohio – AAA Partnership**

[0:02]

**Narrator:**

For more than 30 years Aetna has been a trusted partner with state Medicaid programs nationwide. Aetna Better Health of Ohio has partnered with local Area Agencies on Aging to provide care management services. Members receive home and community based waiver services as part of the Mycare Ohio Program. This collaboration helps us improve the overall system of care and produces better health outcomes.

[0:29]

**Billie Johnson:**

It's a unique arrangement. It's one in which Area Agencies on Aging, for the first time, are able to care manage a total person.

[0:39]

**Cindy Farson:**

The client is dealing with one case manager, not one medical case manager, one long-term services case manager. We feel that's an easier way for the client and the family to deal. We think that brings higher satisfaction.

[0:54]

**Angela:**

My role with Aetna Better Health is to coordinate the care of my members, looking at their providers, looking at the care they need in the home. We develop an integrated care plan. Constance for example, she has a home health aide that assists her daily seven days a week. Without that assistance from the home health aide, she would not be able to take care of any of her personal care needs.

[1:18]

**Constance:**

I am as independent as I can be, and with the help that I get from my case manager and my aide and the nurses – it really does make a difference.

[1:32]

**Narrator:**

This collaborative effort to fully integrate care allows Aetna Better Health members to live where they feel most at home.

[1:40]

**Mitzi:**

It is so important for me to get the care management and stay home. If you need to be in a facility, then I guess you need to, but if you can stay home with supports, I think it is so much better.

[1:56]

**Robert:**

If I hadn't had Aetna and Council on Aging support me I would be in long-term care, and I would still be a vegetable.

[2:05]

**Billie Johnson:**

Care managers, meet the member in the hospital before they transition back home, and they help them develop the resources that they need and make that transition a smooth transition.

[2:20]

**Robert:**

For Aetna and Council on Aging to get me back to normal, it was the transportation that was always arranged, it was the doctors that I would always be able to see. They didn't do anything except support me in what was needed to bring me back.

[2:42]

**Randy:**

The insurance liaison came into the nursing home that I was in. She's like, "Why are you here?" I'm like, "They say I'm a fall risk and I can't live on my own." And she was like, "How many times have you fallen?" I said, "Two." And she said, "How many years have you been here?" I said, "Seven." And she was like, "Do you want out?" I was like, "Definitely. Definitely." So, she got me out. She worked hard, within a year she had me out of there.

[3:22]

**Cindy Farson:**

It's been a great partnership. I have to say our people feel like partners with Aetna.

[3:26]

**Constance:**

My family is happy with the way my care is going here, because they very rarely have to come out here and help me do anything. They know that I'm taken care of, and I have what I need, and if I do need something all I have to do is call and they are here to help me.

[3:46]

**Billie Johnson:**

Aetna has the experience of providing healthcare resources. We have the experience of providing social services and human services. So, our partnership and this collaboration

has been something that is unique, and I personally think has been very beneficial to the member that we serve.