



Advancing Care Through Partnership and Innovation

Chris Lindy | CEO, Aetna Better Health of
Kentucky

Dr. Nicole Flora | CMO, Aetna Better
Health of Kentucky





Mastering Medicaid Across the Nation

- ♥ Aetna is **deeply rooted in the communities we serve**, our experienced team has a strong understanding of our members, provider partners, and the health care priorities of local communities and the Commonwealth.
- ♥ Nationally, an **estimated 39 million** people rely on Aetna, a CVS Health company, to help them make decisions about their health care.
- ♥ We consistently **pursue and implement new and proven solutions** with personal and connected approaches to drive health outcomes and to create a path to better health.
- ♥ Aetna has **extensive expertise in serving complex, high-risk populations** across the Medicaid Managed Care spectrum.
- ♥ We are **raising the bar in member quality metrics and health outcomes with proven solutions**, including population health programs and the sharing of outcome data and health gap closures with providers.

Supporting Kentucky Youth (SKY) Program

KPCA

The SKY program serves youth in foster care, adopted from foster care or formerly in foster care. Placed in fictive kin and those dually committed to DJJ.

Why this matters

The population represents a meaningful opportunity for ABHKY/KPCA Partnership

SKY Population Snapshot

5,092

SKY members belonging to KPCA

12.12%

of KPCA membership is SKY

19.85%

of ABHKY's overall SKY population belonging to KPCA

Clinical Profile of SKY Members

Top diagnoses shown in the provided Foster Care rate-group data

Obesity		14.9%	3,822 members
Asthma		6.9%	1,765 members
Back Pain/Degenerative Disorders		5.7%	1,463 members
Hyperlipidemia		2.7%	698 members
Hypertension		1.9%	475 members

Plan denominator: 25,652 SKY members

It takes a village

That's why we take an integrated approach to engagement, leveraging all stakeholders

Aetna has assembled a team that brings together a wide range of professional and personal backgrounds. This ensures that we can effectively engage with our members in a distinctive and personalized manner, ensuring that their needs are fully addressed, and their trust is earned.

- ▶ Bilingual
- ▶ Heightened levels of Cultural Competency
- ▶ Trauma-informed care

We take the time to really know our members

- ▶ Understanding HRSNs
- ▶ Respecting communication and cultural preferences
- ▶ Key Populations (foster youth, justice-involved, moms, children & youth with special health care needs)



Better Outcomes Start with Partnership

Your organization's experience and community relationships can help shape solutions that work for patients and providers.



Better outcomes

- Improve blood pressure control and reduce disparities.



Quality alignment

- Support HEDIS performance and evidence-based care.



Additional support

- Strengthen outreach, engagement, and high-risk population strategies.



Shared learning

- Exchange effective practices with health plans, NACHC, and participating organizations



Collaboration

- Advance provider-plan collaboration and future value-based care opportunities

Participate. Collaborate. Improve outcomes.
Together, we can advance health equity and improve blood pressure control for the communities that need it most.

Community Partnerships

In 2026, Aetna has sponsored **94 community events** in Kentucky. Our commitment to our members is evident through our strategic partnerships and initiatives

Kare Mobile

- Expand dental access across the state, by providing mobile dental access
- Three Dental vans supported by Aetna increased Kare Mobile capacity by **46.4%**
- **3,140+** self-appointments were made by members



Goodwill Opportunity Centers- Career Service Lab

- ABH KY is strengthening economic mobility and workforce development through a four-year investment in Goodwill Opportunity Centers' Career Service Lab. Services are available in Louisville and expansion is planned for Somerset in Q4 2026 and Bowling Green in Q1 2027.

God's Pantry (East, KY) and Feeding America (West, KY)

- Through partnerships with God's Pantry and Feeding America, Aetna is helping address food insecurity across Kentucky by improving access to nutritious foods, including fresh produce and protein, for underserved communities.
- In the past three years, Aetna Better Health of Kentucky has invested close to \$1 million to support food security in the state



CVS Housing Investments

- Owensboro
- Jefferson
- Leitchfield
- Lexington



2026 Community Investments by the Numbers

Total investments: 94

- Child Advocacy: 36%
- Maternal & Child Health: 23%
- Education: 22%
- Mental Health: 22%
- Food Security: 19%
- Housing: 19%
- Access to Care: 19%

Project Ricochet's Barbershop Health Initiative

53
Participants
Screened

100%
Blood Pressure
Screenings

**Trusted Community
Setting**

Free screenings, vaccines, and health info every Monday

- ♥ The BBSI screened 53 participants in 2025-2026, with the majority being male (79.2%) and African American (73.6%), demonstrating strong engagement with priority populations through trusted community settings.
- ♥ Blood pressure screenings were completed for 100% of participants, and 28.3% had elevated systolic blood pressure (≥ 150 mmHg), highlighting a significant burden of hypertension and cardiovascular risk factors within the community.
- ♥ Among participants receiving BMI assessments, overweight and obesity were frequently identified, alongside concerns such as medication nonadherence, diabetes, and recent bereavement, reinforcing the need for culturally responsive prevention, health education, and chronic disease management services.





Our deep understanding of our provider partners shapes our engagement model

Our provider engagement model offers a flexible approach and supports our providers' preference with in-person, telephonic, web-based services, and call center options. **Our strategy is designed to give providers the ability to do what they do best – take care of our members.**

Our high-touch provider relations and engagement team helps providers achieve quality, efficiency, satisfaction, and participation in our network. Our provider support, training, and relationship building begins during contracting and onboarding and continues throughout participation in our network. **Aetna's Provider Relations team is 100% dedicated to support providers across our markets.**

- **Availity** online self-service portal (submit claims, check status, submit auth requests, etc.)
- **Customized provider manuals** unique to specific provider types (example: Doula handbook)
- **Proactive Pre-Check Run queries** to isolate claims and support higher-level review to prevent inaccurate denials or provide additional provider support for complex adjudication
- **Web-based provider training modules** and reference materials on health equity for increased contract compliance and regulatory adherence (HEDIS, CAHPS, EPSDT, Cultural Competency (CLAS))
- **Preferred Provider Program** allows providers with high quality, reduced prior authorizations requirements. *We have reduced PAs for nearly 800 procedure codes*



HEDIS Measures: Advancing Quality and Outcomes

Kentucky Quality Alignment

- Increase preventative care visits
- Improve childhood and adult immunization rates
- Support maternal health before and after delivery
- Enhance chronic disease management
- Promote cancer and SDoH screenings
- Strengthen behavioral health follow up
- Improve health outcomes for Kentucky Medicaid members

Prevention & Well Care

- Adults' Access to Preventative Care (AAP)
- Well-Child Visits (WCV)
- Weight Assessment & Counseling (WCC)
- Oral Evaluation and Dental Services (OED)

Immunizations

- Childhood Immunization Status (CIS)
- Adolescent Immunizations (IMA)
- Including Flu & HPV Completions

Maternal Health

- Prenatal & Postpartum Care (PPC)

Chronic Disease Management

- Controlling High Blood Pressure (CBP)
- Glycemic Status Assessment (GSD)

Screening Measures

- Breast Cancer Screening (BCS)
- Social Determinants of Health Screening (SNS)

Behavioral Health Follow Up

- 7 day follow up for Emergency Department visits for mental illness (FUM)
- Metabolic monitoring for adolescents on antipsychotics (APM)

A partnership built to turn quality performance into better outcomes

Aetna Better Health of Kentucky P4Q | Kentucky’s largest FQHC clinically integrated network

Approximately 20% of ABHKY's Value-Based Care model is contributed to KPCA

How ABHKY's Pay For Performance works

- 1

Measure
Aetna and the provider network align on HEDIS and program measures.
- 2

Monitor
Performance is tracked through scorecards, gap lists and data exchange.
- 3

Improve
Joint quality reviews translate data into clinic-level actions.
- 4

Reward
Incentives are earned when contracted performance targets are achieved.

What enables success across a large FQHC network



Clear performance targets
Defined benchmarks create a consistent view of what success looks like across participating practices.



Actionable data
Scorecards, attributed-member reporting and gap-level detail support focused outreach and follow-up.



Shared accountability
Aetna, the CIN and FQHC teams align on improvement priorities and execution.

PROGRAM FOCUS
Better care delivery • Stronger data capture • More closed care gaps • Improved member outcomes

Partnership commitments

Aetna

Transparent reporting, quality guidance and improvement support

CIN

Network-wide coordination, communication and performance visibility, including shared data through Azara

FQHCs

Clinic-level workflows, documentation, outreach and gap closure

Action through partnership

Aetna is committed to helping members achieve better health outcomes and addressing the root causes that contribute to health disparities.



Hypertension is one of the most common chronic conditions affecting Medicaid populations

Many Medicaid members face barriers that make managing blood pressure more challenging, including limited access to primary care, transportation challenges, food insecurity, housing instability, and other social drivers of health.



Recognizing and rising to the challenge

Aetna Medicaid and NACHC are launching a hypertension initiative to improve health outcomes, reduce disparities, and help members achieve better control of their blood pressure through evidence-based, community-centered approaches.

- The initiative focuses on identifying care gaps, strengthening partnerships with providers and community organizations, and connecting individuals with the resources they need to successfully manage their health.



Collaboration for success

- Through collaboration with community health centers, FQHCs, and local providers, we aim to bring care closer to where members live and receive services, ensuring that interventions are culturally relevant, sustainable, and responsive to community needs.
- The initiative will leverage data, best practices, and innovative care models to improve screening, treatment, follow-up care, medication adherence, and patient support.



Aetna and the National Association of Community Health Centers (NACHC) collaboration

Partnership Overview

Through a three-year collaboration, Aetna Medicaid and NACHC are targeting regions in **Kentucky, Virginia, Illinois and Michigan**, where hypertension-related disparities are most significant.

By partnering with community health centers, the initiative aims to improve blood pressure control, advance health equity, and drive better health outcomes for Aetna members.

Goals and Objectives

- ✓ Improve overall blood pressure control
- ✓ Reduce health disparities (especially within especially Black and Hispanic populations)
- ✓ Improve outcomes in underserved populations
- ✓ Strengthen collaboration between providers and payers



Thank you!