

# SKY Supporting Kentucky Youth

## Frequently Asked Questions and Answers

The Kentucky Department for Medicaid Services (DMS) has provided some of the most Frequently Asked Questions (FAQs) about the Supporting Kentucky Youth (SKY) program. This resource will help inform members, families, caregivers, providers and others about the new program. As needed, DMS will update or add new FAQs so please continue to check the DMS website for the latest information.

For more information about the SKY program, contact Aetna Better Health of Kentucky's Member Services team at 1-855-300-5528 (TTY: 711) or access <https://www.aetnabetterhealth.com/kentucky>.



As you review the Frequently Asked Questions, please refer to the following definitions:

**Adoptive assistance** means the program that provides financial and Medicaid benefits to adoptive families who adopt children with special needs up to eighteen (18) years of age. The continued provision of adoption assistance applies regardless of the state of residence of the child.

**Adoptive parent** means an adult who provides a child a permanent home through a court process that, once final, names the adoptive parents as the child's legal parent.

**Department for Community Based Services (DCBS)** is the department within the Kentucky Cabinet for Health and Family Services that oversees the eligibility determinations for the Department and the management of the foster care and adoption assistance programs.

**Dually involved youth** means a youth under the care of both the Department of Juvenile Justice and DCBS.

**Fictive kin caregivers** are individuals who are not related to a child by birth, marriage, or adoption but who have an emotionally significant relationship with the child. These individuals take on the characteristics of a family relationship and/or an alternate caregiver.

**Foster care** means the twenty-four (24) hour temporary care for children placed away from their parents or guardians and for whom DCBS has placement and care responsibility.

**Foster care caregiver** means the DCBS-authorized caretaker for a child in foster care who may be the foster parent(s), relative(s), fictive kin, or twenty-four (24)-hour childcare facility staff.

**Foster parent** means a caregiver who assumes the daily caretaking responsibilities for children who have been placed in their home by DCBS.

**Former foster care youth** means young adults under the age of 26 who were in foster care at age 18 or older.

**Out of Home Care (OOHC)** means the placement of children in foster care in foster family homes, foster homes of relatives or fictive kin, group homes, residential facilities, child care institutions, and pre-adoptive homes.

**Relative caregiver** means the individual who is related to a child by blood including a relative of half-blood, marriage, or adoption. A relative caregiver is responsible for the primary care of the child.

# Supporting Kentucky Youth FAQs

## What is the SKY (Supporting Kentucky Youth) program?

Beginning January 2021, a single statewide managed care organization (MCO), Aetna Better Health of Kentucky, will manage the new Supporting Kentucky Youth program, also known as SKY. This means that children and youth in foster care in out of home care (OOHC), children receiving adoption assistance, dually involved youth and former foster care youth will be enrolled with Aetna for their Medicaid Coverage.

## What is the value of the SKY program to eligible members?

The SKY program offers enhanced benefits to support members:

- A care coordination team will be assigned to each member enrolled in the SKY program and will ensure access to primary care, behavioral health services, dental care, specialty care, wraparound services and social support services. The level of care management services provided by the care coordination teams will be tailored to meet the needs of each individual SKY member. The team will also provide the following services:
  - Assist with locating providers and obtaining appointments as needed.
  - Expedite the scheduling of appointments for assessments.
  - Assist with the coordination of covered transportation services.
  - Arrange community supports for members and referrals to community-based resources as necessary.
- The SKY program provides extra bonus benefits like cell phones, laptops, and wireless plans to youth so that they can maintain connections with their support systems. In addition, other value added services for older youth in care are offered, such as:
  - GED Certification and Job Skills Training
  - Life skills program
  - Nutrition services
- To support the transition from another MCO, Aetna Better Health of Kentucky will collaborate with physicians and other providers to ensure continuity of care, especially for those members with special health care needs.



## Who is eligible for the SKY program?

The following groups will be enrolled in the SKY program:

- Children in foster care
- Children in OOHC placed with a fictive kin or relative caregiver, including out-of-state caregivers
- Children receiving adoption assistance
- Dually involved youth
- Former foster care youth

The following individuals have the option to opt-in or opt-out of the extra benefits and services offered by the SKY program at any time during the year:

- Children receiving adoption assistance
- Former foster care youth

### *SKY Enrollment Exclusions:*

Members receiving Supports for Community Living, Michele P, Acquired Brain Injury, Home and Community-Based or other Medicaid waivers are excluded from the SKY program. Members receiving long-term care services are also excluded from the program.

# Supporting Kentucky Youth FAQs

## **Will all SKY-eligible members be enrolled in Aetna Better Health of Kentucky as a member of the SKY?**

Yes. All members eligible for the SKY program will be automatically enrolled with Aetna Better Health of Kentucky, effective January 1, 2021.

## **Can a member opt-out of the SKY program?**

During the Open Enrollment period and at any time after January 1, 2021, children receiving adoption assistance and former foster care youth have the option to opt-in or opt-out of the SKY program. If they elect to opt-out of the additional support and services offered by the SKY program, these members may select another MCO participating with the Medicaid program or remain with Aetna Better Health of Kentucky as a non-SKY member. The MCO options include:

- Aetna Better Health of Kentucky (non-SKY program)
- Anthem BCBS
- Humana Healthy Horizons in Kentucky
- Passport Health Plan by Molina Healthcare
- UnitedHealthcare Community Plan of Kentucky
- WellCare of Kentucky

## **How does an eligible member opt-out of the SKY program?**

Children receiving adoption assistance and former foster care youth can choose to opt-out of the SKY program for any reason at any time. These members can remain with Aetna Better Health of Kentucky or choose another contracted MCO to manage their Medicaid benefits. To opt-out of the SKY program, contact Medicaid member services at 1-800-635-2570 or log on to the Medicaid self-service portal through kynect at [www.kynect.ky.gov](http://www.kynect.ky.gov).

These SKY-eligible youth may opt back into the SKY program at any time by following the process referenced above.

## **How do members get started with the SKY program?**

Aetna Better Health of Kentucky will provide SKY members with a New Member Packet, including the Aetna Better Health of Kentucky Member Handbook and the SKY Member information Companion Guide. These explain how the SKY program works, what services and supports are available and the roles of the Primary Care Provider and Dental Provider, as well as the Aetna Care Coordination team.

## **How does a member confirm that a provider participates in the SKY program with Aetna Better Health of Kentucky?**

Family, foster parents, adoptive parents, fictive kin and relative caregivers, other foster care caregivers, and former foster care youth can contact Aetna Better Health of Kentucky's Member Services team at 1-855-300-5528 (TTY: 711) or access the Aetna website at <https://www.aetnabetterhealth.com/kentucky> to make sure their provider is included in the network.

If a provider is not participating, Aetna can reach out to the provider or the provider can contact Aetna.





# Supporting Kentucky Youth FAQs

## How does a member get a SKY Member ID Card?

Each eligible SKY member receives an Aetna Better Health of Kentucky Member ID card in the mail. The first date the member may receive services from Aetna Better Health of Kentucky is on the Member ID card.

## What information will be included on the SKY Member ID card?

The following information is included on the Aetna Better Health of Kentucky Member ID card:

- Member name
- Member ID/State Medicaid ID number
- Date of birth
- Effective date of coverage
- Name of Primary Care Provider (PCP)
- PCP's office phone number
- Name of Dental Provider
- Dental Provider's phone number

For additional information on SKY Member ID cards or if you do not receive a SKY Member ID card, call Aetna Better Health of Kentucky's Member Services team at 1 (855) 300-5528 (TTY: 711), Monday through Friday, 7 AM to 7 PM ET. You may also view your Member ID card on Aetna's mobile app.



## How does a SKY member get a replacement ID card?

There are several ways to replace a SKY Member's ID card if it is lost or stolen, or if the member has had a name change or a change in their PCP. These include the following:

- Printing an ID card via Aetna's portal
- Viewing the ID card via the mobile app
- Calling Aetna Member Services to request a new ID card
- Contacting the SKY Care Coordinator for assistance

Aetna will reissue a Member ID card within five days of the request.

## Can I participate in an informational session to learn more about the SKY program?

Yes. Aetna Better Health of Kentucky is holding virtual informational sessions. You can check the [calendar on their website](#) for upcoming events.



# Supporting Kentucky Youth FAQs

## **Provider Network:**

**I am a provider who already is enrolled with Aetna Better Health of Kentucky. What do I need to do for my SKY patients?**

At this time, you do not need to do anything if you are already enrolled with Aetna. You are encouraged to learn more about the personalized care management and bonus benefits of the SKY program.

**I am not enrolled with Aetna Better Health of Kentucky but have patients who are enrolled in or**

**eligible to enroll in the SKY program. Why should I enroll with Aetna?**

Maintaining an established relationship with SKY children and youth will ensure continuity of care as SKY members access all of the extra supports and services the SKY program offers.

**How do I become a contracted provider with Aetna so I can see my patients who are eligible for SKY?**

If you are a current Aetna provider, no action is needed. All participating Aetna Better Health of Kentucky providers are eligible to see SKY members under their existing contract.

Providers can contact Aetna's Network Relations at 1-855-454-0061 or by email at [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com) to begin the enrollment process.

New practitioners wanting to join the Aetna network will need to first complete the Nomination Form on the Aetna Better Health of Kentucky website: <https://www.aetnabetterhealth.com/kentucky/assets/pdf/providers/provider-nomination-form-ky.pdf>. Aetna's contracting team will provide support in completing the contracting packet. All practitioners must have an effective Kentucky Medicaid ID number to participate with Aetna.

Additional information can be found on Aetna's provider website:

<https://www.aetnabetterhealth.com/kentucky/providers/join-our-network>.

