

Provider newsletter

Spring 2018



Table of contents

| | |
|---|---|
| Self-service coming soon | 1 |
| HEDIS Webinar education series | 2 |
| Promoting Good Outcomes for Depression Management | 3 |
| Utilization Management | 3 |
| Lab services | 4 |
| Revised Oncology Pre-certification Process | 4 |
| QI Reminder: | 4 |
| Clinical Intervention and Strategy | 5 |
| 24-Hour Nurse Line | 5 |
| Quick reference guide | 6 |

Self-service coming soon

Soon you'll be able to get the information you need - anytime you need it.

Interactive voice technology (IVR) is coming soon. With IVR self-service, you'll have 24/7 access to information you need for your patients with Aetna Better Health® of Florida, like:

- Eligibility
- Claim status
- Benefit information

No limits to eligibility inquiries

In the past, you may have had limits to a certain number of eligibility inquiries. Now you will have no limits, so it will be faster and easier to get the information you need.

No need to wait in queue

In a hurry? No need to speak with a representative or wait in queue. You can do it all with self service.

Continued on page 2

Aetna Better Health® of Florida

aetna®

Self-service coming soon

Continued from page 1

No trouble connecting with a real person

Now you will have the information you need at your fingertips, faster and easier than before. And don't worry. You can still talk with a real person when you

need to. Questions? We're here to help. Just call your provider relations representative at **1-800-441-5501** (MMA) or **1-844-528-5815** (Florida Healthy Kids) to learn more. You'll have access to IVR soon.

HEDIS Webinar education series

You're invited to attend our free HEDIS webinar series. The goal of the series is to:

- Educate on HEDIS measures
- Explore ways to cut down on the burden of medical record review- maximize administrative data capture.
- Present NCQA HEDIS reporting codes that will effectively capture care
- Discuss HEDIS measures applicable to certain populations
- Open discussion to see how other providers are addressing HEDIS and barriers to care
- Strategies for improvement
- Connect you with a single point of contact at the health plan for HEDIS/ Quality questions

Check your inbox for monthly invites and registration information.

HEDIS Webinar Series Schedule

September 2017

HEDIS measures affecting 21 and older females

October 2017

HEDIS measures focusing on members with serious and mental illness and chronic conditions

November 2017

HEDIS measures affecting 0-11 year old members including EPSDT

December 2017

HEDIS measures affecting 12-21 year old members, with a focus on administrative data capture vs medical record review

January 2018

Maternity care / ONAF submission

February 2018

HEDIS measures affecting 21 and older males

March 2018

HEDIS measuring affecting 21 and older females

April 2018

HEDIS measures focusing on members with serious and mental illness and chronic conditions

May 2018

Why attend these Webinars and what exactly is a "point of contact" / HEDIS measures affecting 0-11 year olds including EPSDT

June 2018

HEDIS measures affecting 12-21 year old members. A focus on administrative data capture vs medical record review

July 2018

Maternity care / ONAF submission

Questions?

For HEDIS related questions email Michelle DelaRosa at DelaRosaM1@aetna.com. For non-HEDIS questions email FLMedicaidproviderrelations@aetna.com. Please cascade this information to other staff who may benefit from these free webinars.

Promoting Good Outcomes for Depression Management

Prescription of antidepressant medications has been shown to be a critical part of the effective care of patients with depression. The consequences of untreated or inadequately treated depression are significant, and taking antidepressant medication correctly is a very important part of appropriate treatment. When medications are used together with appropriate forms of psychological therapy, most patients experience good outcomes.

Patients need to be monitored very carefully during the first three to six months of treatment so that the clinician can adjust the dosage or type of medication, if necessary. Taking the correct medication as it is prescribed and for the prescribed amount of time is vitally important to the long-term health and well-being of the patient.

Aetna Better Health of Florida supports the recommendation and guidelines of the American Psychiatric Association's Practice Guideline for the Treatment of Patients with Major Depressive Disorder, Third Edition. When pharmacotherapy is part of the treatment plan, it must be integrated with the psychiatric management and any other treatments that are being provided.

Patients who have started taking an antidepressant medication should be carefully monitored to assess their response to pharmacotherapy as well as the emergence of side effects, clinical condition and safety.

Tips for providers:

- Schedule follow-up appointments before the patient leaves the office.
- Educate the patient about their diagnosis and treatment plan.
- Encourage the patient to ask questions about depression and ongoing care.
- Inform the patient that the medication may take several weeks to become effective.
- Inform the patient about potential side effects/ reactions and encourage them to call the office with their concerns.
- Inform the patient that they should not stop medication abruptly and call the office for assistance.
- Stress the importance of medication compliance.
- Encourage therapy to address life stressors and build healthy coping skills.
- Outreach patients that cancel appointments and have not rescheduled.

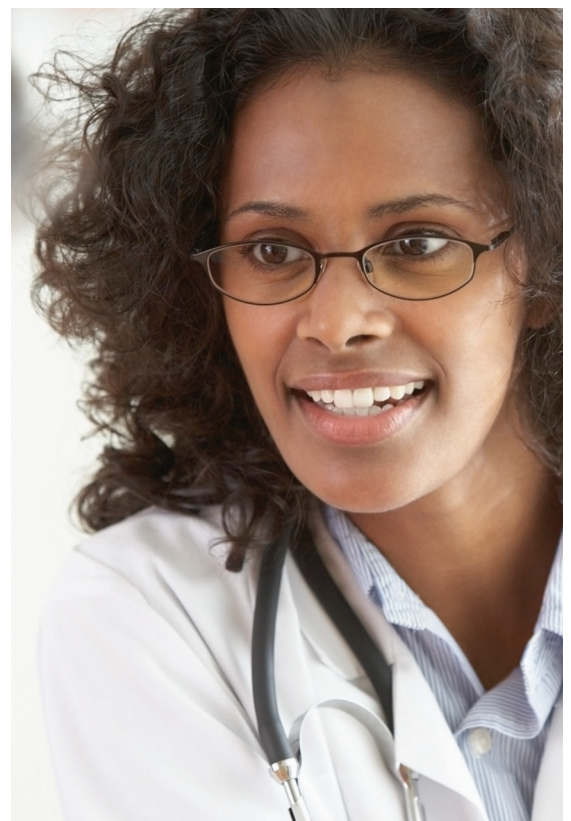
Utilization Management

The purpose of the utilization management department is to coordinate delivery of the best possible care to members and manage the use of health-care resources to ensure an effective and efficient physical and behavioral health care delivery system.

The following are the fax numbers to submit your authorization requests. Please submit the Aetna Better Health of Florida Prior Authorization form and include all pertinent information, ICD 10 code(s), dates of service and PCP signature.

Long Term Services and Supports (LTSS) Fax: **1-844-404-5455**
Prior Authorization Fax: **860-607-8056**
Concurrent Review: Fax: **1-844-878-3583**
OB Fax: **860-607-8726**

To prevent delays in processing requests, please submit requests on the correct form and fax to the designated fax number.



Lab services

In order for laboratory and pathology services (ex., clinical labs, nonclinical labs, pathology, dermatology) to be covered by Aetna Better Health of Florida, the provider must utilize a participating laboratory. Currently Aetna Better Health of Florida is contracted with LabCorp only to provide outpatient lab services to our members.

It is imperative that only LabCorp is used for laboratory and pathology services. If laboratory and pathology services are provided by an outside reference lab other than LabCorp, the services will not be covered by Aetna Better Health of Florida, which may cause the member to be billed.

There are some instances where in urgent situations lab work is necessary to make a diagnosis or to treat the member while in the provider's office, and when this situation occurs the provider may bill and receive reimbursement for "Stat Lab" procedures according to the list provided in the provider manual available at aetnabetterhealth.com/florida.

If you have questions or require additional information, please contact Provider Relations at **1-800-441-5501**, e-mail **FLMedicaidProviderRelations@aetna.com**, or fax **1-844-235-1340**.

QI Reminder:

As specified in your participation agreement, providers are required to comply with all QI activities. This is detailed in the provider

manual, which can be found on our portal at aetnabetterhealth.com/florida.

Revised Oncology Pre-certification Process

Effective, June 1, 2018, please be aware of a change in the way you will process Oncology pre-certifications. All oncology treatment plans must be submitted electronically to Eviti Connect, which will expedite authorizations for chemotherapy, radiation and supportive medications.

It's easy to get started: simply visit www.connect.eviti.com to create an Eviti account. Your account

will allow you to check patient eligibility, submit treatment plans for authorization, check status of requests, and more!

Training will be available to support you through this transition and your office will be notified via fax with additional details and a training schedule. To enroll for training, email training@nanthealth.com today!





Clinical Intervention and Strategy

Aetna is building on current initiatives to impact every phase of awareness, delivery, and use of opioids. We are expanding on a series of initiatives to reduce the supply of opioids and rates of overdose and to increase the adoption of medication assisted treatment (MAT).

Prevention

Aetna has long sponsored programs to educate dentists (who write 1 in 8 opioid prescriptions) about the dangers of opioids. Also, Aetna helps members to manage and end opioid use by encouraging them to take the least amount possible for the shortest period of time necessary.

Intervention

Aetna promotes the appropriate use of opioids by actively analyzing our claims database and intervening if there is evidence of abuse. For example, Aetna notifies physicians if patients are taking more than three opioids, or if they have multiple prescriptions. Aetna's opioid oversight program reduced opioid prescriptions by 14 percent between 2010 and 2012 among 4.3 million members.

Treatment

As opioid-related overdoses continue to increase in the United States, Aetna has ended the preauthorization requirements on all MAT buprenorphine products used to treat opioid addiction. Ending the requirement for buprenorphine will increase access to treatment of an addiction.

Recovery

Aetna continues to help find the most effective ways to help people recover. We are beginning to develop value-based contracts with drug and alcohol rehabilitation centers to promote evidence-based approaches to substance use disorders.

“Our goals are to reduce supply, manage appropriate use, increase adoption of medication-assisted treatment, and reduce the rate of opioid related overdoses, ER visits, and deaths.”

Hyong Un, M.D., Chief Psychiatric Officer,
Aetna Behavioral Health® Line

24-Hour Nurse Line

When members have a health question, the best place to start is our free 24-Hour Nurse Line! Friendly registered nurses give expert advice and quick answers. They will help them decide what to do next—see their doctor, go to the emergency room or help them treat the problem at home.

The 24-Hour Nurse Line is open for Aetna Better Health of Florida members 24 hours a day, seven days a week. Our nurses speak English and Spanish. Interpreters are available for other languages.

Medicaid members call **1-800-441-5501**. Healthy Kids members call **1-844-528-5815**.

Call the 24-Hour Nurse Line to get help with questions about:

- Fever
- Earache/Toothache
- Cuts and burns
- Vomiting
- Sore throat
- Colds and flu
- Medicines
- Bladder infection
- Pain
- Crying baby

Quick reference guide

Effective May 2018

| Health plan main office | Provider & member services phone numbers |
|---|--|
| 1340 Concord Terrace Sunrise, FL 33323 | MMA 1-800-441-5501 LTC 1-844-645-7371 FHK 1-844-528-5815 |
| Hours of operation | Provider & member services fax numbers |
| Monday through Friday 8 a.m. to 7 p.m. ET | Provider services fax: 1-844-235-1340 Member services fax: 1-877-542-6958 |
| Claims/billing address | To file a provider appeal |
| Aetna Better Health of Florida P.O. Box 63578 Phoenix, AZ 85082-1925 | Aetna Better Health of Florida Attn: Medicaid Appeals Coordinator 1340 Concord Terrace Sunrise, FL 33323 |
| Claims payer ID for EDI | Real time payer ID |
| 128FL | ABHFL |
| Claim timely filing – initial & corrected claims | Claims inquiry / claims research (CICR) |
| 180 days from date of service or date of discharge | MMA 1-800-441-5501 options 5, 5, 3 FHK 1-844-528-5815 options 5, 4, 3 |
| Fraud & abuse hotline | Nurse line |
| 1-888-891-8910 | MMA 1-800-441-5501 FHK 1-844-528-5815 |
| Provider services email address | CVS mail order phone number |
| FLMedicaidProviderRelations@aetna.com | 1-855-271-6603 |
| Pharmacy helpdesk number | Web portal |
| 1-866-693-4445 | aetnabetterhealth-florida.aetna.com |
| Prior authorization phone numbers | Prior authorization fax numbers |
| MMA 1-800-441-5501 LTC 1-844-645-7371 FHK 1-844-528-5815 | MMA, LTC, FHK (general services) Fax: 860-607-8056 Obstetrics fax: 860-607-8726 Pharmacy fax: 1-855-799-2554 |
| Vendor phone numbers | |
| eviCore (radiology, pain management, cardio) 1-888-693-3211 HearX Hearing 1-800-731-3277 iCare Vision 1-866-770-8170 MCNA Dental (MMA & LTC only) 1-800-494-6262 | NCH Oncology (MMA only) 1-877-624-8601 Beacon/PsychCare Behavioral Health 1-800-221-5487 Access2Care (MMA only) 1-866-201-9972 Logisticare Transportation (LTC only) 1-866-799-4463 |