

Aetna Better Health® of Illinois Provider E-newsletter

Fall 2023

Reminders about redetermination

Types of redetermination forms:

- ✓ **Form A:** HFS has been able to verify a member's eligibility. No further action is required by the member.
- ✓ **Form B:** Members should review this pre-filled form, make any needed changes and return it to HFS by the deadline shown. Members can submit Form B to HFS online at [ABE.Illinois.gov](https://abe.illinois.gov) or call HFS at [1-800-843-6154](tel:1-800-843-6154).

Redetermination reports for your office

The "Redetermination" report in Availity has info for your assigned members. The report includes redetermination dates and Form A/B distinction for:

- ✓ All assigned members
- ✓ Members whose redeterminations haven't been received by the 20th of the month it's due
- ✓ Members whose cases require follow-up because HFS hasn't received redetermination info from member **or** the member was determined to be ineligible for over-income

[Get the reports from Availity](#)

If a patient needs to find new coverage, you can direct them to [GetCoveredIllinois.gov](https://getcoveredillinois.gov).

Medicaid providers: Help ensure your patients don't lose their coverage



The public health emergency (PHE) related to COVID-19 ended May 11, 2023. States now have 12 months to recertify the eligibility of all Medicaid/CHIP enrollees.

Those who no longer meet eligibility requirements — or who don't take the steps to confirm their eligibility — **will lose their coverage.**

Even before the PHE, thousands of people were disenrolled from Medicaid every month for procedural reasons. In many cases, recipients weren't even aware that they needed to recertify their eligibility.

How you can help

♥ **Remind your patients to confirm their current contact information** with their state Medicaid agency or caseworker. They can visit the website below for more information and to get started.

♥ **Make note of the phone number for your state's Medicaid enrollment office.** It is **1-800-843-6154**. Keep it handy at your front desk, billing office or anywhere staff can share with patients.

Learn more at

HFS.Illinois.gov/medicalclients/faqsendofcontinuouscoverage

Thank you for supporting this effort.



Aetna Better Health®
of Illinois

AetnaBetterHealth.com/Illinois-Medicaid
IL-23-05-01

Remind members to beware of scams. Illinois will never ask members for money to renew or apply for Medicaid. Report scams to the [fraud report website](#) or the Medicaid fraud hotline at [1-844-453-7286](tel:1-844-453-7286) or [1-844-ILFRAUD](tel:1-844-ILFRAUD).

Treating opioid use disorder

Opioid Use Disorder (OUD) is a chronic illness with a high degree of relapse. It requires proper screening and management.

Medications for treatment of OUD — including methadone, buprenorphine or naltrexone — have been shown to reduce opioid misuse, decrease the use of illicit opioids, decrease the risk of overdose, increase long-term treatment success rates and save lives.

Screening for OUD should be done at least once each year by using the Screening, Brief Intervention and Referral to Treatment (SBIRT) approach.

We have a new OUD guide

We've put together some resources for providers related to treatment of OUD.

[Get the guide from our website](#)



Free OUD support for prescribers

Illinois ADVANCE is a state-funded program that offers prescribers free support on managing OUD. You can learn more about the management of OUD by scheduling a visit with a pharmacist from the University of Illinois Chicago College of Pharmacy.

[Schedule your visit](#)

Free continuing education

The University of Illinois Chicago offers free continuing education on risk evaluation and mitigation strategy (REMS) for OUD treatment.

The education on safely managing chronic pain is open to prescribers, nurses and pharmacists. The 15-20 minute sessions include topics such as:

- Opioid alternatives and tapering opioids
- CDC guideline review
- Naloxone
- Prescription drug monitoring

Each session is approved for .5 hours of CME/CNE/CPE and meets DEA requirements for Opioid Analgesic REMS education. [Register for REMS education.](#)



Spotlight on maternal health

We have a new Notification of Pregnancy form

We want to help our members get off to a great start during pregnancy. It starts when you submit a Notification of Pregnancy (NOP) form.

Use our [new NOP form](#) when reporting pregnancy for our members.

The new form is just one page and takes less time to complete. It can be submitted by fax or email. When we receive it, we'll refer the member to our care management team, who will offer services under the Maternity Matters program.

Remember, providers can [earn \\$30 when they complete an NOP form](#).

[You can download the new NOP form from our website](#)

Nutrition referrals during pregnancy

Proper nutrition during pregnancy is vital to the baby's growth and development — and to the mother's health. Aetna Better Health® of Illinois encourages providers to refer members to a nutritionist to support a healthy pregnancy. Make nutrition referrals as early in pregnancy as possible. [Learn more on our website](#).

If a member needs a scale to track weight during pregnancy, one can be ordered from a Durable Medical Equipment (DME) provider. Follow ICD-10 guidelines to order and include the appropriate diagnosis codes. Members can also use their household's \$25 over-the-counter (OTC) monthly benefit toward the purchase of a scale.



Marilyn Griffin,
MD, FAPA, DFAACAP

Behavioral health in focus

The mental health concerns of pediatric and perinatal patients represent a unique type of care.

Having practiced in general pediatrics — as well as adult, child and adolescent psychiatry — I understand the challenges of managing behavioral health in the primary care setting, especially with appointments that may be more brief than behavioral health visits.

You're not alone in navigating this vital service in the primary care setting. Help is available.

I'm pleased that Illinois DocAssist offers a free consultation program to provide support in this area. The program is for providers who care for pediatric and perinatal patients with mental health, behavioral and substance misuse disorders.

Illinois DocAssist connects providers with board-certified psychiatrists who specialize in women's and pediatric mental health. They can provide guidance, answer questions, assist with treatment plans and offer resources using evidence-based information.

If you have a mental/behavioral health or substance related question, want to talk through a case or have complicated issues related to mental health care that are beyond the scope of your practice, I encourage you to use this free resource.

You can reach out to the DocAssist team by calling **866-986-2778** Monday through Friday, 9 AM-5 PM CST. Visit [IllinoisDocAssist.uic.edu](https://illinoisdocassist.uic.edu) to learn more.

Dr. Marilyn Griffin completed a combined residency program in General Pediatrics, Adult, Child and Adolescent Psychiatry. She was a consultant on the Illinois DocAssist team for seven years.

Blood pressure: check it twice

According to a study published in the Journal of the American Medical Association, patients who had their blood pressure (BP) checked a second time at their doctor's office often had a lower number.

We're encouraging all providers and medical staff to check BP twice.

- ♥ If a BP is elevated >140/90, please check it twice.
- ♥ Take at least two readings, one to two minutes apart.

[Get our tip sheet on the Controlling High Blood Pressure \(CBP\) HEDIS® measure here.](#)

The Healthcare Effectiveness Data and Information Set (HEDIS®) is a registered trademark of NCQA.

Get the most from the Availity portal

The Availity Essentials portal provides access to self-service, online tools to easily navigate Aetna's policies, procedures and requirements.

Availity is free to use and offers a single sign on for participating payers. If you're new to Availity, there are resources to help you navigate the site. Get started today at [Availity.com/provider-portal-registration](https://www.availity.com/provider-portal-registration).

Reports to help close quality gaps

The year-end HEDIS® push is approaching and it's important to remember that two reports in Availity can help you close quality gaps.

The Group-Level P4Q Performance Report includes performance against targets by provider group and PCP, incentive earnings for all measures and member-level gap data.

The Quality Care Gaps Report shows claims that need additional coding to close quality gaps that the claim indicates were addressed.

Contact your Network Relations representative if you need help accessing Availity reports.



[Get your reports in Availity](#)

Use our [tip sheets](#) for each HEDIS measure found on our quality care gaps report.



Breast cancer screenings

Breast cancer screening (BCS) is one of the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) performance measures.

The latest BCS measure evaluates women ages 50 to 74 who had at least one mammogram to screen for breast cancer in the past two years. BCS data can be collected and reported through Electronic Clinical Data Systems (ECDS).

Members who receive their breast cancer screenings may be eligible for incentives through the Aetna Better Care® Rewards program. Providers are eligible for incentives through our Pay for Performance (P4P) program when BCS gaps are closed.

Give members their best shot against flu

You can help members be healthier during flu season by reminding them to get their yearly flu shot.

Flu shots are covered at no cost to Aetna Better Health® of Illinois members.

This is the first fall and winter that vaccines are available for the three viruses responsible for most hospitalizations — COVID-19, RSV, and flu.

Flu shots can be given in the same visit with a COVID-19 vaccine. The CDC recommends everyone 6 months and older get an updated COVID-19 vaccine.



Appointment standards

We want to make sure our members get the care they need when they need it. Our providers are expected to see members within a reasonable amount of time. Appointments should be scheduled within the following time frames:

Emergency care	Immediately
Urgent care	Within 24 hours
Non-urgent symptomatic	Within three (3) weeks
Routine preventive care	Within five (5) weeks For infants under six (6) months: within two (2) weeks
Pregnant woman visits	1st trimester: 2 weeks 2nd trimester: 1 week 3rd trimester: 3 days
Post-discharge follow-up	Within 7 days
Office wait times	Not to exceed 1 hour
After hours	24/7 coverage (voicemail only not acceptable)
Behavioral Health	Non-Life Threatening: within six (6) hours Urgent: within 48 hours Routine Care: within ten (10) business days

NOTE: If you cannot offer an appointment within these timeframes, please refer the member to Member Services so they may be rescheduled with an alternative provider who can meet the access standards and member needs.

Find your Provider Relations rep

We need your latest W-9

We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. [Complete your updated W-9 electronically here.](#)

Submitting your rosters

In-network providers can use our email inbox ABHILProviderUpdateRequests@aetna.com to submit rosters, demographic updates and other info. Use the updated Universal IAMHP Roster Template provided by the Illinois Association of Medicaid Health Plans.

Orientation for new providers

Help new providers get the resources they need to work with our plan. Join an upcoming orientation session. [Find orientation dates.](#)



Introducing our new chatbot

We've added a chatbot to the Aetna Better Health® of Illinois member website.

It provides a quick way for website users to connect with the info they need. It's also staffed by a team of Member Services representatives who can directly chat with visitors.

We're excited to be the first Medicaid plan in Illinois to have this technology featured on our member website.

We're here to help



Email

ABHILProviderRelations@aetna.com



Phone

[1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701)

Monday through Friday
8:30 AM to 5:00 PM



Online

AetnaBetterHealth.com/Illinois-Medicaid/Providers

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