

What's New at Aetna Better Health[®] of Illinois

Spring/Summer
2021



Availity is Live for ABH of Illinois as of May 1, 2021

Aetna Better Health[®] of Illinois is transitioning from the Medicaid Web Portal to Availity. For providers already signed up for Availity, just select Aetna Better Health of Illinois from your list of Payers.

We encourage providers to seek out help and training on Availity's many features.

- **Want to know what's new?**

Select **Help and Training > What's New and Changed**, then select **Release Blog**.

- **Want training on Availity for you or your staff?**

Select **Help and Training > Get Trained** in the Search field, search by keyword, then view all training options.

- **Want to see Forum posts on FAQs and other features in Availity?**

Select **Help and Training > Get Trained**, then click on the drop-down menu on the left and choose **Forum**. Here you can search for helpful forum posts based on category or keyword.

ABH of Illinois is hosting an upcoming virtual training, register below:

Thursday July 1, 2021 at 10:00 AM (CT) - [Register Here](#)

For answers to
more questions,
please contact
Availity Client
Services.

Please call
1-800-AVAILITY
(282-4548)

Monday through
Friday from 7 AM to
7 PM CT (excluding
holidays) for
assistance with

- Registration
- Login
- Technical issues

Aetna Better Health of Illinois is part of the CVS
Health[®] family of companies.

[AetnaBetterHealth.com/Illinois-Medicaid](https://www.AetnaBetterHealth.com/Illinois-Medicaid)

Spotlight: Your Provider Experience Team

Your ABH of Illinois Provider Experience team is your one-stop shop for managing your relationship with Aetna Better Health of Illinois.

Here are the **Top 10** reasons you would want to connect with an ABH of Illinois Provider Experience team member:

1. For claims questions, inquiries, and reconsiderations
2. To find a participating provider or specialist for referral or member inquiry
3. To request a change for provider demographics
4. To request assistance navigating or accessing our secure web portal
5. To schedule trainings, site visits, and other provider meetings
6. For inquiries about joining the ABH of Illinois network and requirements for participation
7. For questions related to contractual language or terms
8. For clarification or updates on bulletins or policies
9. To escalate concerns related to claims, demographics, or authorizations
10. To request a copy of your Provider Data Setup and/or Participating Provider Agreement

What are the **Top 5** reasons why Providers should connect with their Quality Advisor?

1. Quality is the main point of contact for all annual HEDIS project requests and year-round medical record collection
2. Quality is the main point of contact for all SDS feeds with Providers
3. Providers request a P4P report/dashboard-which contains compliant and non-compliant members for HEDIS measures, HEDIS measure compliant rates, member/measure breakdown per PCP, and incentive amounts
4. Provider request verification of P4P check amounts and amil out dates for past and present payouts
5. Clarification of the P4P Program to gain a better understanding of the ABH IL P4P program and additional Quality incentive programs

Our Network Relations Consultants are locally based and can assist with any questions that arise.

A list of Assigned Network Relations Consultants can be located on our [Provider Resources Page](#).

A wealth of valuable information located on our provider homepage is just a [click away](#).

Our provider homepage is your portal to the most current information and forms. You may also request hard copies of documents by contacting your Provider Relations representative, emailing our Provider Relations mailbox at ABHILProviderRelations@aetna.com or calling our Provider Services Line.



1-866-329-4701



aetnabetterhealth.com/illinois-medicaid/providers/index.html

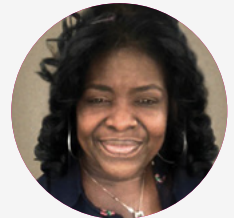


ABHILProviderRelations@aetna.com

OUR PROVIDER EXPERIENCE TEAM LEADERS



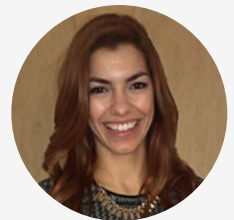
Fallon C. Moore
Chief Network Officer



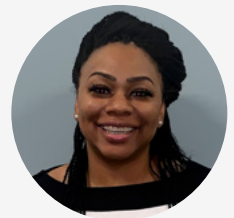
Shante Williams
Senior Network Manager



Robin McClellan-Dixon
Supervisor, Provider Relations



Anxhela Mile
Supervisor, Provider Relations



Chere Wise
Supervisor, Provider Relations

July Events

7.03 Freedom Festival | 2 PM - 10 PM

FREE event with food trucks, live music, various activities and fireworks around 9pm. *Community parade in targeted area for COVID-19 vaccination education. Health plan will provide educational materials and promotional items.*

♥ **Milky Way Park**
300 Lawrence Road, Harvard, IL 60033

7.07 COVID-19 Educational Webinar | 3 PM - 4 PM

ABH IL will work with community partners to host educational webinars on COVID-19 vaccinations to: dispel myths, importance of COVID-19 vaccinations, provide a strong vaccination recommendation, Q&A, and identify vaccination sites.

♥ **WebEx Teleconference**

7.15- 35th annual Bagelfest | 8 AM - 11 PM

7.17 *Community festival in targeted area, health plan will provide COVID-19 educational materials.*

♥ **Peterson Park**
500 Broadway Avenue, Matton, IL 61938

7.18 Summer in the Park Family Fun Day | 12 PM - 4 PM

FREE Family Fun with a variety of entertainment, games, food, fun, and activities for all ages, including carnival booths, arts & crafts, bouncy activities, a rock-climbing wall, music and more. *Health plan will provide educational material and promotional items.*

♥ **Milky Way Park**
300 Lawrence Road, Harvard, IL 60033

7.30- 8.01 Fiesta del Sol Keeping Healthy Pavilion | 11 AM - 10 PM

Community festival in targeted area, health plan will provide COVID-19 educational materials.

♥ **Pilsen Community**
1400 West Cermak Road, Chicago, IL 60608



Claims Corner

For Electronic Claims Submission, please submit claims to **Payer ID: 68024**.

Submit paper claims to

Aetna Better Health of Illinois
P.O. Box 66545
Phoenix, AZ 85082-6545

TIMELY FILING:

Submit original and corrected claims within **180 calendar days** from the date of service.

Claim examples that need to be shared with the Health Plan for research should be sent to our secure claims mailbox via email at ABHILHIPAA@aetna.com

For the most current claim bulletins and notifications, visit our [Notices and Newsletters](#) section of the ABH IL Provider site.

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♥ **WebEx Teleconference - [Join webinar](#)**
US Toll Free: 844-712-3250
Meeting number (access code): 1329 32 5537
Meeting password: Abhil2021#

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P4P Extra Incentive Program Reminders

A significant change to this year's program is that the rendering provider for Childhood Immunization by Age Two (Combo 3) will receive the incentive payment. A CIS incentive in the amount of \$10 will be paid to the rendering provider on a per-visit basis for Combo 3 immunizations (not for the completion of the Combo 3 series). Due to the need for catch up vaccines, the age range for the incentive has been extended to three years (36 months).

Bonus for Early Completion

Only a few weeks are left to qualify for the 2021 "Front-Loaded Performance Incentive." To encourage timely completion of important services, several measures are included in the program. This bonus will add 50% to payments for eligible measures. Gaps must be closed with a date of service on or before August 31, 2021. Measures eligible for this bonus are detailed in the table below.

Quality Reports in Availity

The Quality Gaps in Care and Potential Earnings Reports are now available in Availity.

P4P Measure	Payment for Eligible Service	Front-Loaded Performance Incentive*	Eligible Provider
BCS – Breast Cancer Screening	\$15.00	\$7.50	PCP on record
CCS – Cervical Cancer Screening	\$15.00	\$7.50	Rendering provider
CDC – Hemoglobin A1c < 8	\$30.00	\$15.00	PCP on record
CBP – Blood Pressure Control (< 140/90)	\$30.00	\$15.00	PCP on record

TO ACCESS THE ABH IL P4Q QUALITY REPORTS:

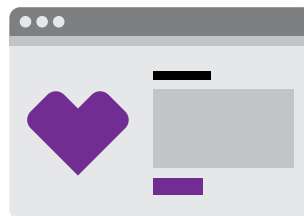
- Log in via the **Availity Home Page**
- Select **Aetna Better Health Payer Space**
- Select **Business Intelligence Reports Application**
- Pick **Organization, Tax ID, and NPI**, and wait for **Provider QNXT ID** to auto-generate. Then click **Submit**.
- Within the **Business Intelligence Reports** portal, click on **Value Based Solutions** menu to access the **P4Q**.
- Select **P4Q Performance Report**.
- Use the pulldown menu next to the floppy disk icon to select format for download.

The link for the download will appear in the lower left corner of the active window. Click to **open** and **save**.

If you do not have an Availity login, you can [register here](#).



If you have any issues with registration, please call Availity Client Services at **1-800-282-4548** between the hours of 7 AM and 7 PM CT, Monday–Friday (excluding holidays).



Aetna Better Health of Illinois Assists COVID-19 Vaccine Providers

As COVID-19 vaccination got underway in the state of Illinois, ABH IL engaged in multifaceted member outreach and education. As the state approached phases 1c and 2, we began reaching out to key providers to find out how we could best assist them in getting their patients—our members—vaccinated.

Once we learned what was needed, we were able to offer many forms of assistance and support:

- PPE, such as: surgical gloves, masks, gowns, and hand sanitizer
- Portable freezer units to store and/or transport vaccine doses
- Catering for clinical staff working vaccine clinics
- Tents and other event equipment needed for vaccine clinics
- Promotion of vaccine clinics through email and social media
- Fulfillment of special-assistance requests, such as providing staff to direct traffic at vaccine clinics

To date we have been able to assist nine key providers with their vaccination efforts. As numerous testimonials show, the providers with whom we have partnered have found our support tremendously helpful.



Riverside Healthcare is very thankful for Aetna's donations to our clinic. Our staff members have been working tirelessly throughout the pandemic. Aetna donated box lunches for all of them. They were so thankful. This helped to lift their spirits during tiring times. *We heard comments such as "this makes my day" and "this is just what I needed."* It was great to see them uplifted. Aetna also donated hand sanitizer to give out to our patients. They were happy as well. We pride ourselves on providing a great patient experience; Aetna helped us do just that."

– RIVERSIDE MEDICAL CENTER

We just received the Panera gift cards your team sent to cater our staff!
Thank you for all of your support. We are very grateful.

– LAKE COUNTY HEALTH DEPARTMENT AND COMMUNITY HEALTH CENTER

The PPE donations have been of great use to our staff, especially since a lot of manufacturers have needed to backorder many of these items. The coolers have also helped in keeping the vaccines cold during transportation. Thank You!!

– LAWDALE CHRISTIAN HEALTH CENTER

