



Every body + mind matters newsletter

Fall 2025



Aetna Better Health (ABHLA)

takes a whole-person approach to Medicaid, bringing together what matters most to health. Through expert care and easier access to services and support, we help our members live their healthiest lives. This newsletter is specifically dedicated for our providers with updates, resources, and articles. This newsletter, as well as previous newsletters, can be found [on our website](#).

Key Takeaways

- CVS Caremark is ABHLA's new PBM effective 10/1/25
- Provider Incentive: Prenatal Congenital Syphilis Screening
- LDH Provider Manual Update: Opioid Treatment Programs

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The Bulletin Board

A quarterly roundup of Informational Bulletins and updates from LDH

- **LDH Medicaid Provider Services Manual: LDH**
Major revisions were made to the Opioid Treatment Programs section of the LDH Medicaid Provider Services Manual. Updates include Treatment Services, Planning Process, Staffing Requirements, and more.
- **Informational Bulletin 25-26: Genetic Counselor Enrollment and Claim Submission** Provider type "GC"(genetic counselor) has been added effective 01/01/25.
- **Informational Bulletin 25-25: Changes to Medicaid PBM Effective 10/01/25** The Medicaid Single PBM will end 10/01/25 (see The Pharmacy Counter section of this newsletter for more)
- **Informational Bulletin 25-24: Procedure Code 99173-EPSDT Vision Screening Rate Correction** The rate for CPT 99173 is corrected to \$10 effective July 2025
- **Informational Bulletin 25-23: Attention Local Education Agency (LEA) Providers: Behavioral Health Procedure Codes Added to the School-Based Medicaid Program** H0004 and H0005 have been added to the SBMP fee schedule effective 08/29/25.
- **Informational Bulletin 25-22: Fee Schedule Access Issue on LAMedicaid.com** Providers accessing Medicaid Fee Schedule Excel documents may receive a file format message prompts. These documents are safe to open. Please follow the prompts.
- **Informational Bulletin 25-21: Updated Sterilization Consent Form** Updated [sterilization consent form](#) is effective July 2025 and expires July 31, 2028.
- **Informational Bulletin 25-20: Medicaid Physician Reimbursement Rate Increase Effective July 1, 2025** Rates of service for the following fee schedules increase to 85% of the March 2024 Medicare rates for Region 99: Professional Services, Laboratory & Radiology, Immunization Administration, Formula Based Anesthesia Services, and Maternity Anesthesia.
- **Informational Bulletin 25-19: Private TPL and Medicare Advantage Plan Update Request Change** Providers must contact MCOs to add or update TPL info as of 08/01/25. See IB for MCO TPL contact info.
- **Informational Bulletin 25-18: Guidance on Occupational Therapy Coverage and Requirements for the School-Based Medicaid Program** Referrals are still required for occupational therapy services provided under the School-Based Medicaid Program. Requirements and exclusions are outlined in the IB.

Back to School

TPN.health is a virtual platform where licensed providers can earn FREE continuing education. ABHLA sponsors CE/CMEs for a variety of provider types. For a full list of on demand and past webinars, scan the QR code.

UPCOMING SEMINARS

[The Quest for Health Information Resources by Young Adults with Disabilities: Building Theory](#): This course provides attendees with

knowledge about how young people with disabilities seek health information resources during their transition from pediatric to adult healthcare.

Date: Wednesday, November 5, 2025, 10AM-11AM CST

Cost: \$0

Credits: 1.0 CE Hour



Use QR code to access ALL ABHLA sponsored TPN.health events (live and ODE)

The Pharmacy Counter

CVS Caremark Is the New PBM of ABHLA

ABHLA's pharmacy benefit is now administered through CVS Caremark. Effective October 1, 2025, CVS Caremark is responsible for all pharmacy network contracting and pharmacy claim processing.

What has changed:

- PBM Contact Information:
 - Pharmacy Help Desk (pharmacies only): 1-855-364-2977
 - [Website](#)
 - [Provider Contracting](#)
- Pharmacy Processing Information
 - BIN Number: 610591
 - Processor Control #: MCAIDADV
 - Group ID: RX881J
- Prior Authorization (Available 24/7 through ABHLA)
 - Phone: 1-855-242-0802
 - Fax: 1-844-699-2889



What stayed the same:

- [Single Preferred Drug List](#) (SPDL): ABHLA still follows the state's SPDL for coverage, utilization review, and prior authorization criteria
- Our Pharmacy Network: We are still contracted with the same pharmacies across Louisiana, so members do not need to switch pharmacies because of the new PBM

Providers should have received a transition letter in the mail explaining the change. If you did not receive a transition letter, or if you have any questions about the new PBM, please don't hesitate to reach out to your Provider Experience Representative at 1-855-242-0802.

Single Preferred Drug List

ABHLA follows the LDH Single Preferred Drug List (SPDL). Drugs on the SPDL are listed as preferred or non-preferred, and all non-preferred drugs require prior authorization. Cost and coverage issues are the leading barriers to Rx adherence. Checking the SPDL before writing a prescription can help patients stick to the plan. It can be found at <https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>.

Continuation of Care

To ensure the continuation of care, new ABHLA members are eligible for up to a 60-day transition fill of maintenance medications during their first 90 days of enrollment. To discuss an override, pharmacies can contact the Pharmacy Help Desk if a claim is rejected at point of sale AND the pharmacist or the physician can attest (document the name of the pharmacist or physician) that the member was on this medication prior to joining the plan.

Please note:

- Limited to the drugs on LDH(state) Maintenance Drug List.
- 60-day supply is allowed in 2 fills; must be split into multiple fills (i.e., 2 fills x 30 days)
- Transition claims are not allowed at Mail Order Pharmacy.

Cold Case: Respiratory Viruses Are on the Rise in Louisiana

With school back in session, Flu, COVID-19, and RSV are all going around once again. It's more important than ever to talk to your patients and their families about the many ways they can stay healthy.

HELP MEMBERS STAY HEALTHY



Masking in crowds or staying home when sick to help stop the spread of disease



Getting Vaccinated against flu, RSV, and COVID can reduce risk of infection*



Washing up and keeping hands away from the face can keep germs at bay

*members can receive a \$25 gift card for getting their annual flu shot

Provider Vaccine Educational Needs Survey

Scan the QR code to take a brief [survey](#) to assess the needs of your organization and patients related to educational/communication needs. This survey will also help us identify vaccination barriers that prevent members from following through with immunization.

The ABHLA Team will take these responses and create communication and resources—based on the feedback provided—to present to your patients/members and staff. Your response is appreciated.

Provider Immunization Survey



Congenital Syphilis Provider Incentive

Aetna Better Health of Louisiana believes that a healthy pregnancy and a safe delivery are the foundations for a healthy baby. Congenital syphilis is a preventable disease, and the first step is screening so that treatment can occur as soon as possible. As such, we offer \$20 provider incentives for each syphilis screenings during pregnancy: at the initial prenatal visit, during the third trimester, and at time of delivery (**for a max of \$60 per pregnant member**). Providers must include pregnancy/delivery codes with screening to be paid at each opportunity.

Get Connected: Provider Portal How-To

Availity is ABHLA's online provider portal. Here you can do everything from request prior authorization to submit claims. It's important that our contracted providers secure Availity access to avoid interruptions in patient care. Visit the [NEW USER REGISTRATION GUIDE](#) to get started



Log in

Visit Availity at [Availity.com](https://www.availity.com).



Combating the Opioid Crisis with Medication-Assisted Treatment (MAT)

The Louisiana Opioid Data and Surveillance System (<https://lodss.ldh.la.gov/>) features a variety of measures related to four main topics including drug deaths, emergency department visits, hospital admissions, and prescription drug rates. Most recent data shows:

- 2,456 Drug-involved deaths (death location), 2023
- 1,130 Opioid-involved deaths (death location), 2023
- 13,937 Drug poisoning-related ED visits, 2023
- 68 Opioid analgesic prescriptions per 100 people (prescriber location), 2023

As shown, opioid use continues to have a major impact in Louisiana, along with the need for appropriate, evidenced-based treatment options. Opioid use disorder is a complex, treatable chronic medical condition; research shows that a combination of FDA-approved medication (methadone, buprenorphine, and naltrexone) and therapy can successfully treat these disorders, and for some people struggling with addiction, MAT can help sustain recovery.

MAT Facts:

- MAT can improve patient survival and increase retention in treatment
- MAT can decrease illicit opioid use and other criminal activity among people with substance use disorders
- MAT can increase patients' ability to gain and maintain employment and appropriate housing
- MAT can improve birth outcomes among women who have substance use disorders and are pregnant

Become A Prescriber:

- Section 1263 of the Consolidated Appropriations Act of 2023 requires that practitioners applying for a new or renewed Drug Enforcement Administration (DEA) registration will need to attest to having completed a total of at least 8 hours of training on opioid or other substance use disorders, as well as the safe pharmacological management of dental pain.
- Section 1262 of the Consolidated Appropriations Act, 2023 (also known as Omnibus bill), removes the federal requirement for practitioners to submit a Notice of Intent (have a waiver) to prescribe medications, like buprenorphine, for the treatment of opioid use disorder (OUD).

Appropriate referrals during treatment include PCP notification and behavioral health providers. Under federal law, MAT patients must receive counseling, which could include different forms of behavioral therapies like cognitive-behavioral therapy, motivational enhancement therapy, and contingency management. Find a provider at <https://www.aetnabetterhealth.com/louisiana/find-provider>.

For further assistance and resources, contact Member Services or Care Management **1-855-242-0802** (TTY: 711) 24 hours a day, 7 days a week.