



Every body + mind matters newsletter

Spring 2026



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

- Community Resource Directory is now available
- Help eliminate stigma around STI prevention and testing
- Brush up on available resources and regulations

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The Bulletin Board

A quarterly roundup of Informational Bulletins and updates from LDH

- **Informational Bulletin 26-01: Procedure Code Changes to the SBMP Fee Schedule** A number of revisions were made to the School-Based Medicaid Program fee schedule effective 02/02/26.
- **Informational Bulletin 26-02: 2026 Healthcare Common Procedural Coding System Update** Fee schedules will be adjusted to reflect HCPCS changes by the end of January 2026.
- **Informational Bulletin 26-03: Important Information Regarding UnitedHealthcare Transition** UHC's participation in LA Medicaid will end 03/31/26. Current UHC members will have a special enrollment period.
- **Informational Bulletin 26-04: Use of NEAT During Severe Winter Weather Event** NEAT services can be used during winter weather event (01/23/26-02/02/26) in certain circumstances when no other non-emergency transportation is available.
- **Informational Bulletin 26-05: School-Based Medicaid Program – Guidance to Resolve 047 Claims Denials** LDH outlines common reasons for 047 claims denials and how to resolve them.
- **Informational Bulletin 26-6: Update to How Managed Care Members Change Health and Dental Plans** Members can now change plans up to two times per year without cause any time during the calendar year.

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.



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

Get Involved: Join the Provider Advisory Board

By joining our Provider Advisory Board, you can help us improve quality management and make sure your voice is heard on policy and operational changes. Any physical health providers interested in joining can reach out to Anna Cline at anna.cline@aetna.com.

Survey Says...

At Aetna Better Health (ABH) of LA, two behavioral health member satisfaction surveys are conducted each year:

- ABH Behavioral Health Care Services Survey
- Louisiana Department of Health (LDH) Member Satisfaction Survey.

After reviewing the 2025 survey results, we are exploring the following opportunities: Improve timely access to high-quality, child- and person-centered behavioral health care, expanding networks in shortage areas, strengthening care coordination, leveraging community resources, and enhancing provider, staff, and member education informed by continuous member feedback.

If you would like more information on either of these surveys, please contact Mary Speed at mary.speed@aetna.com.

Talk : Test : Treat – Eliminating the Stigma Around STIs

Part 2: TEST



The first article in this series (Part 1: **Talk**) emphasized normalizing sexual-health conversations and encouraging routine screening. You can view that article in the Provider Newsletter archive, [here](#). The second phase of the CDC’s **Talk · Test · Treat** initiative focuses on **TEST**, supporting early detection and treatment of STIs.

Aetna Better Health of Louisiana remains committed to reducing STI rates across the state. Louisiana continues to experience rising STI prevalence, and many patients may hesitate to disclose sensitive information, even with privacy assurances. Providing clear, accessible testing options,

including self-testing where available, can help increase screening and reduce transmission.

Test: Use CDC recommendations when determining [which STIs you should test for](#) and the [anatomical sites to test](#). STI [screening recommendations](#) for different patient populations are available.

Core STI Screening Recommendations:

- HIV
- Chlamydia & Gonorrhea- Women
- Pregnant Patients
 - Congenital Syphilis Provider Incentive:
 - \$20 provider incentive for each completed syphilis screening at recommended times listed above.
 - Up to \$60 per pregnant member.
 - *Important:* To receive the incentive, the claim *must* include one of the following CPT codes billed with one of the listed diagnosis codes:
 - CPT Codes: 80055, 80081, 86592
 - DX Codes: Z34.01, Z34.03, O09.91, O09.93, O80-082
 - Screening Recommendations for Men Who Have Sex with Men
 - People at Increased Risk

Screening recommendations are *guidance*, not rigid rules. Always consider:

- Sexual history
- Local disease burden
- Individual risk profile

Be sure patients understand how and when they will receive results, and encourage conversations about new testing or treatment options, including confidential or self-test options available via Medicaid plan resources and the [Louisiana Health Hub](#).

A World of Possibilities – Member Passport to Health

ABHLA is pleased to introduce the *Member Passport to Your Health*, now available for free download on the ABHLA website in [English](#) and [Spanish](#). This health notebook lets members organize medications, appointments, provider information, and plan benefits. Please encourage members to download, print, and bring their Passport to appointments so that you can help them review medication lists, document visit notes, or clarifying care plans during appointments.

Spring Cleaning: Dust Off the Resources

This spring is a perfect time to brush up on some important policies and guidelines to make sure you're providing patients with the best care (and getting properly reimbursed for your hard work). Click the icons to learn more.

Stay Up-to-Date on the Industry



Review current clinical practice guidelines and policy bulletins



Follow administrative and reimbursement policies



Ensure you and your patients are informed of member rights & responsibilities

Community Resource Directory – More Than Just Medical

The Community Resource Directory (CRD) is now available to ABHLA contracted providers through the Availity Provider Portal.

Integrating the CRD into Availity allows providers to create referrals for members to address a full spectrum of Social Determinants of Health needs. The CRD interfaces with other platforms, such as Aetna's Care Management documentation and reporting systems and the Aetna Member Medicaid Web Portal, providing a wholistic approach to healthcare for our members and organizing member needs for our care team. Data from the CRD relays most requested member needs as well as community organizations that have been issued the most referrals.

To access the CRD in Availity, go to Payer Spaces and select Aetna Better Health > Applications > Medicaid Community Resource Directory.



Breaking the Language Barrier

Aetna Better Health of Louisiana offers sign language and over-the-phone interpreter services at no cost to the provider or member. Please contact Aetna Better Health of Louisiana at **1-855-242-0802** for more information on how to schedule these services in advance of an appointment.

Population Health Management (PHM)

ABHLA offers a number of PHM program options to make sure our members get healthy and stay healthy. From chronic condition management and cancer screenings to housing and employment support services, we're making sure our members are supported from every angle. Help your patients make the most of their coverage by familiarizing yourself with all aspects of our PHM program offering [here](#) and making sure members are aware of everything available to them. You can also refer a member for care management [here](#).