



Every body + mind matters newsletter

Winter 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

- Updates to provider requirements for SDoH incentive
- Help eliminate stigma around STI prevention and testing
- Review appointment timeliness requirements

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The Bulletin Board

A quarterly roundup of Informational Bulletins and updates from LDH

- **Informational Bulletin 25-27: 340B Drug Pricing Program** A number of revisions were made to the 340B Drug Pricing Program effective 01/01/26.
- **Informational Bulletin 25-28: Telemedicine/Telehealth Reference Guide** Offers a reference for billing and reimbursement of telehealth and telemedicine claims.
- **Informational Bulletin 25-29: Electronic Visit Verification for Home Health and EPSDT Personal Care Service** EVV is required for Home Health and EPSDT-PCS.
- **Informational Bulletin 25-30: Electronic Visit Verification Guidance for Home Health Providers** This bulletin is a how-to for home health providers entering new member information in to LaSRS EVV system.
- **Informational Bulletin 25-31: ASAM Criteria 4th Edition Service Updates and Rate Revisions** Fee schedule rates have increased for substance use disorder service providers in alignment with the ASAM 4th Edition Criteria effective 01/01/26.
- **Informational Bulletin 25-32: Physician Administered Drugs (Rebate)** The requirement of physician-administered drugs being limited to those eligible for rebate only applies to drug claims with direct reimbursement. Physician-administered drugs provided in an outpatient hospital setting for which claim payment is calculated using a hospital specific cost to charge ratio are exempt from this requirement.
- **Informational Bulletin 25-33: Retiring EPSDT Preventive Services Fee Schedule** TOS 21 and EPSDT fee schedule are required effective 10/20/25.
- **Informational Bulletin 25-34: Changes to Medicaid Managed Care Contracts Effective January 1, 2026** With the ending of UHC's MCO contract, members will be assigned a new plan effective 01/01/26.

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)



SDoH Provider Requirements Update

Effective 12/01/2025 provider requirements for receiving the SDoH incentive have updated. Providers performing SDoH screenings must be licensed or provisionally licensed providers. Unlicensed providers do not qualify for the SDoH Incentive. For more information on the SDoH incentive and provider requirements, see the latest [SDoH notification](#) on our provider website.



Talk : Test : Treat – Eliminating the Stigma Around STIs



The CDC’s ‘Talk:Test:Treat’ campaign aims to stamp out STIs, many of which are treatable and often curable. Aetna Better Health of Louisiana is committed to the overall health of our members and is doing regular campaigns to improve the screening and treatment of the many STIs that are on the rise in Louisiana. For some infections, our rates are 3 to 5 times the national average, so learning more about your patients’ risks is the best way help keep them healthy.

Talk: It all begins with talking to patients about sexual health and disease prevention. Taking a sexual history should be part of routine care. Talking about sexual health can be challenging, but studies show that patients want to be asked about sex. The following tips can help to ensure a productive conversations with your patients:

- Help foster trust with your patient before their visit even starts by creating a welcoming and inclusive clinic or office environment. For example, you can use [these tips](#) to make your office teen-friendly.
- Make sure your patients are comfortable and in a private space, especially before asking sensitive questions; this includes assuring patients their confidentiality is being protected by everyone in your office.
- Help normalize sexual health questions and STI/HIV testing recommendations by letting your patients know you ask these questions and offer these services to all patients, as sexual health is a normal part of a person’s overall health and well-being.
- Avoid making assumptions about your patients; asking is the only way to know for sure. Standardize sexual orientation/gender identity (SOGI) questions and use open-ended questions when taking a sexual history.
- If your patient is hesitant to answer a question, try rephrasing it or briefly explain why you are asking it.
- Ensure that you and your patient share an understanding of the terms being used to avoid confusion.

Utilizing these tips can help facilitate therapeutic conversations and reduce the stigma of syphilis screening, which is especially important for prenatal care.

Understanding changes in CDC guidelines will also help open the conversation with patients, especially minors. In 2022, the CDC lowered the HIV screening age from 15 to 13. In Louisiana, people aged 13-24 have the highest rate of confirmed HIV than any other age group.

Changes in testing and/or treatment is a great reference point for opening the conversation. There are many ‘self’ test options, so even if the patient isn’t ready to test today, they can access their Medicaid Plan’s website to find resources or access the [Louisiana Health Hub](#) to explore options for themselves.

If you want to learn more, the Provider portal on the [CDC site](#) is a great resource.

A New Resolution: Helping Members Meet Their Health Goals for 2026

A new year means a new opportunity to get on track. Every member has different needs. Let's go all in on helping members meet their goals in 2026.

HELP MEMBERS STAY HEALTHY



Listen to members' goals and needs, and make a plan to help them succeed



Help members form healthy habits that will last



Stress the importance of mental health in overall wellness

Hard At Work: Employment Support Services for ABHLA Members

Aetna Better Health of Louisiana offers employment and educational support to members seeking assistance with accessing workforce opportunities and developing skills for professional growth. The Employment Specialist provides members with job resources, training programs, and educational pathways that supports each member's individual goal. Employment Support Services include:

- Information on current job opportunities and career related events
- Referrals to vocation programs
- Assistance with employment applications and resume building
- Guidance on maintaining benefits while working
- Guidance on maintaining current employment
- Coordination with employment and training agencies
- Assistance with educational and transportation needs

Referral Process for Providers: Providers can refer members to employment services by emailing LAEmploymentReferrals@Aetna.com or calling Member Services at 1-855-242-0802. You can also provide members with our contact information to self-refer

By utilizing this referral process, providers can help members access employment support that promotes stability, independence, and long-term well-being.

Brush Up on Pediatric Dental Healthcare

Dental caries are one of the most common and most preventable pediatric conditions. Fluoride varnish applications for patients aged 6 months through 5 years can greatly reduce this childhood ailment and is the recommended preventative standard by both the American Academy of Pediatrics and the US Preventive Services Task Force.

For information on who can apply fluoride varnish and for reimbursement guidance, see our Fluoride Varnish Provider Bulletin





Meeting the Standard: Reviewing Appointment Timeliness Requirements

Here at ABHLA, we're dedicated to providing the highest standard of care. One piece of that puzzle is making sure our members have access to providers when they need them most. Please review the appointment timeliness standards below and ensure that your office is compliant.

Type of Visit/Admission/Appointment	Access/Timeliness Standard
Emergency care	within 1 hour of request
Urgent non-emergency care	within 24 hours of request
Non-urgent sick primary care	72 hours
Non-urgent routine primary care	6 weeks
Scheduled appointments	Less than a 45-minute wait in office
Specialist appointments	1 month
1st Trimester Ob/Gyn	14 days
2nd Trimester Ob/Gyn	7 days
3rd Trimester Ob/Gyn	3 days
High risk pregnancy, any trimester Ob/Gyn	3 days
Family planning appointments for pregnant members	1 week
Non-urgent routine behavioral health care	14 days
Urgent non-emergency behavioral health care	48 hours