

Aetna Better Health® of Michigan
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Provider Bulletin No 189

AETNA BETTER HEALTH® OF MICHIGAN

TO: Skilled Nursing Facilities
FROM: Provider Experience Team
DATE: June 8, 2021
SUBJECT: Aetna Mental Health Services

Dear Nursing Facility Provider,

In order to meet the behavioral health needs of our members, Aetna Better Health Premier Plan provides a continuum of services to members at risk or suffering from mental, addictive, or other behavioral disorders. As a requirement in the MCO 3-way agreement, Aetna Better Health Premier Plan contracts with regional Prepaid Inpatient Health Plans (PIHPs), which are experienced with providing behavioral health services to the Michigan population. For services to be eligible for payment, they must be authorized by the PIHPs.

Recently, Aetna has identified some nursing facilities coordinating Behavior Health assessments and services via a third-party vendor not affiliated with local PIHPs for MI Health Link Nursing Facility Residents. To ensure coverage of services, all Aetna Better Health Premier Plan members residing in a nursing facility that require mental health and/or substance abuse services must obtain these services through the appropriate PIHP. Failure to follow the proper steps may result in claim denials and/or a recoupment of funds. Services not coordinated and authorized through the PIHPs are not payable by Aetna or the PIHPs.

Please contact the Behavioral Health Services telephone number on the back of the member's card to reach the appropriate PIHP assigned to manage and coordinate the member's behavioral health needs. If you have any questions on this guidance, please contact our Provider Services team at 866-314-3784.