



Aetna Better Health[®] of Michigan Provider Orientation 2026

Provider Engagement

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Aetna Better Health of Michigan's Mission

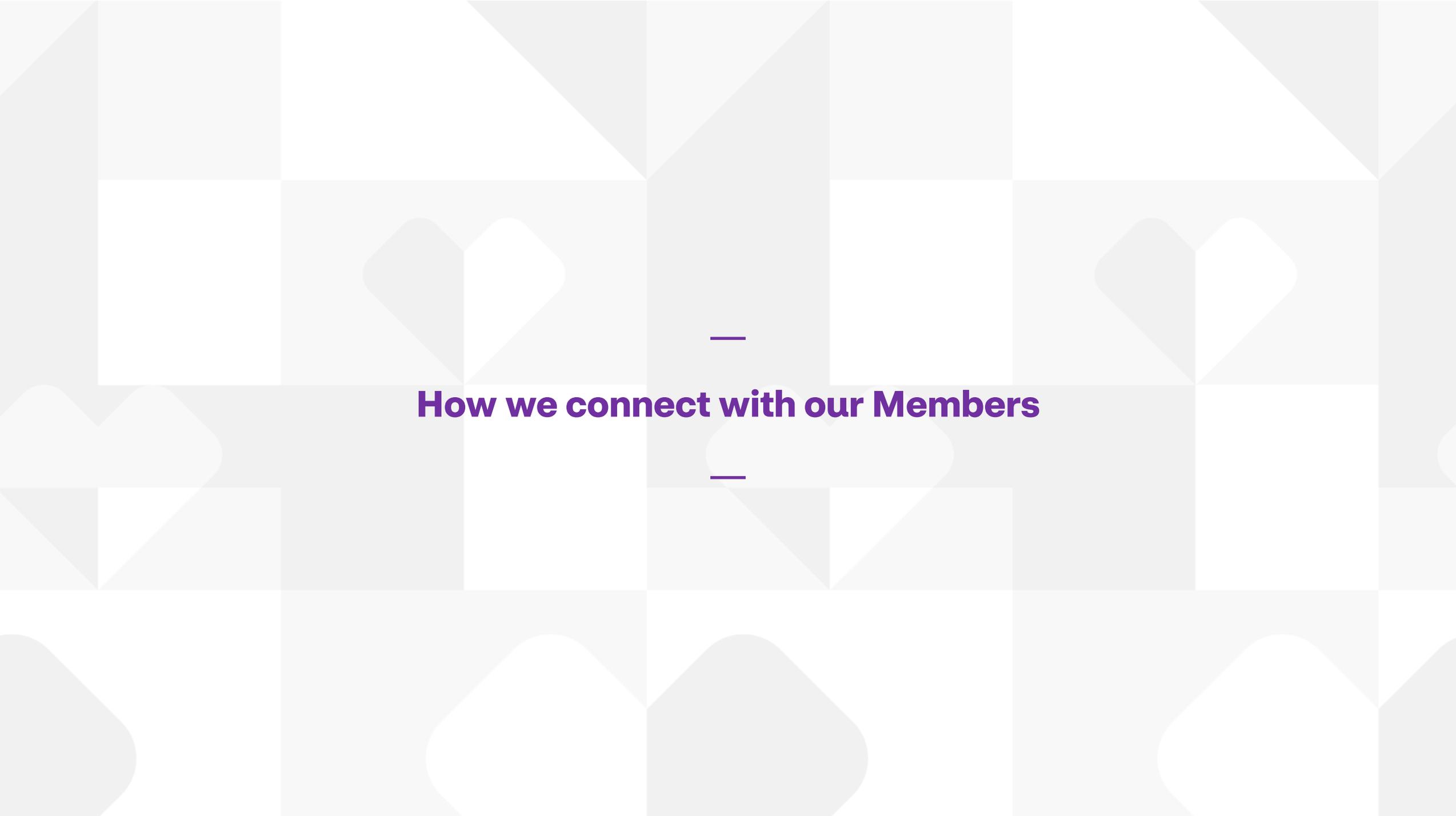
Aetna Better Health of Michigan (ABHMI) is looking forward to serving Michiganders and partnering with health systems, providers, FQHCs and community resources to bring quality healthcare to the state through our experience and dedication in serving Medicaid/Medicare populations.

Our Plan is led by our CEO, Teressa D. Smith, MBA . Members of the Aetna Better of Michigan team will be based within the state to better serve the healthcare community and its members. Aetna Better Health of Michigan will support our healthcare partners through interactive onboarding, virtual and in-person ongoing education, value based contracting opportunities, enhanced secure provider portal, and claims management assistance. Additionally, we will provide useful resources and tools to help ease the administrative burden.

Together, we will collaborate on a healthier future for your patients, our members.

Orientation Agenda

- Our Members, Your Patients
- Value Based Services
- Credentialing
- Prior Authorizations
- Concurrent Review
- Pharmacy
- EPSDT
- Health Risk Screening
- Access to Care Guidelines
- Telephone Accessibility Standards
- Abuse, Neglect and Exploitation
- Fraud, Waste and Abuse
- Claims & Availability
- Provider Preventable Conditions (PPC)
- Grievance & Appeals
- Contacting Aetna Better Health of Michigan
- Resources
- ABHMI Team



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How we connect with our Members

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What is Health Outcomes?

Our Health Outcomes Program is a key part of our commitment to improving health outcomes for all members.

The program is designed to provide member-centered whole person care and services that are culturally and linguistically appropriate, accessible, and responsive to the diverse needs of the populations we serve.

Data and Reporting Requirements

Ensuring Health Outcomes program activities and initiatives are based upon regulatory requirements or quantitative/qualitative analysis of encounter data, member demographics, practitioner network information, HEDIS, CAHPS, or other performance areas.

Team Approach

Ensuring the Health Outcomes program is integrated with activities and initiatives undertaken by all operational areas including Network Management, Provider Services, Member Services, Community Development, Medical Management, Quality Management, Operations, and Grievances & Appeals.

Continuous Improvement

Providing mechanisms for feedback and interpretation of findings from Health Outcomes program data analysis to identify and prioritize opportunities for improvement.

Health Outcomes & Social Determinants of Health

Improving Health Outcomes is the Goal



Our Health Outcomes goal is to reduce health disparities by making sure every member receives care that respects their identity, values, and circumstances.

We do this by:

- **Improving access to services**
- **Enhancing communication between providers and members**
- **Ensuring accommodations are available to those who need them**

*We support better health outcomes by removing obstacles that can prevent members from getting the care that they need.

Social Determinants of Health are Contributing Factors



The conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality of life outcomes and risks.



Health Outcomes & SDoH are closely related concepts, but they are not the same. SDoH are factors that influence whether or not we achieve our Health Outcomes goal.

Provider Health Outcomes Trainings & Resources



Provider trainings and resources are also available via the ABHMI website [Health Equity | Aetna Medicaid Michigan \(aetnabetterhealth.com\)](https://www.aetna.com/better-health/health-equity/michigan)

There is also a Health Outcomes Clinical Education Hub that providers can take advantage of and earn digital badges for completion of Health Equity Modules.

Health Outcomes training are available through a variety of learning formats:

- Technology Based Learning in the Aetna Learning Hub
- Instructor Led training sessions through 'CME Outfitters'
- Virtual training sessions that can be accessed through the ABHMI website

Some of the trainings include:

- Implicit Bias and Association Training
- Assessment of Food Insecurity Training
- Clinician Guide to Implementing Gender Neutral Terminology
- Clinician Guide to Understanding Pronouns
- How to be a good LGBTQIA Ally
- CDC's Health Equity Guiding Principles
- Cultural Humility and Cultural Competence

A woman with dark hair is hugging another person from behind in a field. The scene is set during sunset or sunrise, with a warm, golden glow. The background shows a field and some trees under a clear sky. The image is overlaid with a semi-transparent blue and white geometric shape.

Aetna Better Health seeks to provide simplified structures and services to achieve better health outcomes and cost savings through their SDoH programs.



Better Together:
Social Impact Solutions



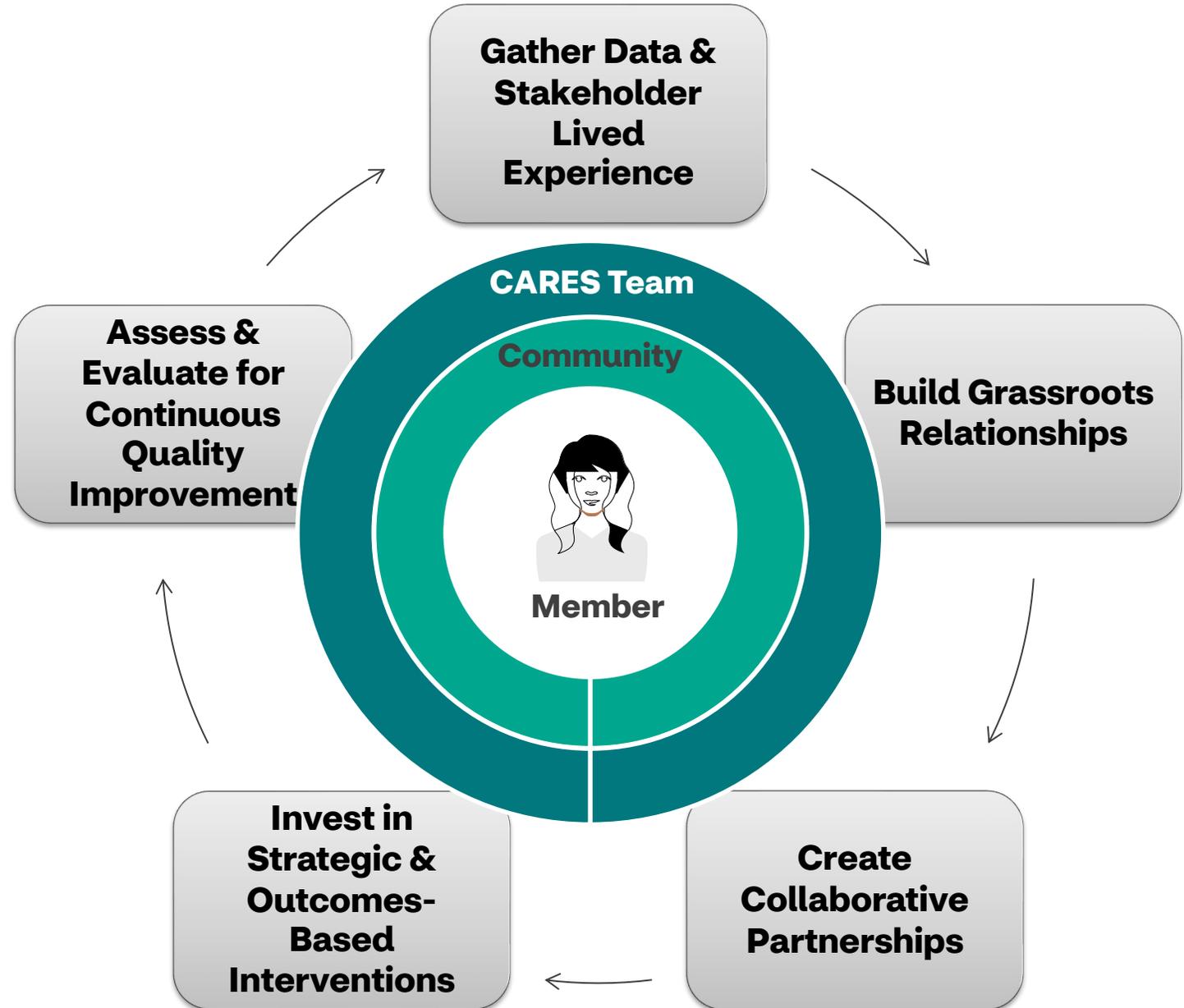


Better Together: Community CARES Team

Our foundational approach to our program is to make the people and communities we serve healthier using data-driven, human-centered solutions that meet members where they are, reducing barriers to health, while continuously working to improve the collective health of the communities where our members live.

We know in order for any one person, family, or community to focus on being the healthiest they can be they must ensure they have all basic needs met.

Here's how our CARES team works:





Member REACH (Real Engagement and Community Help) team

It can be hard to focus on your health if you have problems with your housing or worry about having enough food to feed your family. Aetna Better Health can connect you to resources in your community to help you manage issues beyond your medical care.

Call the Member REACH team at **1-833-316-7010 (TTY: 711)** if you need:

- Financial assistance
- Food assistance
- Educational services
- Housing assistance
- Legal services
- Employment services
- Support groups
- Baby supplies
- Clothing

The Member REACH (Real Engagement and Community Help) team is dedicated to understanding and assisting with member's individual needs and can connect you to local community programs that may be able to offer the above services. Call **1-833-316-7010**, Monday through Friday, 9 AM-7 PM ET to talk to a Member REACH coordinator.





Member REACH (Real Engagement and Community Help) team


Aetna Better Health[®]
of Michigan

We're here for you

Our Member REACH Team can connect you with programs that may be able to offer:

- Housing
- Food
- Employment & education services
- Transportation
- Financial help

Call us at **1-833-316-7010**



Let's make healthier happen together.[™]

The Aetna[®] REACH Team is here to help.
We can connect you to programs that may be able to offer:

- Financial assistance
- Housing assistance
- Support groups
- Food assistance
- Legal services
- Baby supplies
- Educational services
- Employment services
- Clothing

Call us anytime.
1-833-316-7010

AetnaBetterHealth.com/Michigan

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Aetna Better Health[®] of Michigan



Anti-Discrimination Policy and Americans with Disabilities Act (ADA)

It is our policy not to discriminate against members based on:

- Race
- National Origin
- Creed
- Color
- Age
- Gender/Gender Identity
- Sexual Preference
- Religion
- Health Status
- Physical/Mental Disability
- Other Basis Prohibited by Law

Please ensure that your staff is aware of these requirements and the importance of treating members with respect and dignity.

If we are made aware of an issue with a member not receiving the rights as identified above, we will initiate an investigation into the matter and report the findings to the Quality Management Committee and further action may be taken.

The **ADA** gives civil rights protections to individuals with disabilities like those provided to individuals based on:

- Race
- National Origin
- Creed
- Sexual Preference
- Religion
- Age
- Physical/Mental Disability
- Color
- Gender/Gender Identity

The ADA guarantees equal opportunity for individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general-public.

2026 Aetna Better Care Member Rewards Program

Welcome to 2026 Aetna Better Care® Rewards



Earn

You earn reward points for completing certain healthy activities. You can then spend your points on fun, healthy items in the online store.



Track

Visit AetnaBetterCareRewards.com/MI to check your reward points balance and track the healthy activities you have completed.



Shop

You can spend your reward points online or by calling us. All Aetna Better Care Rewards orders ship free, right to your door!



Learn

For more information, visit AetnaBetterCareRewards.com/MI or call 1-877-473-5147 (TTY: 1-844-200-2094).

Get healthy. Earn rewards.

Reward your healthy choices

As a member of Aetna Better Health® of Michigan, you are automatically enrolled in Aetna Better Care® Rewards. You can earn reward points for making certain healthy choices. For example, members age 20+ can earn **500 points** (\$50 value) for completing an annual wellness checkup with a primary care provider.

Enjoy the rewards of better health

The Aetna Better Care Rewards program is more than just rewards. Completing healthy activities can help you improve your health and well-being. Visit AetnaBetterCareRewards.com/MI for healthy tips, tools, and resources.

Earn reward points and go shopping

Check out pages 2-3 of this booklet to learn about all the ways you can earn reward points. Use your points to shop for fun, healthy items in the Aetna Better Care Rewards online store.

Sample reward categories and items

Athletics



Wilson® NCAA® Basketball
WBB_200

Education & Creativity



Deluxe Art Set
DAS_600

Kitchen & Nutrition



Cookware Set, 7-Piece
CSC_150



Shop online

AetnaBetterCareRewards.com/MI
All items ship free!



Shop by phone

1-877-473-5147 (TTY: 1-844-200-2094)
8 AM to 5 PM ET, Mon.-Fri.

2026 Aetna Better Care Member Rewards Program

2026 | Aetna Better Care® Rewards Program

Wellness Rewards

	Health-Related Social Needs (HRSN) Screening (newly eligible members, ages 19-64) Complete Aetna Better Health® of Michigan's HRSN Screening within 90 days of enrollment	500 points (\$50 value)
	Step-Up Challenge (age 10+) Complete the 3-week walking challenge	250 points (\$25 value)
	Adult Dental Visit (age 21+) Complete an annual visit with your dental provider	500 points (\$50 value)

Prevention and Screening Rewards

	Adult PCP Checkup (age 20+) Complete a checkup with your primary care provider (PCP)	500 points (\$50 value)
	Breast Cancer Screening (women, ages 40-74) Complete a mammogram	500 points (\$50 value)
	Cervical Cancer Screening (ages 21-64) <ul style="list-style-type: none"> Ages 21-64, complete a Pap test Ages 30-64 and high-risk, complete a human papillomavirus (HPV) test Ages 30-64 and high-risk, complete Pap+HPV cotest 	500 points (\$50 value)
	Diabetes Testing (ages 18-75) Diagnosis of type 1 or 2 diabetes Complete an HbA1c test and a diabetic eye exam	250 points (\$25 value)
	Diabetes Kidney Health Evaluation (ages 18-85) Diagnosis of type 1 or 2 diabetes Complete a qualified kidney health evaluation	250 points (\$25 value)
	New Member PCP Visit* (age 20+) Complete a PCP visit within 60 days of enrollment	500 points (\$50 value)

Maternal Care and Baby Rewards

	Prenatal Checkup (age 18+) Complete a prenatal care visit in the first trimester or within 42 days of plan enrollment	500 points (\$50 value)
	Postpartum Checkup (age 18+) Complete a postpartum care visit 7-84 days after delivery	500 points (\$50 value)
	Well-Baby Checkups (ages 0-15 months) <ul style="list-style-type: none"> Complete 3 well-baby visits in the first 6 months Complete 3 well-baby visits between 6 and 15 months 	250 points (\$25 value)
	Childhood Immunization Series (ages 0-2) Complete childhood vaccination series against DTap, HiB, polio, HepB, chicken pox, PCV, MMR, HepA, and rotavirus	250 points (\$25 value)
	Child Flu Shot (ages 0-2) Complete two flu vaccines by your child's second birthday <ul style="list-style-type: none"> Complete the first dose of the flu shot Complete the second dose of the flu shot 	150 points (\$15 value)
	Lead Screenings (ages 0-2) <ul style="list-style-type: none"> Complete a blood lead screening between 0 and 12 months Complete a blood lead screening between 13 and 24 months 	250 points (\$25 value)

Well-Child and Well-Adolescent Reward Activities

	Well-Child/Adolescent Checkups* (ages 3-21) Complete an annual well-care visit with a PCP or an OB/GYN	500 points (\$50 value)
	Adolescent Immunizations (age 13 and under) Complete all required adolescent immunizations by your child's 13th birthday	250 points (\$25 value)
	HPV Vaccines (age 13 and under) Complete two or three doses of the HPV vaccine series by your child's 13th birthday	250 points (\$25 value)
	Pediatric Sickle Cell Screening (ages 2-16) Diagnosis of sickle cell anemia Complete at least one transcranial doppler ultrasound (TCD) screening per year	500 points (\$50 value)

2026 Aetna Better Care Member Rewards Program



BabySmart is offered to all pregnant women and new parents. The BabySmart program provides important pregnancy and new parent resources, support, tools, and rewards. BabySmart members can enroll in health coaching. Health coaches meet with members virtually to provide personalized support. Members who join BabySmart will also get a welcome gift just for joining!



DiabetesSmart is available to members with risk factors for diabetes (including a body mass index of 25 or higher) as well as members who have been diagnosed with type 1 or type 2 diabetes. The DiabetesSmart program provides members with resources, tools, and support to help them improve their health. Members with a diagnosis of type 1 or type 2 diabetes can also participate in health coaching and earn rewards. DiabetesSmart health coaches meet with members virtually to provide personalized health education, help them set health goals, and share resources and support. Members with type 1 or type 2 diabetes will also get a welcome gift just for joining DiabetesSmart!

Members can visit [AetnaBetterCareRewards.com/MI](https://www.aetnabettercare.com/MI) or call **1-877-473-5147 (TTY: 1-844-200-2094)** to get started today!

Member Advisory Committee

Member Advisory Committee

This group is made up of ABHMI staff, members, individuals and providers with knowledge of and experience with serving the older population and individuals with disabilities, representatives from community agencies and community advocates.

This committee discusses how to improve ABHMI policies and is responsible for:

- Providing input on cultural and linguistic needs
- Providing feedback on member materials so they are more effective and user-friendly
- Suggesting ways to contact hard to reach members
- Suggesting ways to improve telephone services
- Suggesting ways to better communicate proper ER usage and transportation services
- And more...

We encourage you to become a part of this group. Or if you have a member that would be interested, call Member Services at **1-855-676-5772 (TTY: 711)**, 24 hours a day, 7 days a week, for more information.

Medical Management: Care Management

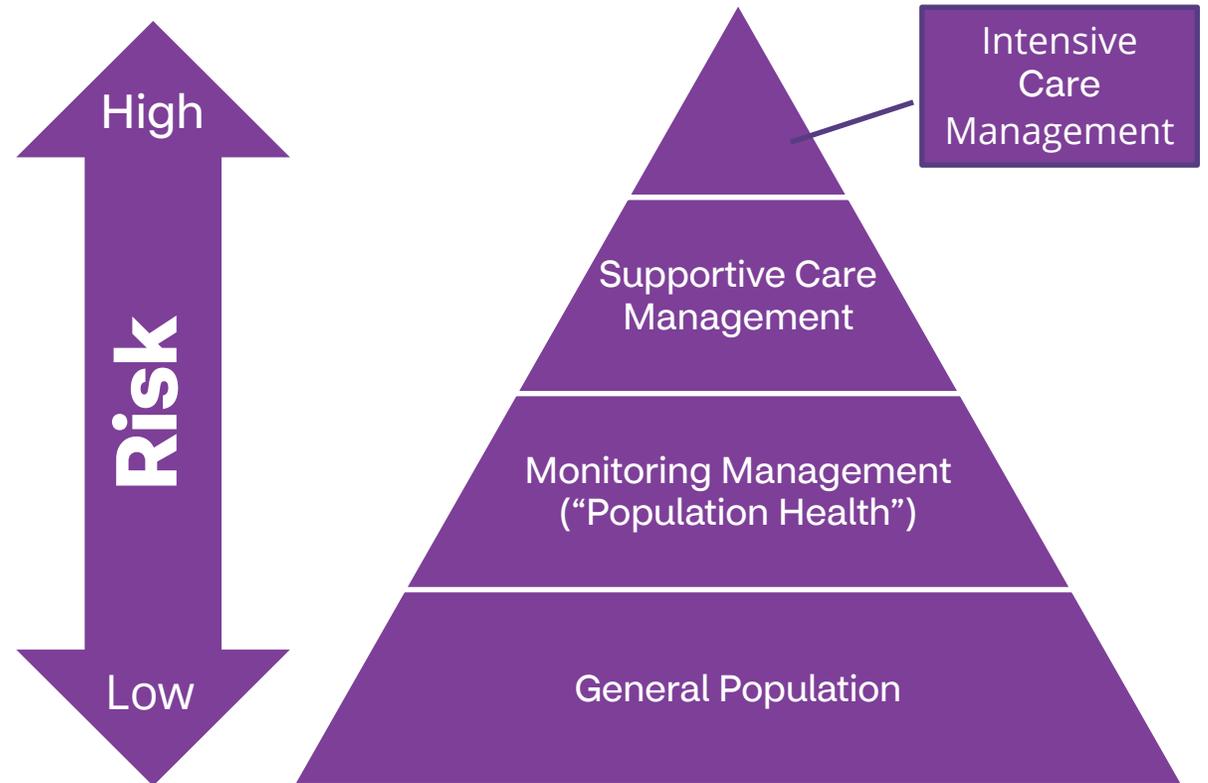
Integrated Care Management Program (ICM)

A member-centered approach that addresses physical and behavioral health, psychosocial needs and collaboration with the members' system of care and relationships.

Specialized Care markets for:

- COPD
- Asthma
- Depression
- Heart Failure
- Diabetes
- Hypertension

**How to Refer to Care Management:
Phone: 1-855-676-5772**



How to Refer to Care Management

Referral Process:

To make referrals for care management consideration, please call:

Phone: 1-855-676-5772

Fax referral form to secured CM Fax line:

Fax: 866-889-7572

For more information about care management:
[Care Management | Aetna Medicaid Michigan](#)

Aetna Better Health® of Michigan 2 Towne Square, Ste 275 Southfield, MI 48076 1-855-676-5772		
Case Management Referral Form		
Member Name:	DOB: Click here to enter a date.	Referral Date: Click here to enter a date.
Insurance Plan: Click here to enter text.	Member ID Number: Click here to enter text.	COB: <input type="checkbox"/> Yes <input type="checkbox"/> No
Member's Current Phone Number: Click here to enter text.	POA/Guardian Name & Phone Number: Click here to enter text.	Member aware of Referral? <input type="checkbox"/> Yes <input type="checkbox"/> No
Referred by: Click here to enter text.	<input type="checkbox"/> BH UM <input type="checkbox"/> BH CM <input type="checkbox"/> Member Advocate <input type="checkbox"/> Medical CM <input type="checkbox"/> Medical Director	<input type="checkbox"/> MS <input type="checkbox"/> PA <input type="checkbox"/> Medical UM <input type="checkbox"/> Provider <input type="checkbox"/> Other
Referral to: Click here to enter text.		<input type="checkbox"/> Adult Team – CM <input type="checkbox"/> Peds Team – CM <input type="checkbox"/> Perinatal CM <input type="checkbox"/> Disease
Concerns leading to referral: (check all that apply)		
<input type="checkbox"/> Transplants <input type="checkbox"/> Chronic Pain <input type="checkbox"/> Cancer (new Dx or treatment) <input type="checkbox"/> Complex/multiple surgery	<input type="checkbox"/> Cardiovascular/Stroke complications <input type="checkbox"/> Respiratory failure/complications <input type="checkbox"/> Dementia with current	<input type="checkbox"/> TBI/Seizure disorder <input type="checkbox"/> Eating Disorder with medical complications <input type="checkbox"/> Complex Medical Treatment <input type="checkbox"/> Medical trauma/burns

Behavioral Health

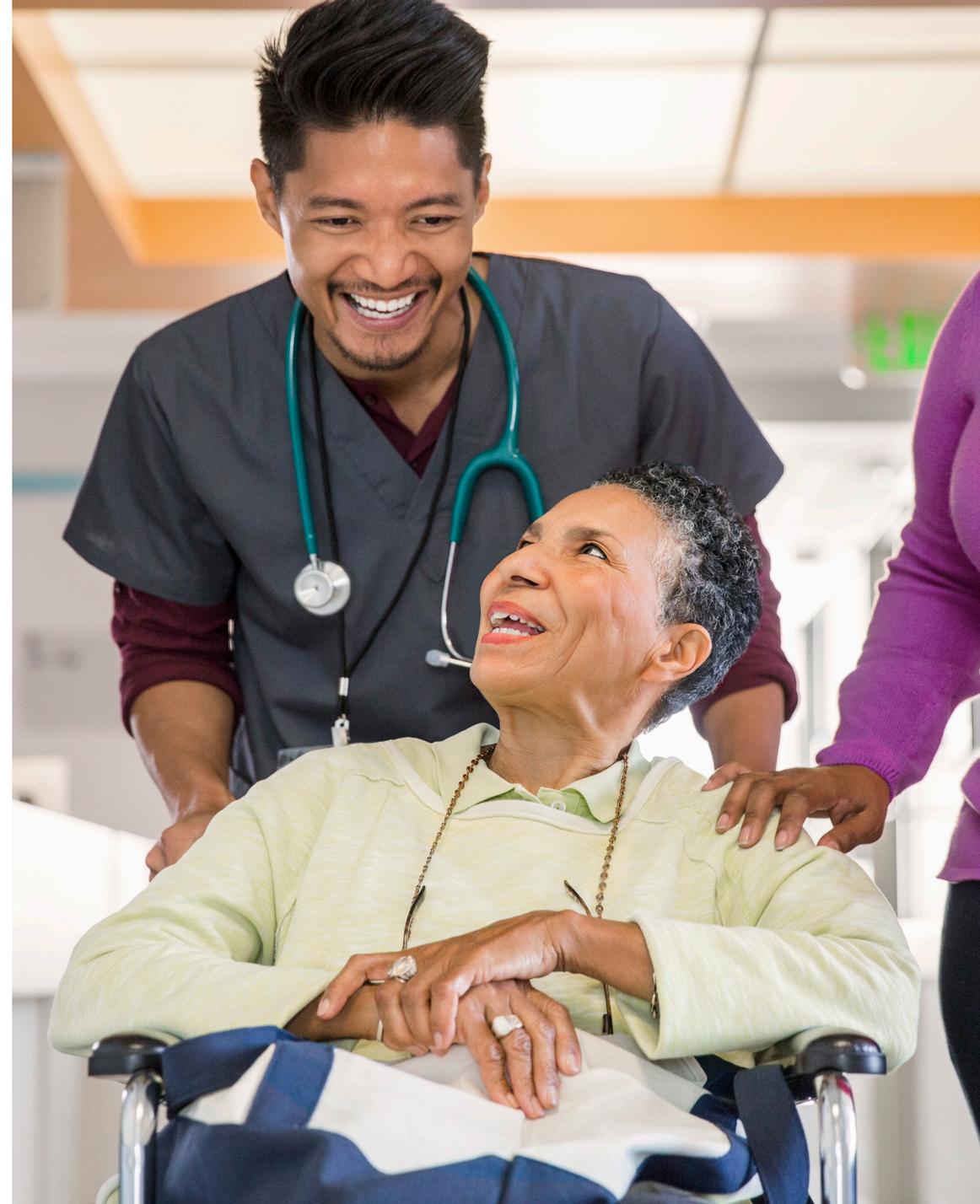
Basic Behavior Health Services

- Services provided for the assessment and treatment of problems related to mental health and substance use disorders.
 - Substance use disorders include abuse of alcohol and other drugs.

Primary Care Provider Referral

ABHMI promotes early intervention and health screening for identification of behavioral health problems and patient education. To that end, ABHMI providers are expected to:

- Screen, evaluate, treat and refer (as medically appropriate), any behavioral health problem/disorder.
- Treat mental health and substance use disorders within the scope of their practice.
- Inform members how and where to obtain behavioral health services.



Behavioral Health - continued

Multiple Access Points for Behavioral Health Services

- Mild to Moderate Impairment
- Moderate to Severe Impairment
- Substance Use Disorder

Responsibility of Aetna Better Health of Michigan, includes Mild to Moderate Impairment:

- PCP
- Psychiatric Testing
- OP Counseling
- Psychiatric Evaluation & Medication Management
- ABA services
- Intensive Outpatient Program(IOP)

Participating Providers are required to provide treatment to pregnant Enrollees who are intravenous drug users and all other pregnant substance users within twenty-four (24) Hours of assessment.

Participating Providers providing inpatient psychiatric services to Enrollees are required to schedule the Enrollee for outpatient follow-up care prior to discharge from the inpatient setting with the outpatient treatment occurring within seven (7) Calendar Days from the date of discharge.

Providers must notify ABHMI of all discharge medications PRIOR to member's planned discharge from inpatient (IP) stay:

- IP Mental Health
- IP Detox
- Residential

Behavioral Health Resources

Screening, Brief Interventions, & Referral to Treatment (SBIRT)

Screening: assess patient for risky substance use behaviors using standardized screening tools

Brief Intervention: healthcare professional engages patient in a short conversation, providing feedback and advice

Referral to Treatment: healthcare professional provides referral to brief therapy or additional treatment for patients who screening demonstrates the need for additional services

Additional Resources:

[SBIRT](#)

[Home | Aetna Better Health® of Michigan](#)

Resources and Materials:

[CMS Health insurance reform for consumers \(MH Parity Act of 2008\)](#)

Effective September 1, 2016, ABHMI implemented the Milliman Care Guidelines Behavioral Health Guidelines (MCG BHG) as the primary medical necessity criteria for behavioral health

- MCG BHG is nationally recognized, evidence-based clinical guidelines used for determining medical necessity, appropriate levels of care: www.mcg.com/content/behavioral-health-care

[Depression Screening](#)

[Unhealthy drug use screening](#)

[Early and Periodic Screening, Diagnostic and Treatment info](#)

[Cognitive Health Assessment for Members 65 years of age or older](#)

In-Lieu of Services (ILOS)

As part of Aetna's contract with the Michigan Department of Health and Human Services (MDHHS), we are expanding on our promise to deliver Michigan residents equitable, coordinated, and whole-person- centered care through the coverage of newly-available benefits that address members' health-related social needs.

The new benefits to be offered are called ***in-lieu of services*** or ***ILOS*** for short.

ILOS are medically appropriate and cost-effective services that Medicaid Health Plans (MHPs) - like Aetna - can provide to Medicaid members in Michigan with the goal of reducing the need for other (more costly) services.

Effective June 1, 2025, Aetna Better Health of Michigan will introduce four (4) nutrition-focused ILOS to qualifying members in all four of our service areas:

- Medically Tailored Home Delivered Meal
- Healthy Home Delivered Meal
- Healthy Food Pack
- Produce Prescription

For more information on each of these services and member eligibility criteria please follow link provided below:

<https://www.aetnabetterhealth.com/michigan/providers/food-and-nutrition-programs.html>



Overview of Health Plan

Aetna Better Health of Michigan (Medicaid)

Providers benefits to families meeting the eligibility requirements for Medicaid benefits under the following programs

- Temporary Aid to Needy Families (TANF)
- Aged, Blind and Disabled (ABD)
- Children's Special Health Care Services (CSHCS)
- Healthy Michigan (HMP) - is a health care program through MDHHS covering individuals meeting the income guidelines who are between ages 19 to 64, and not currently eligible for Medicaid (based on income)
- Aetna Better Health of Michigan (Medicaid)

Service Area	Counties
Region 7	Eaton, Ingham & Clinton
Region 8	Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph & Van Buren
Region 9	Hillsdale, Jackson, Lenawee, Livingston, Monroe & Washtenaw
Region 10	Macomb, Oakland & Wayne

Aetna Medicare HIDE (HMO D-SNP)



Aetna Medicare HIDE (HMO D-SNP) is a type of Medicare Advantage Plan that provides both Medicare and Medicaid health benefits to Michigan Members who qualify for Medicare and (Medicaid services) and live in the following counties (for 2026):

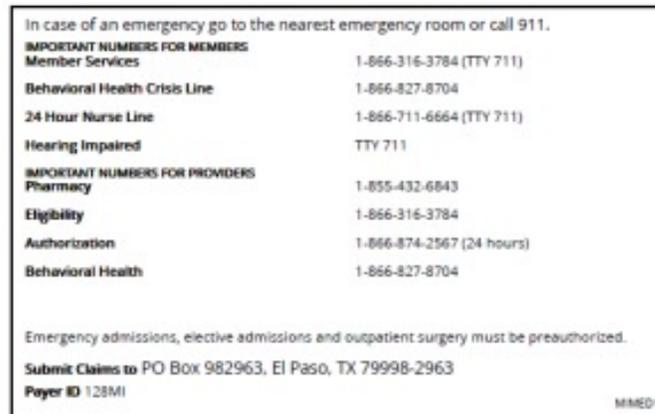
Service Area	Counties
Region 4	Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph or Van Buren County
Region 7	Wayne
Region 9	Macomb

Member Information

Front of ID Card



Back Of ID Card



****Full list of Member Rights and Responsibilities, can be found in our Provider Manual****

Member Rights and Responsibilities:

To be provided with information about the State and its services, including Covered Services.

To be able to choose a Primary Care Provider within Aetna's network.

To participate in decision making regarding their own health care, including the right to refuse treatment.

Give their health care provider all the information they need.

Ask for more information if they do not understand their care or health condition.

Tell their provider about any other insurance they have.

Physical Accessibility. Participating Providers are to provide physical access, reasonable accommodations, and accessible equipment for Enrollees with physical or mental disabilities, in accordance with 42 C.F.R. § 438.206(c)(3)

Verifying Member's Eligibility

You can verify member eligibility, PCP assignment, benefits, co-pays/deductibles by:

- Using the State CHAMPS system accessed at www.michigan.gov/medicaidproviders
- Provider portal AetnaBetterHealth-Michigan.Aetna.com
- Contact your Provider Relations Team at AetnaBetterHealth-MI-ProviderServices@Aetna.com
- **CHAMPS PROVIDER ENROLLMENT**
 - All Providers must be enrolled in CHAMPS effective January 1, 2019, to receive Medicaid Funds from all Health Plans.
 - ABH-MI will require all contracted providers to have a CHAMPS identification number, which is provided once providers are enrolled into the system.
 - Information for CHAMPS enrollment can be found at
 - For additional CHAMPS enrollment information, contact MDHHS CHAMPS at ProviderSupport@michigan.gov or **1-800-292-2550**.

Language Services

Language Services can be accessed via Member Services at 1-866-316-3784 | Interpretation (Over the Phone)

Interpreter services and translated materials are free of charge. Call Member Services at **1-866-316-3784 (TTY: 711)** for help getting an interpreter or to ask for our materials in another language or format to meet your needs. Aetna Better Health complies with all applicable federal and state laws with this matter.

Additional Resources:

Interpreter Quality Standards Guidance

<https://www.ncihc.org/assets/z2021images/NCIHC%20National%20Standards%20of%20Practice.pdf>

Office for Civil Rights

<https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>



Sub-Contractors

Aetna Better Health of Michigan partners with the following vendors to coordinate services for members :



Pharmacy Benefits Manger
1-800-552-8159



Dental Benefits Manager
1-866-316-3784



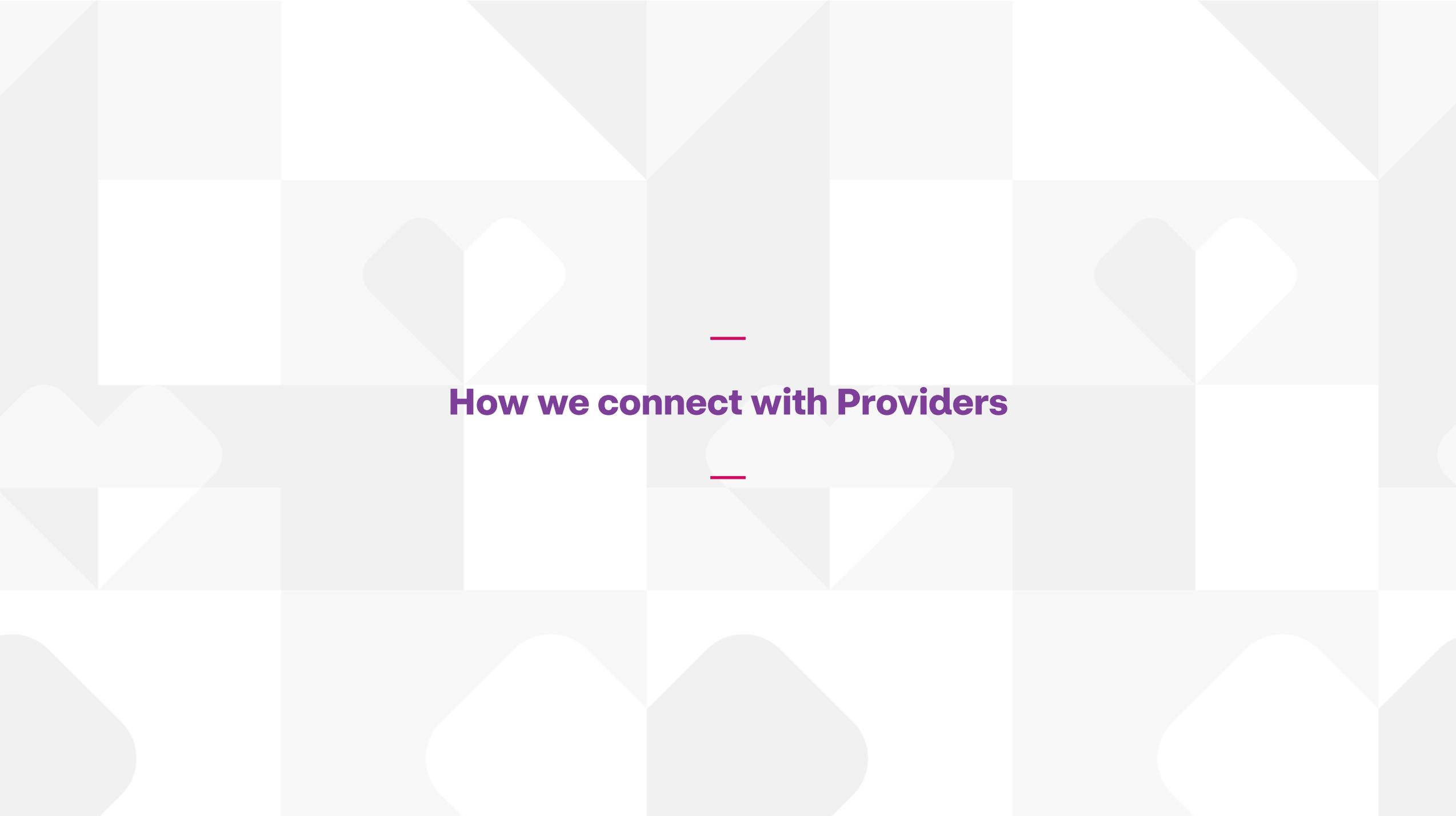
Vision Benefits Manager
1-800-877-7195



Transportation
1-866-316-3784 option 6



Radiology Benefits Manager
1-888-693-3211



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How we connect with Providers

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Provider Roles & Responsibilities



Aetna Better Health of Michigan participating providers are contractually obligated to comply with all Federal and State laws and guidelines outlined in their Michigan Medicaid Contract and their Provider manual.



The quality of our network and the ability to provide excellent service is dependent on having accurate provider data.



Providers should be easily accessible to our members by having appointments and after-hour coverage available.

Access and Availability Standards

Providers must comply with the following appointment and accessibility requirements.

Physician Type	Service Type	ABH Response Standard
Primary Care Physicians (PCP)	Emergency Urgent Care Routine	Immediately Two (2) calendar days Fourteen (14) working days
Behavioral Health	Non-Life Threatening Emergency Urgent Care Initial Visit	Within six (6) hours Within 48 hours Within 10 working days
Prenatal	First (1 st) Trimester Initial Second (2 nd) Trimester High Risk	Seven (7) working days Seven (7) working days Three (3) working days from referral

Provider Resources

- Aetna Better Health of Michigan Website
- Provider Portal
- Provider Trainings
 - Fraud Waste and Abuse
 - Cultural Competency
 - FDR
- Provider Newsletter
- Joining Our Network
- Credentialing and Re-Credentialing
- Important Contacts



Overview of Value-Based Services (VBS)

Our Offer

Various Incentive Arrangements

- Pay for Quality with designated incentive pool
- Shared Savings Models
- Shared Risk Models
- Full Risk Models/Capitation Models

We look for

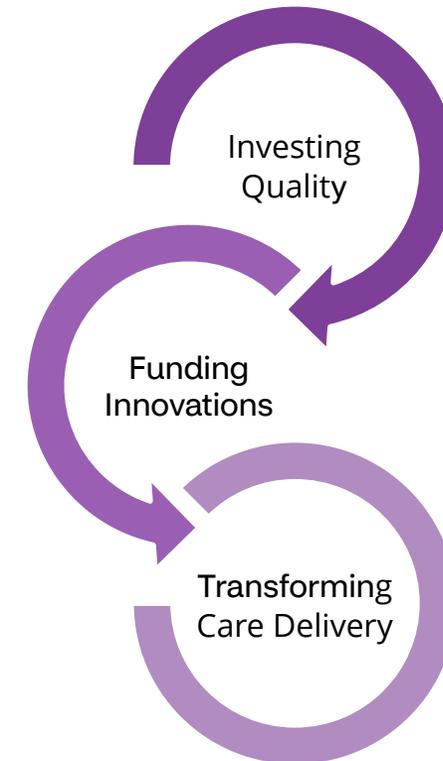
Participating providers in

- Primary Care
- Pediatric Care
- Obstetrics and Gynecology

Interested?

Please Contact:

- Kate Zavala, MHA, LPC, CCM – Senior Manager, Value-Based Services
- Email: Zavalak@aetna.com



Credentialing

Adding a New Provider to Existing Practice

(Physicians/Mid-Levels)

- Each new provider must be credentialed before s/he can render care to an ABHMI Member.
- Providers must be registered with CHAMPS.
- Mid-levels must have a supervising physician.
- Providers are recredentialed every three (3) years and must complete the required
 - reappointment application.
- Utilize CAQH for credentialing
- [CAQH ProView](#)
 - Complete Attestation & Documentation
 - Authorize ABHMI to view CAQH Profile

*Aetna Better Health's Credentialing Policy Our credentialing policy has adopted the highest industry standards, a combination of URAC/NCQA/CMS plus applicable state and federal requirements. Exceptions to these standards are reviewed and approved based on local access issues determined by the local health plan. We will follow and apply the provisions of state statutes, federal requirements, and accreditation standards that apply to credentialing activities.



Medical Prior Authorizations (PA)

You may submit PA Requests by:

Phone	Secure	Fax
1-855-676-5772	<u>Availity</u>	1-844-241-2495

Service Authorization Decision Timeframes	Turnaround Times
Urgent pre-service approval	72 Hours from receipt of request
Post-service approval	Thirty (30) Calendar days from receipt of the request
Standard non-urgent pre-service approval	Fourteen (14) Calendar from receipt of the request
Urgent concurrent approval	24 hours from receipt of request
Retrospective review approval	14 calendar days from receipt of the request

Additional timeframes and authorization information, can be found in the Provider Manual

Documentation requirements for authorization request:

- Member Information
- Diagnosis Code(s)
- Treatment or Procedure Code(s)
- Anticipated Start and End Dates of Service(s)
- Presentation of supporting objective clinical information, such as clinical notes, clinical notes, comorbidities, complications, progress of treatment, psychosocial situation, home environment, laboratory and imaging studies, and treatment dates, as applicable for the request.
- Include:
 - Office/Department Contact Name
 - Telephone
 - Fax Number

Additional information can be found here:

[Prior Authorization | Aetna Better Health of Michigan](#)

Aetna Authorization Tools (PROPAT and EviCore)

PROPAT

Available to providers to determine if PA is required; allows for entry of up to six Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding System (HCPCS) codes or a CPT group and select SEARCH. Search result definitions:

- YES - Prior authorization request is required for this service.
- NO - Health plan does not require a prior authorization request for this service (**PAR Providers Only**).
- NON-COV - CPT or HCPCS code entered is not a covered benefit by health plan.
- INVALID - CPT or HCPCS code entered was invalid, not found.
- EXPIRED - CPT or HCPCS code entered is no longer valid for use by health plan providers.
- [MedicaidPortal.Aetna.com/propat/Default.aspx](https://www.MedicaidPortal.Aetna.com/propat/Default.aspx)

EviCore

Healthcare performs utilization management services on behalf of Aetna for Musculoskeletal (pain management) and Radiology Management (includes advanced imaging such as CT, MRI, MRA, PET scans, and diagnostic OB ultrasounds).

- For radiology services, submit your PA request directly to EviCore at www.eviCore.com or call **1-888-693-3211** or fax **1-844-822-3862**.

Additional timeframes and authorization information, is in the Provider Manual

Concurrent Review Process

Overview

Aetna Better Health of Michigan conducts concurrent utilization review on **each** member admitted to an inpatient facility, including skilled nursing facilities (SNF) and freestanding specialty hospitals.

What does that mean?

- Admission certification is normally conducted within one business day of receiving medical information but no later than three (3) days of notification.
- Continued stay reviews are conducted before the expiration of the assigned length of stay. Providers will be notified of approval or denial of additional days. The nurses work with the medical directors in reviewing medical record documentation for hospitalized members.
- Review of the member's medical record to assess medical necessity for the admission, and appropriateness of the level of care, using the MCG Guidelines.
- Aetna Better Health uses the Hearst Corporation's MCG evidence-based care guidelines to ensure consistency in hospital-based utilization practices. The guidelines span the continuum of member care and describe best practices for treating common conditions. These guidelines are updated regularly as each new version is published. A free copy of individual guidelines pertaining to a specific case is available for review upon request by phone **1-866-874-2567**.

Pharmacy

Aetna Better Health of Michigan covers prescription medications and certain over-the-counter medicines when you write a prescription for a member.

We use CVS/Caremark for pharmacy benefit management services.

Online formulary search tool includes formulary status and indicates whether a drug requires step therapy (ST), has a quantity limit (QLL) or requires Prior Authorization (PA)

CVS Caremark Mail Order Pharmacy

No cost required and getting started is easy. Choose from multiple ways to enroll:

- Visit the CoverMyMeds® website or call toll-free at **1-866-452-5017**
- Visit the SureScripts website or call toll-free at **1-866-797-3239**

Visit our provider page for more information :

[Pharmacy | Aetna Better Health of Michigan](#)

Pharmacy PA:

Pharmacy Prior Authorization forms are available on our website and requests may be made telephonically at **1-866-316-3784 (TTY: 711)** or via fax **1-855-799-2551**

Pharmacy Billing Information:

BIN: 610591

PCN: ADV

Group: RX8826

Use Surescripts or CoverMyMeds® to:

- Submit prior authorization (PA)
- Check member eligibility and coverage status
- Check medication history, and formulary information

Quality Management Program

Overview

QM Program is a continuous quality improvement process that includes comprehensive quality assessment and performance improvement activities. The process enables us to:

- Assess current practices in both clinical and non-clinical areas
- Identify opportunities for improvement
- Select the most effective interventions
- Evaluate and measure on an ongoing basis the success of implemented interventions, refining the interventions as necessary

Medical Records Standards

ABHMI's standards for medical records have been adopted from the National Committee for Quality Assurance (NCQA) and Medicaid Managed Care Quality Assurance Reform Initiative (QARI).

All providers must adhere to national medical record documentation standards. For a complete list of minimum acceptable standards, please review the ABHMI Provider Manual

Quality Management - HEDIS

Healthcare Effectiveness Data and Information Set (HEDIS)

- Two ways data is collected for HEDIS measures.
 - Administrative- measures use claims/encounters for hospitalizations, medical office visits and procedures or pharmacy data only.
 - Hybrid- measures use data obtained directly from the member's medical record in addition to administrative data.

What is Our Ultimate Goal

- For providers to submit claims/encounters with coding that administratively captures all required HEDIS data via claims. This decreases or removes the need for medical record (hybrid) review.

Please see HEDIS Tips for PCPs located on our website at:

[Home | Aetna Better Health® of Michigan](#)

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)

What is EPSDT?

- It is a federally defined health program for children under age 21 who are enrolled in Medicaid.
- The EPSDT benefit is more robust than the ABHMI benefit for adults and is designed to assure that children receive early detection and care, so that health problems are averted or diagnosed and treated as early as possible.
- The goal of EPSDT is to assure that individual children get the health care they need when they need it – the right care to the right child at the right time in the right setting.

Provider Responsibilities:

- ✓ Complete the required screenings according to the current American Academy of Pediatrics “Bright Futures” periodicity schedule and guidelines
- ✓ Fully document all elements of EPSDT assessments, including anticipatory guidance and follow-up activities
- ✓ Report EPSDT visits by submitting the applicable CPT codes on claim submission

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)

EPSDT Services

Screening services must include, at a minimum,

- comprehensive health and developmental history (including assessment of both physical and mental health development);
- comprehensive unclothed physical exam;
- appropriate immunizations;
- laboratory tests (including blood lead level assessment appropriate for age and risk factors);
- health education (including anticipatory guidance).

Vision services - diagnosis and treatment for defects in vision, including eyeglasses

Dental services – dental screening/oral health assessment must be performed as part of every periodic assessment; referred for treatment for relief of pain and infections, restoration of teeth, and maintenance of dental health.

Hearing services - diagnosis and treatment for defects in hearing, including hearing aids.

Other necessary health care, diagnostic services, treatment to correct or ameliorate defects and physical and mental illnesses and conditions discovered by the screening services

Vaccines for Children (VFC) Program

Vaccines For Children (VFC) Program Aetna Better Health of Michigan facilitates the payment of allowable fees for the administration of childhood immunizations to see that vaccines administered to enrolled and eligible members under the Vaccines For Children (VFC) program are appropriately reimbursed.

Aetna Better Health will reimburse participating providers for administration costs for vaccines provided to eligible members under the VFC program. Please check VFC program eligibility with the State of Michigan.

For more information regarding VFC follow link:

<https://www.michigan.gov/mdhhs/adult-child-serv/childrenfamilies/immunization/providerinfo/vacforchildren/vfc-resource-guide>

What are the advantages to you being a VFC Provider?

- Reduction of your out-of-pocket costs because you don't have to buy vaccines with your own money.
- Allows you to charge an administrative fee to offset your cost of doing business.
- You no longer must refer patients to public health to get their vaccines.
- Enhances all services you provide relative to EPSDT and access to care.



Health Risk Screening

As an Aetna Better Health provider, it is expected that you perform appropriate baseline health assessments and diagnostic evaluations that provide sufficient clinical detail to establish, or raise a reasonable suspicion, that a Member has an OCS eligible medical condition. We rely on you, our network providers, to complete the Initial Health Risk Screening within thirty (30) days of the members enrollment to identify members who are at risk of or have special needs and those who are at risk for nursing home level of care.

The Health Risk Questionnaire for will assist us in identifying enrollees with special health care needs. If identified, we will follow-up with a Comprehensive Assessment (CA) as a part of the Risk Stratification Level Framework. This information must be included in the patient's medical records and supplied to Aetna Better Health of Michigan or its regulators upon request.

Three (3) documented outreach attempts: Enrollee to complete the questionnaire in-person, by phone, electronically via ABHMI member portal, or by mail.

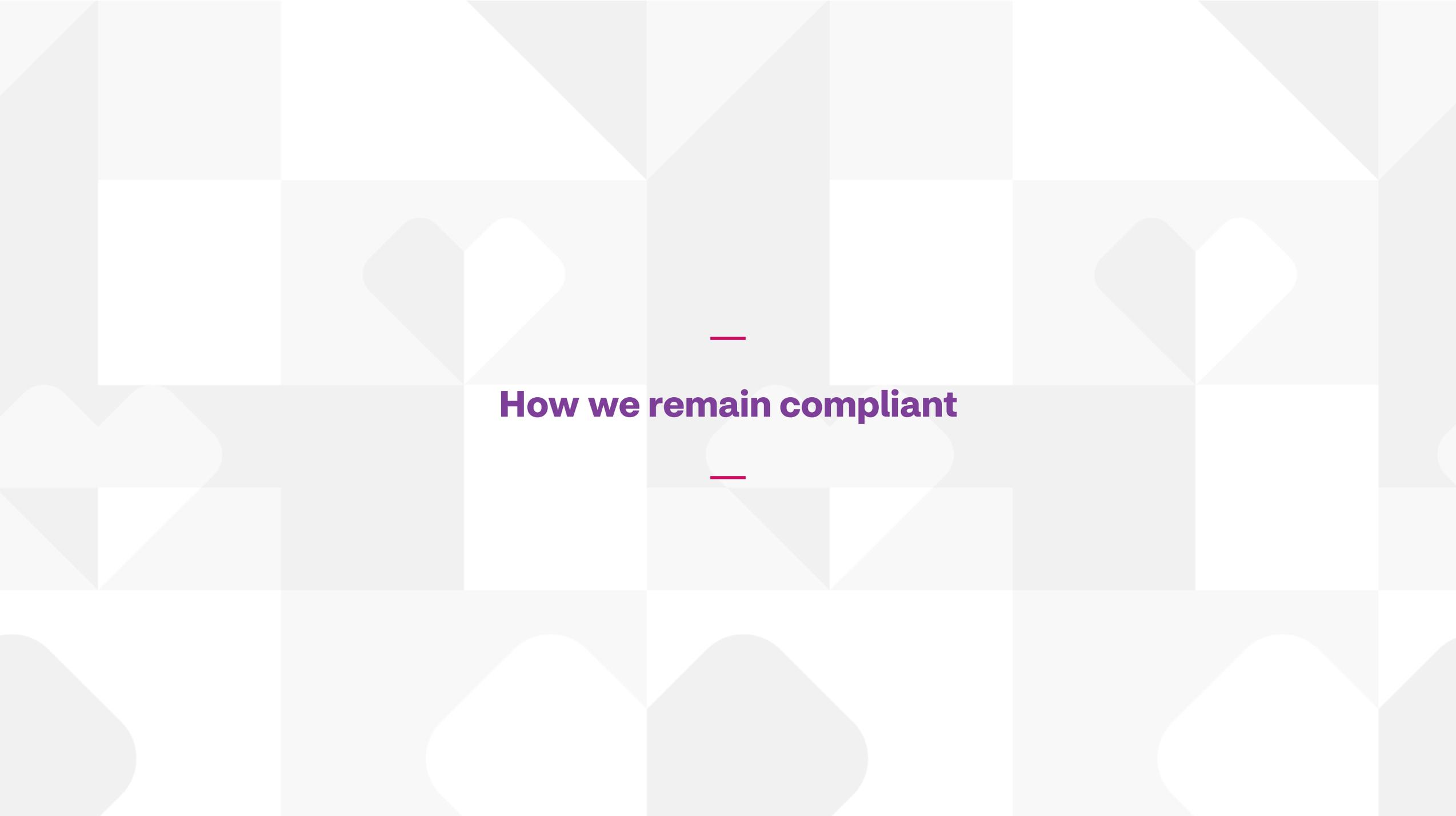
Health Risk Screening Questionnaire & Triggers

Questionnaire include but is not limited to:

- a. Demographic information for verification purposes;
- b. Current and past physical health and behavioral health conditions;
- c. Identifying Enrollees with Special Health Care Needs and specialized treatment or equipment;
- d. Services or treatment the Enrollee is currently receiving, including from out-of-State Providers;
- e. Pending physical health and behavioral health procedures, including services that may have been authorized by OHCA or another plan;
- f. Most recent ER visit, Hospitalization, physical exam, and medical appointments;
- g. Current medications; and
- h. Questions to address Social Determinants of Health, including food, shelter, transportation, utilities, and personal safety.

ABHMI Comprehensive Assessment

- a. Demographic intake;
- b. Cognitive process, such as intellectual ability, social-adaptive behavior, thought processes, thought content and memory;
- c. Functional or adaptive deficits/needs (e.g., ADLs, IADLs);
- d. Behavioral health, including previous psychiatric, addictions and/or substance abuse history, and a behavioral health, depression, and substance abuse screen;
- e. Medical conditions, complications, and disease management needs;
- f. Trauma, abuse, neglect, violence and/or sexual assault history of self and/or others, including Department of Human Services involvement;
- g. Disability history;
- h. Educational attainment, skills training, certificates, difficulties, and history;
- i. Family/caregiver and social history;
- j. Medication history and current medications, including name, strength, dosage, and length of time on medication;
- k. Social profile, community, and social supports (e.g., transportation, employment, living arrangements, financial, community resources) and support system, including peer and other recovery supports;
- l. Advance directives;
- m. Present living arrangements;
- n. Enrollee strengths, needs and abilities;
- o. Home environment; and
- p. Enrollee cultural and religious preferences.



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How we remain compliant

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Access to Care Guidelines

Appointment Availability Standards

Providers are required to schedule appointments for eligible members in accordance with the minimum appointment availability standards and based on the acuity and severity of the presenting condition, in conjunction with the member's past and current medical history. Provider Relations will routinely monitor compliance and seek Corrective Action markets (CAP), such as panel or referral restrictions, from providers that do not meet accessibility standards. Providers are contractually required to meet the Michigan Department of Health and Human Services (MDHHS) and the National Committee for Quality Assurance (NCQA) standards for timely access to care and services, considering the urgency of and the need for the services.

Appointment wait time standards for Primary Care Providers (PCPs), Obstetrics and Gynecologists (OB/GYNs), and high-volume Participating Specialist Providers (PSPs).

****Please note that follow-up to ED visits must be in accordance with ED attending provider discharge instructions.***

Access to Care Guidelines - continued

Physician Type	Service Type	ABH Response Standard
Primary Care Physicians (PCP)	Emergency Urgent Care Routine	Within 24 hours Two (2) calendar days Fourteen (14) working days
Behavioral Health	Non-Life Threatening Emergency Urgent Care Initial Visit	Within six (6) hours Within 48 hours Within 10 working days
Prenatal	First (1 st) Trimester Initial Second (2 nd) Trimester High Risk	Fourteen (14) working days Seven (7) working days Three (3) working days from referral

Please Note: Participating Providers are required to meet State standards for timely access to care and services, as specified in this Contract, taking into account the urgency of the need for services, in accordance with 42 C.F.R. § 438.206(c)(1)(i).

Telephone Accessibility Standards

All Providers must have a published after-hours telephone number and maintain a system that provides access to primary care 24 hours a day, 7-days-a-week. In addition, we encourage providers to offer open-access scheduling, expanded hours, and alternative options for communication (e.g., scheduling appointments via the web, communication via e-mail) between members, their PCPs, and practice staff. We routinely measure provider compliance with these standards as follows:

Our medical and provider management teams will continually evaluate emergency room data to determine if there is a pattern where a PCP fails to comply with after-hours access or if a member may need care management intervention.

Our compliance and provider management teams will evaluate member, caregiver, and provider grievances regarding after hour access to care to determine if a PCP is failing to comply on a monthly basis.

Providers must comply with telephone protocols for all the following situations:

- Answering the member telephone inquiries on a timely basis
- Prioritizing appointments
- Scheduling a series of appointments and follow-up appointments as needed by a member
- Identifying and rescheduling broken and no-show appointments
- Identifying special member needs while scheduling an appointment
- Triage for medical and dental conditions and special behavioral needs for noncompliant individuals who are mentally deficient

Abuse, Neglect and Exploitation

As mandated by state of Michigan, all providers who work or have any contact with an Aetna Better Health of Michigan members, are required as “mandated reporters” to report any suspected incidences of physical abuse (domestic violence), neglect, mistreatment, financial exploitation and any other form of maltreatment of a member to the appropriate state agency.

Children

Providers must report suspected or known child abuse, and neglect to the [Michigan Department of Human Services \(MDHHS\) Statewide 24-hour Child Abuse and Neglect Hotline](#) at **1-855-444-3911** or law enforcement agency where the child resides. Critical incidents must be reported if the alleged perpetrator is a parent, guardian, foster parent, relative caregiver, paramour, any individual residing in the same home, any person responsible for the child’s welfare at the time of the alleged abuse or neglect, or any person who came to know the child through an official capacity or position of trust (for example: health care professionals, educational personnel, recreational supervisors, members of the clergy, volunteers or support personnel) in settings where children may be subject to abuse and neglect.

Vulnerable Adults

Providers must report suspected or known physical abuse (domestic violence), neglect, maltreatment, and financial exploitation of a vulnerable adult immediately to one of the following State agencies:

- Michigan reporting Hotline: **855-444-3911**
- Reporting Agencies
- Please follow link below for more information on abuse, neglect, and exploitation: [Abuse & Neglect \(michigan.gov\)](#)

Fraud, Waste, and Abuse

Fraud

An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to him/herself or some other person. It includes any act that constitutes fraud under applicable federal or State law.

Waste

Over-utilization of services (not caused by criminally negligent actions) and the misuse of resources.

Abuse

Means provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes beneficiary practices that result in unnecessary cost to the Medicaid program.

Providers can report suspected fraud, waste, or abuse in the following ways:

- By phone to the confidential Aetna Better Health of Michigan
- By phone to our confidential Special Investigation Unit (SIU) at Aetna Better Health of Michigan | **1-855-421-2082**

You can also report provider fraud to the Federal Office of Inspector General in the U.S. Department of Health and Human Services at **1-855-643-7283**.

Claims and Claims Submission

Filing a claim:

- First, you'll need to fill out a claim form.
- New claims must be filed within 365 days from the date you provide services, unless there's a contractual exception. For hospital inpatient claims, the date of service refers to the date that the member was discharged.

Some timeframes to note:

- Medicaid: You have 180 days from the paid date to resubmit a revised version of a processed claim.
- Medicare-Medicaid (Aetna Better Health Premier Plan): You have one year from the date of service or discharge to resubmit a revised version of a processed claim.

Online

[Availity](#) is our provider portal, which provides functionality for the management of patients, claims, authorizations and referrals. To submit claims online via Availity, choose the button labeled "Medicaid Claim Submission- Office Ally." This link will take you directly to the Office Ally website where you can submit claims using their online claim entry feature or by uploading a claim file.

Providers must have an Office Ally account to submit claims online. Submission of your ABH claims using Office Ally is free of charge. The status of claims submitted online should be managed through your Office Ally Account.

By Mail

Hard copy:

Medicaid:

Aetna Better Health of Michigan
Po Box 982863
El Paso, TX 79998-2963

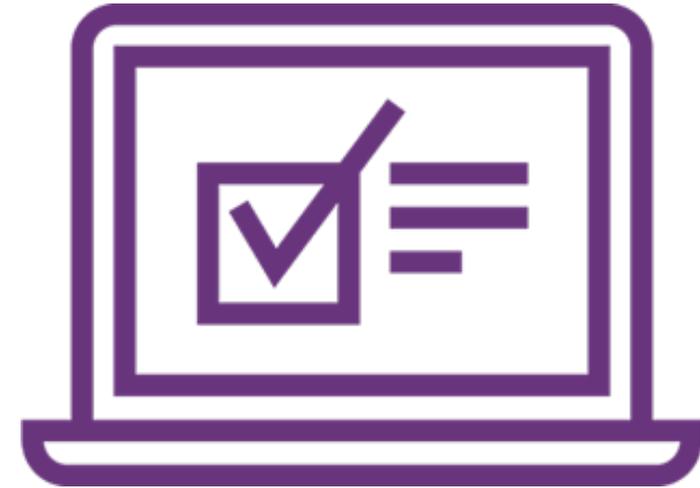
Medicare-Medicaid (Aetna Better Health Premier Plan):

Aetna Better Health of Michigan
Po Box 982963
El Paso, TX 79998-2983

Claim reconsideration

You can submit a claim reconsideration through [Availity](#) or by mail. If you submit by mail, you'll need to include these documents.

- [Claim reconsideration and dispute form](#)
- An updated copy of claim –all lines must be rebilled.
- A copy of the original claim (reprint or copy is acceptable)
- A copy of the remittance advise on which we denied or incorrectly paid the claim.
- A brief note describing the requested correction
- Any other required documents



*Mark resubmitted claims clearly with “resubmission” to avoid denial as a duplicate.

EFT/ERA Registration Services (EERS)

EFT makes it possible for us to deposit electronic payments directly into your bank account. Some benefits of setting up an EFT include:

- Improved payment consistency
- Fast, accurate and secure transactions

ERA is an electronic file that contains claim payment and remittance info sent to your office, The benefits of an ERA include:

- Reduced manual posting of claim payment info, which saves you time and money, while improving efficiency.
- No need for paper Explanation of Benefits (ROB) statements

*EERS offers payees multiple ways to set up EFT and ERA in order to receive transactions from multiple payers. If a provider's tax identification number (TIN) is active in multiple states, a single registration will auto enroll the payee for multiple payers. You can also complete registration using a national provider identifier (NPI) for payment across multiple accounts.

Echo Health

Echo Health processes and distributes Sooner Select claims payments to providers. To enroll in EERS, visit the [Aetna Better Health Echo portal](#).

Sign up for EFT:

To sign up you'll need to provide an ECHO payment draft number and payment amount for security reasons as part of the enrollment authentication. Find the ECHO draft number on all provider Explanation of Provider Payments (EPP), typically above your first claim on the EPP. Haven't received a payment from ECHO before? You'll receive a paper check with a draft number you can use to register after receiving your first payment.

- You can also update your preferences on the dedicated [Aetna Better Health Echo portal](#).
- Fees apply when you choose to enroll in ECHO's ACH all payer program. Be sure to use the portal for no fee processing. You can confirm you're on our portal when you see "Aetna Better Health" at the top left of the page.
- There could be a 48-hour delay between the time you receive a payment, and an ERA is available.

If you need assistance, contact ECHO Health at allpayer@echohealthinc.com or **888-834-3511**.

Claim Submission Resources

Claim Submission Assistance/Links

- Claims must be legible and suitable for imaging and/or microfilming for permanent record retention. Complete ALL required fields and include additional documentation when necessary.
 - How to fill out a CMS 1500 Form:
<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/clm104c26.pdf>
 - Sample CMS 1500 Form:
<http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1500805.pdf>
 - How to fill out a CMS UB-04/1450 Form:
<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/clm104c25.pdf>

Claim Reconsideration vs. Provider Appeal

Aetna Better Health has two separate and distinct processes designed to assist providers with issue resolution. The chart below illustrates filing a claims reconsideration/resubmission versus a provider appeal. If the provider has a dispute with the resolution of a claim, they may challenge the claim denial or adjudication by filing a request to appeal. However, before filing an appeal, the provider should verify the claim does not qualify as a claim resubmission or reconsideration.

Information	Reconsideration	Non-Par Provider Appeal Dispute	Par Provider Approval
Form (online)	Resubmission/Reconsideration Form	Non-Par Provider Appeal Form	Par Provider Appeal Form
Address	Aetna Better Health of Michigan Attn: Reconsiderations PO Box 982963 El Paso, TX 79998-2963	Aetna Better Health of Michigan Medicaid Attn: Grievance & Appeals PO Box 81040 5801 Postal Road Cleveland, OH 44181	Aetna Better Health of Michigan Attn: Reconsiderations PO Box 982963 El Paso, TX 79998-2963
Appropriate Categories	Claim resubmissions Corrected claims (including missing/incomplete/invalid diagnosis, procedure, or modifier denials)	Denied days for IP (inpatient) stays. Authorization denials for late Notification.	Denied days for IP (inpatient) stays. Authorization denials.
Appropriate Categories	Timely Filing COB (missing/ illegible primary explanation of benefits)	Claim denial for no authorization/ precertification / medical necessity not met Services denied per the finding of a review organization Disclaimer: All Tenet Appeal is 365 Days from Denial Date.	Claim denial for no authorization/precertification/medical necessity not met. Services denied per the finding of a review organization.
Timeframe	180 days from the date of processing/denial	Claim denial appeals must be submitted within 90 days of the date of service	Claim denial appeals must be submitted within 90 days of the date of service
		Authorization denial appeals must be submitted within 90 days after the date of the adverse action (denial letter). Disclaimer: All Tenet Appeal is 365 Days from Denial Date	Authorization denial appeals must be submitted within 90 days after the date of the adverse action (denial letter)



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Grievance & Appeals

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How to submit a Provider Grievance?

Call: **1-866-316-3784** and press * option and follow prompt.

Fax: **1-866-889-7517**

Mail: Aetna Better Health of Michigan
Attn: Provider Grievance
PO Box 818070 5801 Postal Road
Cleveland, OH 44181-0040

Email: MIAppealsandGrievances@Aetna.com

Secure Web Portal:
AetnaBetterHealth.com/Michigan/providers/portal



How to submit a Member Grievance?

By Calling Member Services: **1-866-316-3784**

Fax: **1-866-889-7517**

Mail: Aetna Better Health of Michigan
Attn: Appeals Coordinator
PO Box 818070
5801 Postal Rd
Cleveland, OH 44181-0040

In person : Aetna Better Health of Michigan
Attn: Member Grievance
2 Towne Square Suite# 275
Southfield, MI 48076

Email: MIAppealsandGrievances@Aetna.com



How to submit a Provider Appeal?

Call: **1-866-316-3784** and press * option and follow prompt.

Fax: **1-866-889-7517**

Mail: Aetna Better Health of Michigan

Attn: Provider Grievance

PO Box 818070 5801 Postal Road

Cleveland, OH 44181-0040

Email: MIAppealsandGrievances@Aetna.com

Provider Portal : AetnaBetterHealth.com/Michigan/providers/portal

What is the Appeal Decision Response Time?

- Pre-service Appeals: within 30 calendar days
- Post service Appeals: within 45 calendar days
- Appeals are reviewed by a physician not involved in original decision and not subordinate to original decision marker
- The Appeal decision is the final decision



Grievance & Appeal (Expedited)

Process	Definition	Determination
Inquiry	Inquiries are handled daily and are generally resolved during the initial contact. Questions received from a member or provider regarding issues from an Aetna Better Health Member Service Representative, such as benefits information, claim status, or eligibility, are classified as an inquiry. To avoid delay in processing an inquiry, do not label an Inquiry as a Grievance or Appeal. Written Inquiries should be mailed to the address listed below.	Fifteen (15) working days from receipt of the Inquiry
Grievance	Any written or oral expression of dissatisfaction with any aspect of care other than the Appeal of actions is considered an Appeal expressed by a member or provider. This dissatisfaction refers to any reason other than dissatisfaction due to the Health Plan's adverse benefit determination or action. A complaint is a Grievance. Most Grievances are categorized as Quality of Care, Quality of Service, or Service Center Specific.	Member 90 days and Provider 45 days
Appeal	An Appeal is a written or oral request by the member or provider to review an Adverse Determination or payment/reimbursement denial related to a health service request or benefit that the member or provider believes he or she is entitled to receive. Denial or limited authorization of a requested service, including the type or level of service that the service is determined to be experimental, investigational, cosmetic, not medically necessary, or inappropriate. A failure to provide services in a timely manner as defined by the State and failure of the Health Plan to act within specified timeframes. The Appeal must be received by Health Plan within ninety (90) calendar days after the date of the Health Plan's Notice of Action for it to be considered an Appeal.	Seventy-two (72) hours from receipt of the Expedited Appeal request for each level of internal Appeal 30 calendar days for members and 45 days for providers from receipt of the Standard Appeal request for each level of internal Appeal.

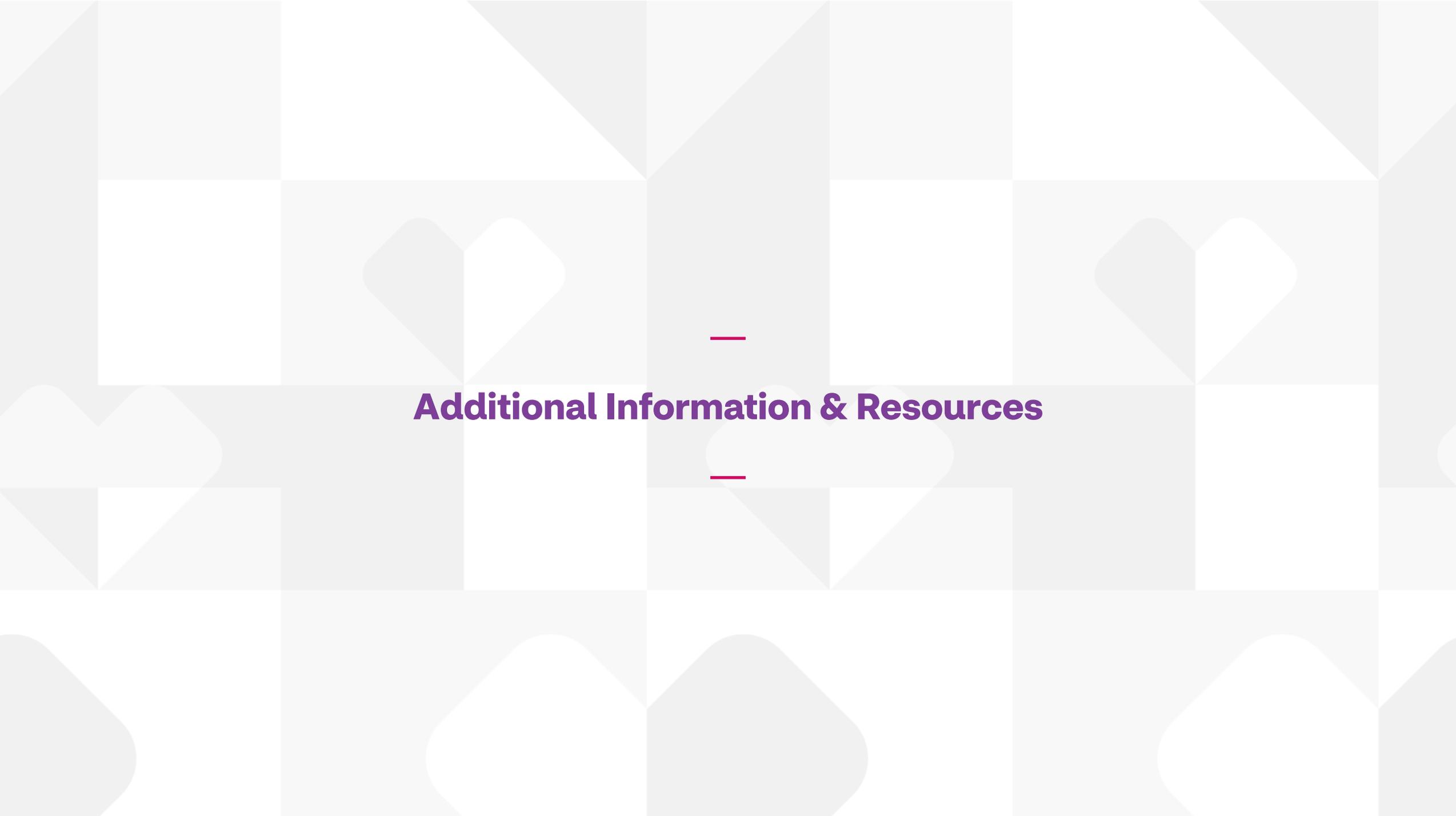
Grievance & Appeal (Expedited) Address

Expedited Appeal Requests

Expedited requests are available for circumstances when the application of the standard appeal time frames would seriously jeopardize the life or health of the member or the member's ability to attain, maintain or regain maximum function.

To request an expedited review, send a fax to **1-866-889-7517**

Address for written inquiries and grievances	Address for written appeals
Aetna Better Health of Michigan Attn: Inquiries PO Box 81040 5801 Postal Road Cleveland, OH 44181	Aetna Better Health of Michigan Attn: Grievance & Appeals PO Box 81040 5801 Postal Road Cleveland, OH 44181



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Additional Information & Resources

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Available Resources

- **Claims Inquiry & Research (CICR) team**
- **Provider Enrollment team**
- **[Online provider manual](#)**
- **[Secure web portal](#)**
- **Dedicated Network Relations Manager**
- **Quick Reference Guide**

Our Website

Tools

List of Participating Providers

Pharmacy Search Tool

Provider Manual

24/7 Secure Provider Portal

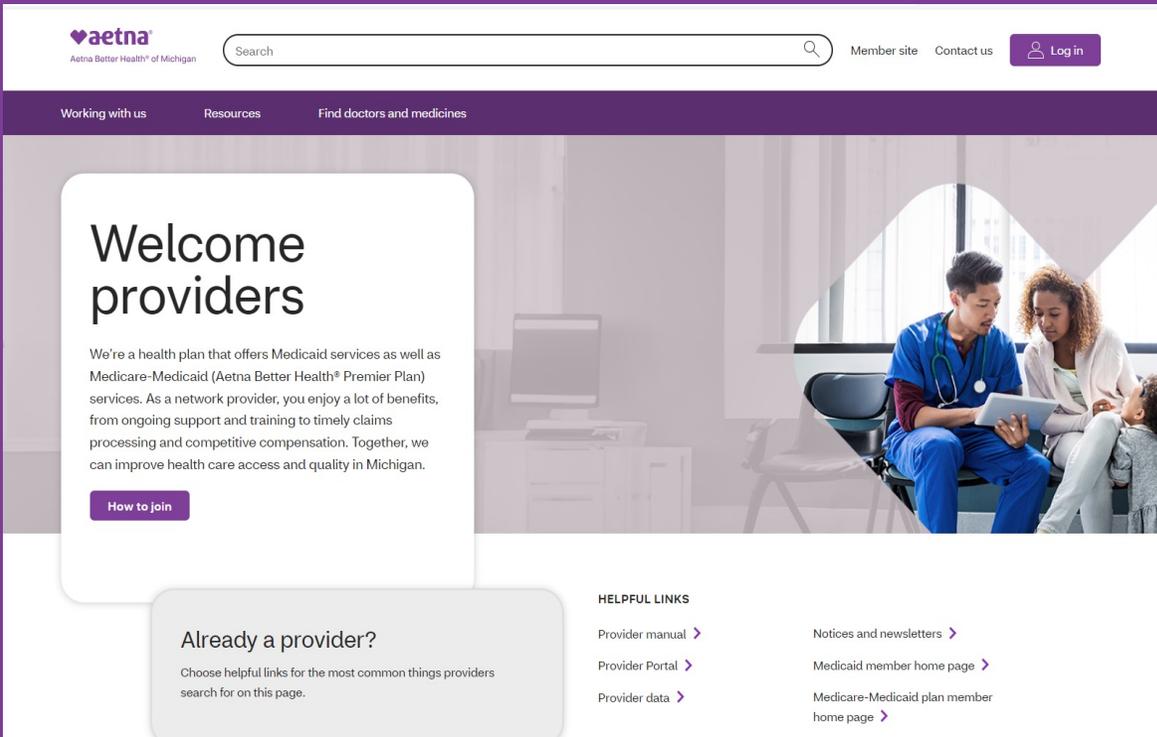
Clinical Guidelines Forms

Provider Education

BH Screeners

Website:

[For Health Care Providers | Aetna Better Health of Michigan \(aetnabetterhealth.com\)](https://aetnabetterhealth.com)



Secure Provider Portal Registration

To register for access to the secure provider portal on Availity, simply follow these four easy steps:

- 1 Select the *For Providers* tab on the navigation bar at the top of our website.
- 2 Select *Portal* from the menu on the left side of your screen.
- 3 Scroll to the bottom of the page and select *Click here to register* and follow the on screen prompts to complete your registration.
- 4 Once logged into the Availity homepage, go to Payer Spaces on the navigation bar. Select *Aetna Better Health* from your payer list to access all available transactions and features.

The screenshot shows the Availity website's navigation bar with tabs for Home, Become A Member, For Members, For Providers, Health & Wellness, and About Us. A left-hand menu lists various resources, with 'Provider Portal' highlighted. The main content area is titled 'Provider Portal' and contains introductory text, a list of features, and a list of benefits effective from 1/19/2021. A red arrow points to the 'Click here to register' link in the bottom section of the page.

Home | **Become A Member** | **For Members** | **For Providers** | **Health & Wellness** | **About Us**

For Providers

- Join Our Network
- Provider Manual
- Notifications And Newsletters
- Authorizations
- Document Library
- Pharmacy
- Practice Guidelines/Screening Tools
- Provider Education
- Complaints, Grievances And Appeals
- Provider Portal**
- Resources
- HEDIS
- Compare Health Plan Ratings

Provider Portal

Our enhanced, secure and user-friendly web portal is now available. This HIPAA-compliant portal is available 24 hours a day. And it supports the functions and access to information that you need to take care of your patients. Popular features include:

- *Single sign-on* – One login and password allows you to move smoothly through various systems.
- *Mobile interface* – Enjoy the additional convenience of access through your mobile device.
- *Personalized content and services* – After log-in, you will find a landing page customized for you.
- *Real-time data access* – View updates as soon as they are posted.
- *Better tracking* – Know immediately the status of each claim submission and medical PA request.
- *eReferrals* – Go paperless. Refer patients to registered specialists electronically and communicate securely with the provider.
- *Auto-Auths* – Depending on the auth type and service location, it is possible to receive an auto-approval on your request.
- *Detailed summaries* – Find easy access to details about denied PA requests or claims.
- *Enhanced information* – Analyze, track and improve services and processes.
- *Access to Member Care* – You can connect to your patients and their care teams. You can access:
 - A real-time listing of your patients
 - Information on your practice
 - Email capability with care managers

Visit our [Provider Portal page](#) - [Log in](#)

Effective 1/19/2021 Aetna Better Health will begin using the Availity Provider Portal.

- Provider Portal Benefits as of 1/19/2021 include
 - Payer Spaces
 - CHC Claim Submission Link
 - Contact Us & Messaging
 - Claim Status Inquiry
 - Grievance Submission
 - Appeals Submission
 - Grievance and Appeals Status
 - PDM
 - Ambient (Business Intelligence Reporting)
 - Clear Claim
 - ProPAT
 - Provider Intake

If you are not registered, we recommend that you do so immediately.

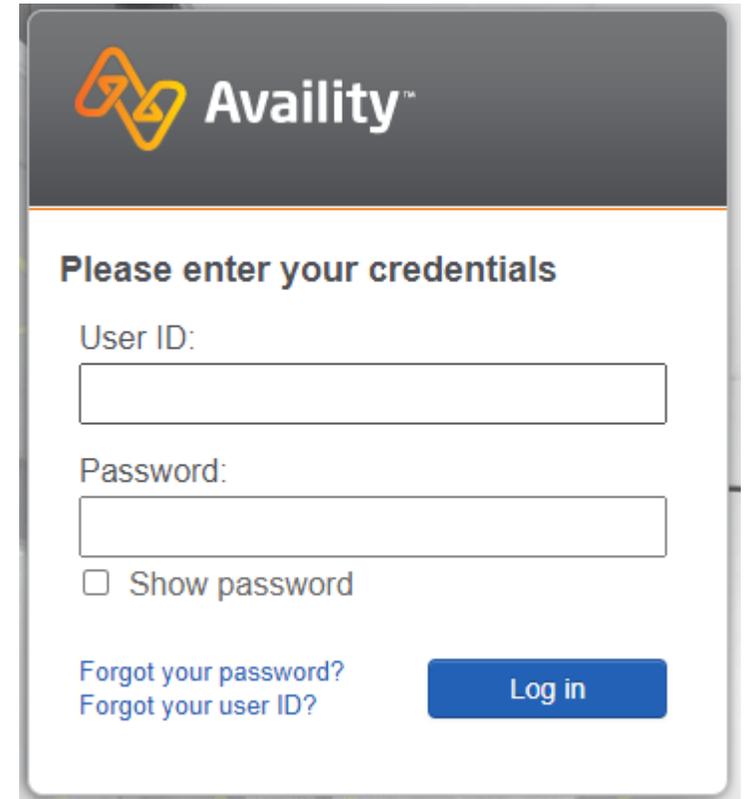
- [Click here](#) to learn more about Availity Portal Registration
- [Click here to register](#)
- For registration assistance, please call Availity Client Services at 1-800-282-4548 between the hours of 8:00 am and 8:00 pm Eastern, Monday-Friday (excluding holidays)

Availity (Provider Secure Web Portal)

We are thrilled to announce that Aetna Better Health Michigan will be using Availity for our provider portal. We are excited to support you as you provide services to our members. Our communications will be via email. Keeping our providers informed is our priority.

Some highlights of increased functionality include:

- Claims look up
- Online claim submission
- Prior authorization submission and look up
- Grievance and Appeals submission
- Panel searches
- A new robust prior authorization tool
- Review of Grievance and Appeals cases
- Eligibility and member look up

A screenshot of the Availity login portal. At the top, there is a dark grey header with the Availity logo (two interlocking orange and yellow shapes) and the word "Availity™" in white. Below the header, the main content area is white. It starts with the heading "Please enter your credentials" in bold. There are two input fields: "User ID:" followed by a white rectangular box, and "Password:" followed by a white rectangular box. Below the password field is a checkbox labeled "Show password". At the bottom left, there are two links: "Forgot your password?" and "Forgot your user ID?". At the bottom right, there is a blue button with the text "Log in" in white.

Availity

Introducing Adult Psychiatry eConsults

Aetna Better Health of Michigan has launched a new quality care initiative to support you in caring for adult patients who have mental health needs. **There is no charge to the patient or practice.**

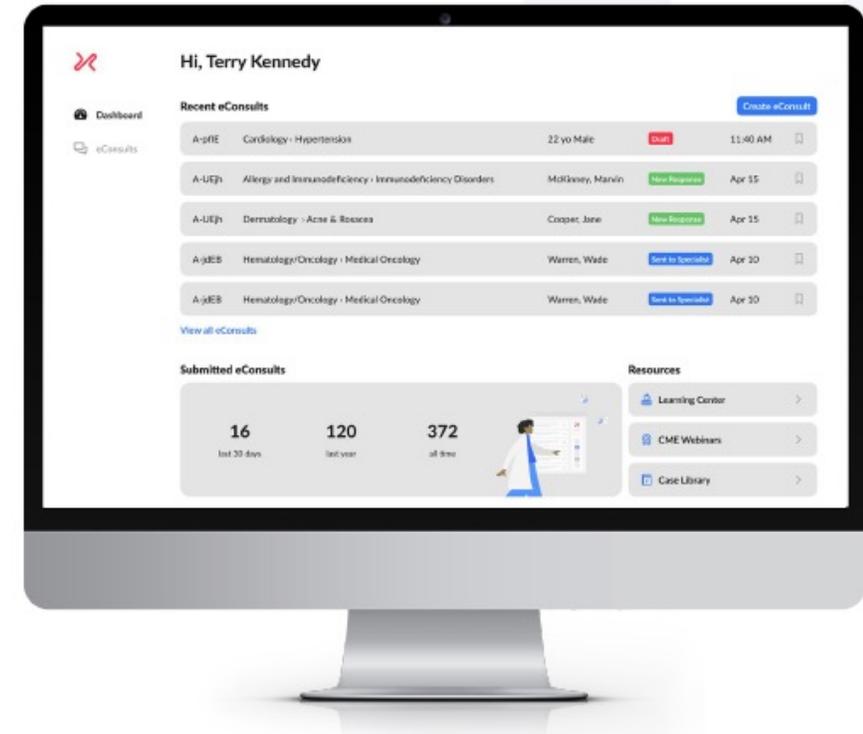
How the program works:

1. Patient is seen by provider
2. Provider submits eConsult
3. Psychiatrist reviews and responds
4. Provider receives valuable insights

Note: this program is intended to support and supplement your patient care and enhance your ability to help your patients.

About RubiconMD

RubiconMD connects primary care clinicians to psychiatrists via eConsult. eConsults are asynchronous conversations between a primary care team and psychiatrists. All RubiconMD psychiatrists are US-based, board certified physicians practicing at top institutions.



To get set up with an account:

Email Victoria Varah directly at victoria@rubiconmd.com

***eConsults are education based insights only, if you believe a referral is needed please move forward with one**

Provider Manual

The provider manual contains plan policies, procedures and benefits. You'll also find general reference information such as the minimum standards of care required of Plan providers.

The most current version of the provider manual is available on AetnaBetterHealth.com/Michigan.

To request a copy of the provider manual by email or mail, or for general questions, simply contact our Provider Relations Department:

Email: AetnaBetterHealth-MI-ProviderServices@Aetna.com



Secure Provider Portal Tools and Resources

Availity Provider Portal benefits include:

- Payer Spaces
- Claim Submission and Status transactions
- Contact Us & Messaging
- Grievance and Appeals transactions
- PDM
- Eligibility and benefits inquiries
- Enhanced Grievance & Appeals transactions
- Panel roster
- Ambient (Business Intelligence Reporting)
- Clear Claim
- Prior Authorizations tools
- Provider Intake
- Dynamo (Case Management)
- View EOB
- Remittance viewer

For registration assistance, call Availity Client Services at **1-800-282-4548** between the hours of 8 AM and 8 PM Eastern, Monday-Friday (excluding holidays)

For access to the following features, please continue to use the Aetna Better Health of Michigan provider portal until they transition to the secure provider portal on Availity:

- Eligibility & Benefits
- Panel Roster
- Remit PDF
- Provider Portal Registration Form
- Provider Portal Instructions

Provider Relations

Our provider Relations staff is available to you Monday - Friday 8 AM - 5 PM to assist you on any facets of your relationship with Aetna Better Health of Michigan. You can reach Provider Relations via:

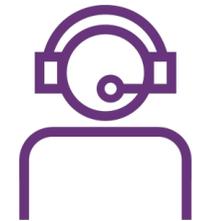


Aetna Better Health Premier Plan **1-855-676-5772**

Aetna Medicaid Plan **1-866-314-3784 (Option 4 then Option 6)**



AetnaBetterHealth-MI-ProviderServices@Aetna.com



Each Participating Provider Practice is also assigned a Provider Relations Liaison to assist with questions or concerns.

Remittance advice

- Remittance advices are located within the Aetna Better Health of Michigan new provider portal AetnaBetterHealth.com/Michigan
- Electronic Remittance Advice (ERA) are available via your electronic vendor/clearinghouse, if applicable
- Claims and remit information will remain available on our provider portal for up to three (3) years

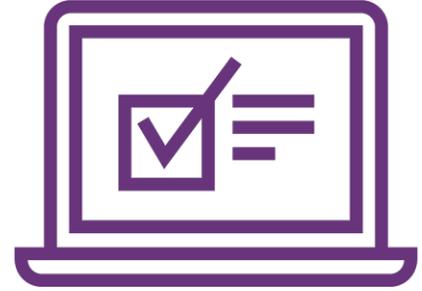
Enrollment Options for EFT/ERA

- Online via our Secure Web Portal AetnaBetterHealth.com/Michigan
- Call Provider Relations at **1-866-314-3784**

Provider Trainings

Providers must complete Annual Compliance Trainings, which includes the following:

- Cultural Competency Training
- HIPAA/Confidentiality Training
- Compliance/Fraud/Waste/Abuse Training
- First Tier, Downstream and Related (FDR) Medicare Compliance Training
- Americans with Disability Act (ADA) Trainings



Once complete, provider offices must complete the required attestation indicating all required staff have been trained.

Newsletters

Aetna Better Health of Michigan regularly communicates important plan information through its Newsletter to providers.

<https://www.aetnabetterhealth.com/michigan/providers/notices-newsletters.html>

Your Aetna Better Health of Michigan Team

Provider Experience (PE) Team Contact List

Email:

Phone: [1-866-316-3784](tel:1-866-316-3784)

Your Provider Experience Manager:

Primary Point of Contact

Lead Director, Provider Experience:

Lawrence Hayes

Executive Director, Network Management:

Shelonda Dobson

Thank you for your time and partnership!



Questions?



Thank you for your
time and partnership!