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AetnaBetterHealth.com/Michigan

Aetna Better Health® of Michigan

Medicaid providers: Help ensure your patients don't lose their coverage

As you may know, continuous coverage of Medicaid ended March 31, 2023. Starting April 1, 2023, states were given 12 months to recertify the eligibility of all Medicaid enrollees.

- Those who no longer meet eligibility requirements — or who don't take steps to confirm their eligibility — will lose their coverage.
- Even before the public health emergency related to COVID-19, thousands of

people were disenrolled from Medicaid every month for procedural reasons. In many cases, recipients weren't even aware that they needed to recertify their eligibility.

How you can help

- Remind your patients to confirm their current contact information with their state Medicaid agency or caseworker. They can visit **AetnaBetterHealthMI.com/Learn** to get started.

Continued on page 2

Fall 2023

2536191-16-01-FA (09/23)



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Let's be the champions for our Sickle Cell Warriors

Aetna Better Health of Michigan is recommitting itself to improving health outcomes and quality of life for our members and families impacted by sickle cell disease (SCD). With the support of health care providers, our members with SCD experience fewer barriers to care and have the opportunity to live their life to the fullest.

Preventive services are proven to help reduce the morbidity of sickle cell disease. When a member or patient comes into your office for SCD-related services, such as annual visits, pain management, discharge follow-up or a recent emergency department visit, there is an opportunity to promote the recommended SCD preventive services and treatment.

Medicaid providers: Help ensure your patients don't lose their coverage, *continued*

- Also, make note of the phone number for your state's Medicaid enrollment office. Keep it handy at your front desk, billing office or anywhere staff can share it with patients.

Thank you for supporting us in this effort. Find out more at **[AetnaBetterHealthMI.com/Learn](https://www.aetna.com/betterhealth/michigan)**

Recommended preventive services:

1. Antibiotic for prevention of infection: Daily antibiotic prophylaxis for ages 0 to 5
2. Hydroxyurea for prevention of pain crises: Daily for ages 9 months+
3. Transcranial Doppler screening for prevention of stroke: Annually for ages 2 to 16

Pediatric sickle cell disease medication updates

The following medication prescription fills have been

extended to three months/102 days:

- Penicillin VK powder (125mg/5ml, 250mg/5ml solutions)
- Amoxicillin powder (125mg/5ml, 200mg/5ml, 250mg/5ml, 400mg/5ml suspensions)
- Amoxicillin chewable tablets (125mg, 250mg)
- Penicillin tablets (250mg, 500mg)
- Amoxicillin tablets/capsules (250mg, 500mg, 875mg)

How Aetna can help patients with sickle cell disease

Dedicated care management:

- Provides care coordination, person-centered planning and collaboration with local health departments and CSHCS to address barriers in treatment and access to care.
- Aids with transition to adult care, addressing the psychological toll, stigmatization and pain management that can come with SCD.

Community health worker (CHW) services:

- Remove barriers impacting social determinants of health, such as housing, food, educational support, social supports, transportation, community inclusion and health literacy.
- Provide telephonic and face-to-face visits with members and their families.
- Accompany members to health provider appointments to support adherence to the treatment plan.
- Provide referrals to community-based organizations that are essential to improving quality of care.



Our provider portal on Availity®

The Availity portal is your one-stop shop for doing business with us. Availity is a multi-payer portal. All you need is a username and password to log in. Then you'll be able to access multiple health plans, including Aetna®.

Pre-service

- Check eligibility and benefits in real time, including financial information.
- Find out your patients' financial responsibility for professional and outpatient services by using the patient cost estimator.*
- Use provider data management to verify and update your business and provider information.

**FOR PATIENT COST ESTIMATOR: Estimated costs aren't available in all markets or for all services. We provide an estimate for the amount of a particular service. It's not a guarantee.*

***FOR FEE SCHEDULES & LOOKUP TOOLS: Some functions require using your Aetna Provider Identification Number (PIN).*

- View our national precertification list to see what services require preauthorization.
- View fee schedules** for contracted physicians.

Post-service claim submission

- Primary or secondary coordination of benefits.
- Use the code edit lookup tools to see how we'll process procedures individually or combined with others.**
- Access our payment and coding policies.
- Check the status of your claim and download an Explanation of Benefits.
- Dispute eligible claims as a reconsideration or appeal (includes uploading supporting information).
- Sign up to get emails when we transmit an electronic funds transfer.

At the time of service

- Submit referral or authorization requests electronically for medical or behavioral health services.
 - You may be asked to fill out a clinical questionnaire.

Need help with Availity?

Attend a live webinar! Go to [AetnaWebinars.com](https://www.aetnawebinars.com) to learn more.

Call **1-800-AVAILITY (1-800-282-4548)** for questions about getting started on Availity.

For help with Aetna: Send us an email at any time by using the Contact Us feature.

Check out our Payer Spaces to read news and announcements, view resources and find other portal tools.

Complete it for an immediate decision.

- Use an authorization/referral inquiry to check the status of the request and to view selected status letters.
- Monitor the Authorization/Referral Dashboard for all submitted requests and click to share patient discharge information with us.
- Request authorization for certain drugs through Novologix.