

# Provider Newsletter

SUMMER/FALL 2018



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## Tobacco Cessation Corner

We all know the benefits of quitting smoking. Aetna Better Health and Aetna Better Health Kids give you the tools to help our members quit smoking. Below are some of those tools and resources that you can provide members to get them on the road to quitting tobacco for good!

### Some of the approved nicotine replacement drug/ drug classes we cover:

- Nicotine Replacement Agents (e.g. patches, gum, inhaler)
- Bupropion (dopamine/norepinephrine-reuptake Inhibitor)
- Chantix (partial nicotine agonist)

### Complete Aetna Better Health Formulary and smoking deterrents:

- View our [complete formulary](#)

### PA Free Tobacco Quitline – 1-800-QUIT NOW

Members can take that first step to quitting and talk to a counselor today! Members can speak with a tobacco cessation counselor to get ongoing telephonic support and guidance to quit using tobacco products which can be critical to finally quitting.



## Become a Certified Smoking Cessation Counselor

Provider office staff can become certified smoking cessation counselors. Below is information about how to become a certified smoking cessation Counselor and scholarship funding information:

### **Certified Tobacco Treatment Specialist training program at UPenn/Penn Medicine:**

If you have questions you can email them directly at [PennStop@uphs.upenn.edu](mailto:PennStop@uphs.upenn.edu) for more information.

**Contact HPC Tobacco via email at [tobaccocontrol@phmc.org](mailto:tobaccocontrol@phmc.org) or [smccormick@phmc.org](mailto:smccormick@phmc.org) or call Sean McCormick from the Health Promotion Council at 1-215-731-6154.**

These are great programs, so please encourage any and all of your staff to attend! — Typically they offer another round of programs every 4-6 months, even if one is not currently posted.

### **Tobacco Training at [Penn Medicine](#)**

5 Day Course – National Certification – requirements:

- Attend Course M-F 9 am - 5 pm
  - Have or acquire 200 hours of supervised treatment or group co/facilitation
  - Pass written exam submitted to UPenn
  - Full scholarships available for limited time; please inquire within. Accredited by: [NAADAC](#)
- Certification/Training Key Topics and Activities
  - Tobacco and nicotine design
  - Nicotine chemistry and neurobiology
  - Behavioral models of relapse
  - Safety and best-use practices for FDA-approved cessation aids (e.g. nicotine replacement and medications)
  - Urge management strategies
  - Visit pulmonology patients who are working through quit attempts
  - Ask, advise, refer and local, supportive resources/providers/groups
  - Designing a tobacco treatment program for your agency



## Did you miss an MAB?

If you missed a recent Medical Assistance Bulletin, just click [here](#).

## Network Development Update

We are excited that our provider network continues to grow. Below are some of the provider groups we have recently added:

### Lehigh Valley and Hazleton area

- Lehigh Valley Hospital
- Lehigh Valley Hospital – Hazleton
- Lehigh Valley Hospital – Muhlenberg
- Lehigh Valley Physician Group

### South Central Pennsylvania

- Penn State Health St. Joseph

### West Virginia

- Weirton Medical Center

This growth means more choices for our members. We have added providers in specific areas across the Commonwealth. They'll have even more choices of Primary Care Providers (PCP) and specialists in these areas.

In addition to the recent changes above, the following Jefferson Health hospitals will be added to our network September 1, 2018:

- Jefferson Bucks Hospital (part of Aria Health)
- Jefferson Frankford Hospital (part of Aria Health)
- Jefferson Torresdale Hospital (part of Aria Health)
- Methodist Hospital
- Thomas Jefferson University Hospital

Jefferson employed physicians will also be included in our network.



## Reminder: Changes to Complaints, Grievances and Appeals Process

Effective July 1, 2018, The Pennsylvania Department of Human Services (DHS) updated the Complaints, Grievances and Appeals process. This updated process is available in the new Aetna Better Health [Provider Manual](#).

## Provider Appeal Information

Providers may file an appeal with Aetna Better Health if the provider disputes the resolution of a claim denial or adjudication, or services were provided without the proper authorization.

**Note:** when submitting the initial prior authorization request, it's important to **submit all clinical information with the initial request**. Providing all clinical information up front will reduce denials related to prior authorization.

**Tips for submitting provider appeals:** State exactly what is being disputed and why the claim should be paid, contact person, contact phone number and mailing address of appeal requestor should be typed or clearly written. Include the claim number and date of service on the appeal.

Submit appeals in writing to Aetna Better Health by fax or mail within **60 days of the provider remittance date**.

Appeals Fax Number: 1-860-754-1757

Appeals Mailing Address: Aetna Better Health of Pennsylvania,  
2000 Market Street, Ste 850, Philadelphia, PA 19103



## Check Out Our Free HEDIS® Training Webinar Series

Join us for our next webinars, **Back to school physicals and HEDIS measures affecting 12-21 year old members** is being held on:

August 21st, 10:00 AM EST [Join webinar](#)  
or

August 22nd, 1:00 PM EST [Join webinar](#)

Topics covered in this webinar include:

- Gaps-in-care – How to cut down on the burden of Medical Record Review (MRR)
- August 2018 HEDIS® measures of care and some NCQA approved HEDIS codes
- EPSDT
- Culture and linguistic awareness
- Anticipatory guidance and physical activity
- Hypothetical case story

September Webinar:

### **Caring for 21 and older Aetna Better Health members**

September 11th, 10:00 AM EST  
or  
September 13th, 2:00 PM EST

Topics for discussion:

- Addressing HEDIS in the office
- HEDIS® measures of focus and NCQA coding tips
- How to satisfy each HEDIS measure for the 21 and older members
- Measure descriptions
- Polling questions
- Previously recorded webinars

If one of your colleagues wishes to be **added to the invite list** please email Madison – [MRYoulisky@aetna.com](mailto:MRYoulisky@aetna.com) and include the email address of the person you want added to the invite list.

### **View past webinar sessions**

Now you can view [past webinars](#) you may have missed to learn how you can improve HEDIS rates and member health outcomes. Check the site regularly to see new webinar videos.



## Upcoming HEDIS Webinar Schedule

### August 2018

Back to school physicals and HEDIS measures affecting 12-21 year old members

### September 2018

HEDIS measures affecting 21 and older male and female members

### October 2018

HEDIS measures with a focus on maternity and women's care

### November 2018

Members with serious mental illness and serious emotional disturbance

### December 2018

Reducing the burden of medical record review; preparation for HEDIS 2019



## Recent Provider Notices

**Stay up to date with our recent provider notices.**

Check our [NOTICES](#) page often to stay up to date with changes that may affect you.

# Member Rewards Overview

## Aetna Better Health Member Rewards Program

If you have questions about any of these programs, call Member Services at 1-866-638-1232.

Program	Who Qualifies	Health Action Required	Reward Earned
<b>Healthy Teens</b> It's important to visit your Primary Care Provider (PCP) each year. Along with the care your child will receive, their provider can also help you learn more about keeping them healthy.	Teens (ages 12–21 years)	A yearly Well-Care visit between 4/1/18 and 10/31/18	\$20 iTunes gift card
<b>Breast Cancer Screening</b> Regular doctor visits and preventative screenings are important to your health. Your doctor will talk to you about possible risk factors and lifestyle changes you can make to reduce your risk.	Women (ages 50–74 years)	A mammogram between 4/1/18 and 10/31/18	\$50 CVS gift card
<b>Diabetes Chronic Care Improvement</b> Ask your PCP about your numbers. Knowing your numbers helps you track the progress you're making toward a healthier you. Healthy living helps you manage your diabetes.	Members who have Type 1 or Type 2 diabetes	Hemoglobin A1c (HbA1c) Dilated Retina Eye Exam Nephropathy Screening Screenings must be completed between 4/1/18 and 10/31/18	\$100 PeachDish Meal Kit gift card
<b>Timeliness of Prenatal Care</b> Begin to see an Obstetrician (OB) as soon as you find out you're pregnant. Your doctor will help you make healthy choices and talk to you about labor and delivery. They will help keep your pregnancy on track.	Members who are pregnant between 4/1/18 and 12/31/18	Complete 1 prenatal visit in your first trimester or within 42 days of becoming a member with the plan	Wash and Burp Cloth Bundle and \$25 CVS gift card
<b>Frequency of Prenatal Care</b> Keep your appointments with your doctor. Regular visits with your doctor will help keep your pregnancy on track. Along with the care you'll receive, your doctor also will help you learn more about your pregnancy.	Members who are pregnant between 4/1/18 and 12/31/18	Complete all required prenatal visits (Based on enrollment and delivery dates)	Pack N Play Members who have previously earned a Pack N Play will receive a Safe Sleep sack
<b>Postpartum Care</b> It's important to return to your doctor after your delivery for a postpartum visit. Your doctor can check for postpartum depression and answer any questions about your newborn.	Members who deliver between 2/4/18 and 12/31/18	Complete a postpartum visit 21-56 days after delivery	\$40 PeachDish Meal Kit Gift Card, Diaper Bag and Aetna T-Shirt
<b>Better Oral Health</b> Regular visits with your dentist are a great way to stay healthy. During a dental visit your child's teeth and gums will get cleaned. Your child's dentist will also check for cavities.	Children and teens (ages 2–20 years)	A preventative dental visit between 4/1/18 and 11/30/18	\$25 iTunes gift card
<b>Better Behavioral Health</b> It is important to schedule follow-up visits with a health care provider. The doctor will monitor your child's medication treatment and determine if it's working well for your child. The doctor may change or adjust medications to treat your child more effectively.	Children newly prescribed an ADHD medication (ages 6–11 years between 4/1/18 and 11/30/18)	Complete a visit with health care provider within 30 days of prescription given between 4/1/18 and 11/30/18	\$25 CVS gift card

Only Medicaid members are eligible for Member Incentive rewards. If you have any questions about the member Incentive program, just call Provider Relations at 1-866-638-1232.

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## Check Out Our Community Events Calendar

Our Community Outreach team spends time in communities across our state supporting many local events. We partner with groups that support our efforts of improving the health of our members and all Pennsylvanians.

You'll find our calendar of where we'll be on our website. Just go to [aetnabetterhealth.com/pa](https://aetnabetterhealth.com/pa) and click on Events on the right side of the home page. We hope to see you soon!

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## Environmental Lead Investigations (ELI)

### Lead screening requirements

Lead Screening is an important component of early childhood preventive care. Children from ages 9-11 months and 24 months should receive blood lead screenings. Providers are required to screen children between the ages of 36 and 72 months of age if they have not been previously screened for lead poisoning.

The CDC indicates that there is no safe level of lead in children; and advises that a provider offer education related to preventing lead exposure to families with young children. Providers should manage the condition of a child who is found to have an elevated Blood Lead Level (BLL) that is greater than or equal to 5 µg/dl. Management should include follow-up blood tests and consideration of possible sources of contamination including housing, food, and toys.

### Ordering an ELI

For children identified with an elevated blood lead level, a provider should submit an authorization for an approved **Environmental Lead Investigator (ELI)** provider to conduct a comprehensive environmental lead investigation.

Comprehensive environmental lead investigation will include:

- Analysis by use of portable x-ray fluorescence analyzer on all painted surfaces,
- An interview with the family of the child to gather basic information about the habits of the child
- Written recommendations to the owner of the house/apartment for the immediate and permanent removal or reduction of the lead sources.

The ELI provider must be participating with Aetna Better Health of Pennsylvania and/or Aetna Better Health Kids. Only one ELI is authorized per household.

If an Environmental Lead Investigation (ELI) is needed, an ordering physician can just call our Utilization Management Department (UM) at 1-866-638-1232 Option 3, then 2 to request an authorization and give you our network ELI provider information.



# Quick Reference Guide

Aetna Better Health of Pennsylvania			
Administrative Office	2000 Market Street, Suite 850 Philadelphia, PA 19103 1-866-638-1232	Claims Customer Service Contact (CICR)	1-866-638-1232 Option 3, then 3
Pharmacy	CVS Caremark: 1-866-638-1232 Option 3, then 4	Provider Relations / Contracting	1-866-638-1232 Option 3, then 5
Eligibility Verification (by phone)	1-866-638-1232	Complaints & Grievances	1-866-638-1232
Claim Submission Address/Payor ID	Aetna Better Health PA P.O. Box 62198 Phoenix, AZ 85082-2198 Emdeon Payor ID: 23228	Appeals Address	Complaints Grievance and Appeals 2000 Market Street, Suite 850 Philadelphia, PA 19103
Prior Authorization Phone and Fax Numbers	P: 1-866-638-1232 Option 3, then 2 F: 1-877 363-8120	Dental	DentaQuest Provider Services: 1-800-341-8478 <a href="http://www.dentaquestgov.com">www.dentaquestgov.com</a>
Website	<a href="http://www.aetnabetterhealth.com/pa">www.aetnabetterhealth.com/pa</a>	Vision	Superior Vision: 800-507-3800 <a href="http://www.superiorvision.com/provider">www.superiorvision.com/provider</a>
Provider Web Portal	<a href="http://www.aetnabetterhealth.com/pennsylvania/providers/portal">www.aetnabetterhealth.com/pennsylvania/providers/portal</a>	Language Line Services	1-866-638-1232
Member Services	1-866-638-1232	Real Time support via Emdeon: Claim Inquiry & Response (276/277), Eligibility Inquiry & Response (270/271) and Health Service Review Inquiry & Response (278)	
Pennsylvania Department of Human Services			
Department of Human Services Helpline	1-800-692-7462	Provider Inquiry Hotline	1-800-537-8862 Option 4
Behavioral Health	1-800-433-4459	Pharmacy Hotline	1-800-558-4477 Option 1
OMAP - HealthChoices Program Complaint, Grievance, & Fair Hearings PO Box 2675 Harrisburg, PA 17105-2675	1-800-798-2339	MA Provider Enrollment Applications / Changes	1-800-537-8862 Option 1
Eligibility Verification System (EVS) – Phone	1-800-766-5387	Outpatient Providers Practitioner Unit	1-800-537-8862 Option 1
MA Provider Compliance Hotline	1-866-379-8477		

# Pennsylvania County Services Referral Guide

Mental Health, Drug & Alcohol Services				Medical Assistance Transportation Program (MATP)			
Aetna Better Health recipients receive mental health, drug, and alcohol services through Behavioral Health (BH) Managed Care Organizations (MCO) in each county. Please refer to the list below to contact the office in the member's county.				Please refer recipients needing assistance with transportation to these local county offices. Recipients can use these numbers to obtain information on how to enroll in the MATP program.			
County		County	BH MCO /	County	Phone #	County	Phone #
Adams	CCBHO 866-738-9849	Lackawanna	CCBHO 866-668-4696	Adams	717-337-1345	Lackawanna	570-963-6482
Allegheny	CCBHO 800-553-7499	Lancaster	CBHNP 888-722-8646	Allegheny	412-350-6100	Lancaster	717-291-1243
Armstrong	VBHP 877-688-5969	Lawrence	VBHP 877-688-5975	Armstrong	724-548-3408	Lawrence	724-652-5588
Beaver	VBHP 877-688-5970	Lebanon	CBHNP 888-722-8646	Beaver	724-375-2895	Lebanon	717-273-9328
Bedford	CBHNP 866-773-7891	Lehigh	MBH 866-238-2311	Bedford	814-623-9129	Lehigh	610-253-8333
Berks	CCBHO 866-292-7886	Luzerne	CCBHO 866-668-4696	Berks	610-921-2361	Luzerne	570-288-8420
Blair	CCBHO 855-520-9715	Lycoming	CCBHO 855-520-9787	Blair	814-946-1235	Lycoming	570-323-7575
Bradford	CCBHO 866-878-6046	McKean	CCBHO 866-878-6046	Bradford	570-888-7330	McKean	866-282-4968
Bucks	MBH 877-769-9784	Mercer	VBHP 866-404-4561	Bucks	215-794-5554	Mercer	724-662-6222
Butler	VBHP 877-688-5971	Mifflin	CCBHO 866-878-6046	Butler	724-545-3669	Mifflin	717-242-2277
Cambria	VBHP 866-404-4562	Monroe	CCBHO 866-473-5862	Cambria	814-536-9031	Monroe	570-839-8210
Cameron	CCBHO 866-878-6046	Montgomery	MBH 877-769-9782	Cameron	866-282-4968	Montgomery	215-542-7433
Carbon	CCBHO 866-473-5862	Montour	CCBHO 866-878-6046	Carbon	570-669-6380	Montour	570-271-0833
Centre	CCBHO 866-878-6046	Northampton	MBH 866-238-2312	Centre	814-355-6807	Northampton	610-253-8333
Chester	CCBHO 866-622-4228	Northumberland	CCBHO 866-878-6046	Chester	610-594-3911	Northumberland	570-644-4463
Clarion	CCBHO 866-878-6046	Perry	CBHNP 888-722-8646	Clarion	814-226-7012	Perry	717-567-2490
Clearfield	CCBHO 866-878-6046	Pike	CCBHO 866-473-5862	Clearfield	814-765-1551	Pike	570-296-3408
Clinton	CCBHO 855-520-9787	Philadelphia	CCBHO 888-545-2600	Clinton	570-323-7575	Philadelphia	267-515-6400
Columbia	CCBHO 866-878-6046	Potter	CCBHO 866-878-6046	Columbia	570-784-8807	Potter	814-544-7315
Crawford	VBHP 866-404-4561	Schuylkill	CCBHO 866-878-6046	Crawford	814-333-7090	Schuylkill	570-628-1425
Cumberland	CBHNP 888-722-8646	Snyder	CCBHO 866-878-6046	Cumberland	717-240-6340	Snyder	570-522-1390
Dauphin	CBHNP 888-722-8646	Somerset	CBHNP 866-773-7891	Dauphin	717-232-7009	Somerset	814-445-9628
Delaware	MBH 888-207-2911	Sullivan	CCBHO 866-878-6046	Delaware	610-490-3960	Sullivan	570-888-7330
Elk	CCBHO 866-878-6046	Susquehanna	CCBHO 866-668-4696	Elk	866-282-4968	Susquehanna	570-278-6140
Erie	VBHP 855-224-1777	Tioga	CCBHO 866-878-6046	Erie	814-455-3330	Tioga	570-659-5330
Fayette	VBHP 877-688-5972	Union	CCBHO 866-878-6046	Fayette	724-628-7433	Union	570-522-1390
Forest	CCBHO 866-878-6046	Venango	VBHP 866-404-4561	Forest	814-927-8266	Venango	814-432-9767
Franklin	CBHNP 866-773-7917	Warren	CCBHO 866-878-6046	Franklin	717-264-5225	Warren	814-723-1874
Fulton	CBHNP 866-773-7917	Washington	VBHP 877-688-5976	Fulton	717-485-0931	Washington	724-223-8747
Greene	VBHP 877-688-5973	Wayne	CCBHO 866-878-6046	Greene	724-627-6778	Wayne	570-253-4280
Huntingdon	CCBHO 866-878-6046	Westmoreland	VBHP 877-688-5977	Huntingdon	814-641-6408	Westmoreland	724-832-2706
Indiana	VBHP 877-688-5969	Wyoming	CCBHO 866-668-4696	Indiana	724-463-3235	Wyoming	570-288-8420
Jefferson	CCBHO 866-878-6046	York	CCBHO 866-542-0299	Jefferson	814-938-3302	York	717-845-7553
Juniata	CCBHO 866-878-6046			Juniata	717-242-2277		