

Aetna Better Health® of Pennsylvania

Aetna Better Health® Kids

# Provider Newsletter

WINTER/SPRING 2019



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## Claim Submissions Must Include a Taxonomy Code

DHS requires all Medicaid and CHIP providers to have a PROMISe ID for EACH location where you see Medicaid and CHIP patients. Effective immediately, providers billing CMS1500/837P and UB-04/837I submissions for Medicaid/CHIP patients enrolled in with Aetna Better Health of Pennsylvania will be required to bill with the appropriate taxonomy code for rendering, attending and billing providers.

### Provider rendering, attending and billing information

Providers should select the taxonomy that best describes the service rendered to the enrollee and be within the scope of licensure for the provider performing the service. Refer to the provider notice on our [Provider Notices](#) page for more information.



## 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 a request 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 to request an authorization and give you our network ELI provider information.



## SKYGEN USA is now Aetna Dental Benefits Manager (DBM)

### Welcome SKYGEN USA

We now have a new DBM for Aetna Better Health Kids and Aetna Better Health of Pennsylvania. Effective December 1, 2018 for Aetna Better Health Kids (CHIP) and January 1, 2019 for Aetna Better Health of Pennsylvania (Medicaid), SKYGEN USA administers our dental member benefits. You can reach SKYGEN USA by calling provider services at 1-800-508-4892 or 1-866-638-1232.

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### 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.



### Network Development Update

#### Welcome to our provider network!

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

- Good Shepherd Rehab Hospital
- UPMC Magee-Womens Hospital
- UPMC Presbyterian
- UPMC Shadyside
- Coordinated Health
- Western Maryland Health System

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 physicians in these areas.



## Using the Correct Claims and Appeals Mailing Addresses

We would like to remind all providers of the correct mailing addresses and fax numbers for claims and provider appeals. To avoid processing delays, please check your records to ensure you are only using the addresses below.

### Claims and Corrected Claims Address

Claims and Corrected Claims should be mailed to the following. All submission to the claims department must include a claim form.

Aetna Better Health of Pennsylvania  
Attn: Claims PO Box 62198  
Phoenix, AZ 85082-2198

### Provider Appeals Address

Provider Appeals should be mailed or faxed to the following. All appeals must include a letter or appeal form describing the reason for the appeal.

Aetna Better Health of Pennsylvania  
Attn: Appeals Dept.  
2000 Market Street, Suite 850  
Philadelphia, PA 19103  
Fax: 1-860-754-1757



## PROMISE ID Enrollment to be Required at All Service Locations

Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, all Medicaid and CHIP providers who render services for Medicaid or CHIP beneficiaries, must be enrolled with DHS and have a valid PROMISE Identification Number (PROMISE ID) **for each service location at which a provider operates**. DHS uses the National Provider Identification (NPI) number and taxonomy submitted on claims to validate the enrollment of providers in PROMISE.

Additionally, Aetna Better Health requires all participating Medicaid and CHIP providers contracted with Aetna Better Health who provide services for Medicaid or CHIP beneficiaries and who have not yet enrolled, to promptly enroll with the state of Pennsylvania PROMISE for **all service locations** as soon as possible.

If you need to verify if you are enrolled in PROMISE **at all service locations**, you can access the DHS online portal at: <https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

Beginning **July 1, 2019** Aetna Better Health will deny claims submitted **if an Aetna Better Health contracted Medicaid or CHIP provider has not enrolled in PROMISE at EACH SERVICE LOCATION**.

For a copy of the complete DHS notice regarding the enrollment requirement and process, visit [http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin\\_admin/c\\_284208.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_284208.pdf).

If you have questions regarding this enrollment requirement notice please call Aetna Better Health Provider Relations at **1-866-638-1232**.



## PA's Governor Wolf Meets With Aetna Better Health COO During Budget Tour



"This program changed my life!" are the words Pennsylvania Governor Tom Wolf heard most often when he visited Misericordia University's Ruth Matthews Bourger Women with Children (WWC) program as part of his budget tour. During the visit, the Governor met with current and former participants of the program to listen to their stories and thoughts about what they want for their future. The Governor also spoke to some of the members of the Advisory Board including Stephanie Ledesma, Aetna Better Health of Pennsylvania Chief Operating Officer.



## Pennsylvania 30-Day Readmission Rule Reminder

Aetna Better Health follows the Commonwealth of Pennsylvania guidelines for hospital readmissions. Beginning **September 1, 2016** if an inpatient stay for readmission within 30 days of the first stay for the same diagnosis is denied, we will inform you that the authorization is denied for readmission and the previously approved authorization will be updated to cover the 2<sup>nd</sup> stay. The facility should **submit a corrected claim using bill type 117** and combine both inpatient stays on a single claim.

Please refer to the [provider notice](#) on the Aetna Better Health website for additional information about claim submission guidelines for readmissions.

If a formal appeal is needed, please include admission records for both inpatient stays.



## 2019 HEDIS Webinar Series

**You're invited to attend our free HEDIS webinar series.**

The goal of the series is to:

- Educate about HEDIS measure specifics
- Explore ways to reduce the burden of medical record review and maximize administrative data capture
- Present NCQA HEDIS reporting codes that will help effectively capture care provided
- Discuss HEDIS measures applicable to certain populations
- Encourage open discussion to learn how other providers are addressing HEDIS and barriers to care
- Strategies for improvement
- Connect you with a single point of contact at the health plan for HEDIS/ Quality questions

Be sure to check your inbox for monthly invites and class registration information.

Please cascade this information to other staff that may benefit from these free webinars.



Please email Madison ([MRyonlisky@aetna.com](mailto:MRyonlisky@aetna.com)) to be added to the invite list.



## To View Previously Recorded HEDIS® Webinar Series Videos

**You can watch the January – December 2018 webinars webinars to learn how you can improve HEDIS rates and member health outcomes:**

The 2019 Webinar series is also being recorded starting this month. New videos coming soon! Also, you can download a copy of the presentation.

<https://www.aetnabetterhealth.com/what/videos>

If one of your staff or colleagues wishes to be added to the upcoming webinar invite list please email Madison - [MRyonlisky@aetna.com](mailto:MRyonlisky@aetna.com) Include in your email to Madison the email address of the person wishing to be added to the invite list. She will email the meeting link.

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## Schedule

### January 2019

The early stages of the life cycle – EPSDT and HEDIS, 0-11 year old members

### February 2019

The teenage years up to age 21 – HEDIS measures, and a focus on maximizing administrative data capture

### March 2019

An in depth look at Aetna's 21 and older male and female membership

### April 2019

HEDIS measures with a focus on women and maternity care

### May 2019

Caring for members with serious mental illness or serious emotional disturbance

### June 2019

Takeaways from the 2018 HEDIS medical record review

### July 2019

Coding specific topic: Closing HEDIS gaps administratively cuts down on medical record review

### August 2019

Back to school physicals and HEDIS measures for children under 11 years of age and EPSDT

### September 2019

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

### October 2019

HEDIS measures affecting 21 and older male and female members

### November 2019

HEDIS measures with a focus on women and maternity care

### December 2019

Reducing the burden of medical record review preparation for HEDIS 2020



# Antiretroviral Medications: Diagnosis Confirmation Requirement Effective April 1, 2019

Effective **4/1/2019**, Aetna Better Health® of Pennsylvania will require confirmation of an HIV diagnosis for antiretroviral medications. This requirement **does not apply to Pre-Exposure Prophylaxis (PrEP)** for HIV (e.g. Truvada®).

In an effort to streamline the process, we are implementing point-of-sale (POS) edits to allow antiretroviral prescriptions to automatically process at the pharmacy if we already have a diagnosis on file. Alternatively, the pharmacist will also be able to confirm your patient’s diagnosis by entering the ICD-10 in the pharmacy system. **We strongly encourage you to provide an ICD-10 code on the prescription to assist the pharmacist** in the processing of your patient’s prescription **and avoid a rejection for prior authorization**. For your reference, a list of the covered ICD-10 codes is included below\*.

MEDICATION(S)/DRUG CLASS	COVERAGE GUIDELINE
<b>Antiretrovirals</b> <i>(does not include Truvada®)</i>	<b>Diagnosis* confirmation needed</b>

## Submitting a Pharmacy Prior Authorization

Please submit any Prior Authorization (PA) requests to the **Pharmacy Prior Authorization Department:**

- Via phone at **1-866-638-1232** or;
- Electronically online at **<https://www.covermymeds.com/main>** or;
- Via Fax at **1-877-309-8077**

See the [Provider Notice](#) for a complete list of codes.

If you have any questions, please contact the pharmacy call center at **1-866-638-1232**.



## Complying with Medical Records Requests

Contractually, participating practitioners and providers agree to maintain medical records in a current, detailed, organized and comprehensive manner in accordance with customary medical practice, applicable laws and accreditation standards. Medical records should be easily retrievable but remain secure and only accessible by authorized personnel.

Our contract with practitioners/providers includes a provision informing practitioners/providers of the requirement that regulatory bodies and Aetna Better Health/Aetna Better Health Kids have access to member/enrollees’ medical records.

This is particularly important when we are seeking additional information that may not be found in claims to support our quality efforts to continually improve the health and outcomes for our membership.

We ask that you be mindful of requests for medical records and provide timely access to those needed in support of our commitment to data collection and analysis to improve rates such as care for women who are pregnant, EPSDT, immunizations and to support HEDIS and state required performance measures.

## Claims Inquiry/ Claims Research Team

Our claims inquiry/claims research team (CICR) will assist you with all claims issues, including:

- Appeals/reconsiderations
- Billing and coding clarification
- Check tracers
- Coordination of benefits (COB) concerns
- Data entry errors
- Claim denials
- Eligibility issues
- Incorrect claim payment
- Pay-to issues
- Prior authorization
- Remittance advice/negative remits
- Claim status
- System issues
- Voided claim issues

If you ever have concerns about your service experience, you can contact one of our highly trained representatives 8 a.m. to 5 p.m. Monday through Friday at 1-866-638-1232, option 3, then 5. For CHIP claims issues, please call 1-800-822-2447. We want to make sure that your experience with CICR exceeds your expectations. If resolution is not reached with a representative, please ask for the assistance of a supervisor.



## Where to Send Claim Payment Returns or Refunds

If you would like to return or refund payment of a claim, please mail to:

Aetna Better Health  
of Pennsylvania  
Attn: Finance Department  
2000 Market Street  
Suite 850  
Philadelphia, PA 19103

## Provider Appeals

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:

- Use the Provider Appeal Form located on our website; go to [www.aetnabetterhealth.com/pennsylvania/providers/forms](http://www.aetnabetterhealth.com/pennsylvania/providers/forms) to download and print the form
- Include the claim number on the appeal
- State exactly what is being disputed and why the claim should be paid
- 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  
Attn: Provider Appeals  
2000 Market Street, Suite 850  
Philadelphia, PA 19103



## Did you know? You can request Code Edit Policy Reconsiderations

Providers can request a reconsideration regarding a code edit policy in situations where the provider's and Aetna Better Health's correct coding policy sources conflict or where they may have a different interpretation of a common correct coding policy source.

All requests for code edit policy reconsiderations must be submitted to Aetna Better Health in writing and should include any source documents and the following:

- A detailed explanation of why you do not agree with Aetna Better Health's current correct coding policy or interpretation
- Include the supporting alternative policy information and the source where it can be found



### Did you miss an MAB?

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



## Social Determinants of Health (SDOH)

### What is SDOH?

Social Determinants of Health is defined as *conditions in the places where people live, learn, work, and play affect a wide range of health risks and outcomes*.<sup>1</sup>

Why are Social Determinants of Health so important?

Identification and tracking of SDOH will allow providers, hospitals and health systems to better track patient needs and identify solutions to improve the health of their communities.<sup>2</sup>

### Using SDOH ICD-10 Codes

On the following pages you'll find a list of ICD-10 codes that identify specific Social Determinants of Health. As a care provider, you play an important role in helping identify members who may need additional support beyond medical care. If you're providing care to an Aetna Better Health of Pennsylvania member you may notice a SDOH that may need to be addressed. You can refer to the following list of ICD-10 codes below and include the appropriate code(s) on claims you submit.

By using the SDOH codes you'll be helping us identify areas of opportunity for our members. As a result we can integrate appropriate chronic care management with preventive health while connecting members with needed community services you help identify.

You can also submit a request for Care Management services for our members by emailing [PACMReferralMailbox@aetna.com](mailto:PACMReferralMailbox@aetna.com).

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<sup>1</sup> Healthy People 2020. Social Determinants of Health

<sup>2</sup> American Hospital Association, ICD-10-CM Coding for Social Determinants of Health, April 2018 ([www.aha.org](http://www.aha.org))



## Social Determinants of Health ICD-10 Codes

SDOH Category	ICD-10 Codes ( <i>Examples – Not an all-inclusive list</i> )
<b>Problems related to housing and economic circumstances (Z59)</b>	<ul style="list-style-type: none"> <li>• Z59.0 Homelessness</li> <li>• Z59.1 Inadequate housing</li> <li>• Z59.2 Discord with neighbors, lodgers and landlord</li> <li>• Z59.3 Problems related to living in residential institutions</li> <li>• Z59.4 Lack of adequate food and safe drinking water</li> <li>• Z59.5 Extreme poverty</li> <li>• Z59.6 Low income</li> <li>• Z59.7 Insufficient social insurance and welfare support</li> <li>• Z59.8 Other problems related to housing and economic circumstances</li> <li>• Z59.9 Problems related to housing and economic circumstances, unspecified</li> </ul>
<b>Contact with/suspected exposure to hazardous substances (Z77)</b>	<ul style="list-style-type: none"> <li>• Z77.011 Contact with and suspected exposure to lead</li> <li>• Z77.090 Contact with and suspected exposure to asbestos</li> </ul>
<b>Problems related to education and literacy (Z55)</b>	<ul style="list-style-type: none"> <li>• Z55.0 Illiteracy and low level literacy</li> <li>• Z55.1 Schooling unavailable and unattainable</li> <li>• Z55.3 Underachievement in school</li> <li>• Z55.4 Education maladjustment and discord with teachers and classmates</li> <li>• Z55.9 Problems related to education and literacy, unspecified</li> </ul>
<b>Problems related to employment and unemployment (Z56)</b>	<ul style="list-style-type: none"> <li>• Z56.0 Unemployment, unspecified</li> <li>• Z56.1 Change of job</li> <li>• Z56.2 Threat of job loss</li> <li>• Z56.3 Stressful work schedule</li> <li>• Z56.4 Discord with boss and workmates</li> <li>• Z56.5 Uncongenial work environment</li> <li>• Z56.81 Sexual harassment on the job</li> <li>• Z56.82 Military Deployment Status</li> <li>• Z56.9 Unspecified problems related to employment</li> </ul>
<b>Problems related to medical facilities and other health care (Z75)</b>	<ul style="list-style-type: none"> <li>• Z75.3 Unavailability and inaccessibility of health care facilities</li> <li>• Z75.4 Unavailability and inaccessibility of other helping agencies</li> </ul>
<b>Problems related to other psychosocial circumstances (Z65)</b>	<ul style="list-style-type: none"> <li>• Z65.0 Conviction in civil and criminal proceedings without imprisonment</li> <li>• Z65.1 Imprisonment and other incarceration</li> <li>• Z65.2 Problems related to release from prison</li> <li>• Z65.3 Problems related to other legal circumstances</li> <li>• Z65.4 Victim of crime and terrorism</li> <li>• Z65.5 Exposure to disaster, war and other hostilities</li> </ul>
<b>Occupational Exposure to Risk Factors (Z57)</b>	<ul style="list-style-type: none"> <li>• Z57.0 Occupational exposure to noise</li> <li>• Z57.1 Occupational exposure to radiation</li> <li>• Z57.2 Occupational exposure to dust</li> <li>• Z57.3 Occupational exposure to other air contaminants</li> <li>• Z57.4 Occupational exposure to toxic agents in agriculture</li> <li>• Z57.5 Occupational exposure to toxic agents in other industries</li> <li>• Z57.6 Occupational exposure to extreme temperature</li> <li>• Z57.7 Occupational exposure to vibration</li> </ul>

SDOH Category	ICD-10 Codes ( <i>Examples – Not an all-inclusive list</i> )
<b>Problems related to social environment (Z60)</b>	<ul style="list-style-type: none"> <li>• Z60.0 Problems of adjustment to life-cycle transitions</li> <li>• Z60.2 Problems related to living alone</li> <li>• Z60.3 Acculturation Difficulty</li> <li>• Z60.4 Social exclusion and rejection</li> <li>• Z60.5 Target of (perceived) adverse discrimination and persecution</li> <li>• Z60.8 Other problems related to social environment</li> <li>• Z60.9 Problems related to social environment, unspecified</li> </ul>
<b>Other Problems related to primary support group, including family circumstances (Z63)</b>	<ul style="list-style-type: none"> <li>• Z63.3 Absence of family member</li> <li>• Z63.4 Disappearance and death of a family member</li> <li>• Z63.5 Disruption of family by separation and divorce</li> <li>• Z63.6 Dependent relative needing care at home</li> <li>• Z63.7 Other stressful live events affecting family and household</li> <li>• Z63.71 Stress on family due to return of family member from military deployment</li> <li>• Z63.72 Alcoholism and drug addiction in family</li> </ul>
<b>Problems related to certain psychosocial circumstances (Z64)</b>	<ul style="list-style-type: none"> <li>• Z64.0 Problems related to unwanted pregnancy</li> <li>• Z64.1 Problems related to multiparity</li> <li>• Z64.4 Discord with counselors</li> </ul>
<b>Problems related to upbringing (Z62)</b>	<ul style="list-style-type: none"> <li>• Z62.0 Inadequate parental supervision and control</li> <li>• Z62.1 Parental overprotection</li> <li>• Z62.2 Upbringing away from parents</li> <li>• Z62.21 Child in welfare custody</li> <li>• Z62.22 Institutional upbringing</li> <li>• Z62.3 Hostility towards and scapegoating of child</li> <li>• Z62.6 Inappropriate (excessive) parental pressure</li> <li>• Z62.8 Other specified problems related to upbringing</li> <li>• Z62.81 Personal history of abuse in childhood</li> <li>• Z62.812 Personal history of neglect in childhood</li> <li>• Z62.819 Personal history of unspecified abuse in childhood</li> <li>• Z62.82 Parent-child conflict</li> <li>• Z62.891 Sibling rivalry</li> </ul>



## Pharmacy Updates

Please refer to the provider website or provider manual for pharmacy information:

- A complete list of pharmaceuticals (formulary), monthly changes, limits and quotas
- How to use the pharmaceutical management procedures
- How to provide information for exception requests

Generic substitutions, therapeutic interchange and step-therapy protocols



## Rapid-Acting Insulin Products

Formulary Changes Effective February 4, 2019

Effective February 4, 2019, Aetna Better Health of Pennsylvania made changes to our drug formulary for the antidiabetic rapid-acting insulin drug class.

- **Admelog (insulin lispro) will be the preferred rapid-acting insulin product and will be available as both a vial and a SoloStar pen**

- The SoloStar pen formulation will have a maximum age limit of 18 years
- The vial will be the preferred formulation for adults

- **All other rapid-acting insulins will be non-preferred**

- Humalog vial and KwikPen (insulin lispro) and Novolog vial and FlexPen (insulin aspart) will be removed from the formulary
- Apidra (insulin glulisine) and Fiasp (insulin aspart) will remain non-formulary

**All members and providers affected by these formulary changes will be notified by the health plan via mail. The clinical resources provided below can help prescribers understand the clinical rationale behind these changes and in transitioning members to available formulary alternatives.**

### CLINICAL RATIONALE

**Admelog is FDA approved as a rapid-acting human insulin analog indicated to improve glycemic control in adults and pediatric patients 3 years and older with type 1 diabetes mellitus (T1DM) and adults with type 2 diabetes mellitus (T2DM).**

- Admelog is the first approved short-acting ‘follow-on’ mealtime insulin product. It is considered a “follow-on” brand to Humalog, similar to how Basaglar is considered a “follow-on” brand to Lantus.
- Since Admelog is not FDA approved as a generic, it cannot be automatically interchanged by the pharmacy without a new prescription from the provider

**All rapid-acting insulin products have shown similar side effect profiles and produced comparable improvements in glycemic control.**

- All rapid-acting insulin products display similar pharmacokinetic characteristics and can be dosed at a 1:1 conversion ratio
- More frequent blood glucose monitoring is recommended when switching insulin products to prevent adverse reactions including hypoglycemia

### **REFERENCES**

- Admelog [package insert]. Bridgewater, NJ; Sanofi-Aventis. December 2017.
- FDA approves Admelog, the first short-acting “follow-on” insulin product to treat diabetes. FDA. February 2018. *Another Insulin Lispro (Admelog) for Diabetes*. The Medical Letter. June 2018.
- Clinical Resource, Comparison of Insulins. Pharmacist’s Letter/Prescriber’s Letter. December 2017.



## Admelog Frequently Asked Questions (FAQs)

### What formulary changes are being made to the rapid acting insulin drug class?

- Effective February 4th, 2019, Admelog will be the preferred rapid acting insulin
- The Admelog SoloStar pen will be covered for members < 18 years of age
- Admelog vials will be covered for adults
- All other rapid acting insulins will require prior authorization

### What is Admelog, and how does it work?

- Admelog is a rapid-acting mealtime insulin that helps to control blood sugar. It is designed to mimic the body's natural insulin response to blood sugar spikes after meals. It does this by increasing the uptake of glucose by the skeletal muscle and fat and reducing the production of glucose by the liver.
- Admelog should be taken 15 minutes before or immediately after a meal

### What is the active ingredient in Admelog?

- Admelog contains insulin lispro (100 units/mL), which is a synthetic insulin

### Is Admelog a generic version of insulin lispro?

- Admelog is an insulin lispro "follow-on" brand to Humalog. It is not FDA approved as a generic
- Since Admelog is not a generic, it cannot be substituted at the pharmacy without a new prescription

### How are Admelog and Humalog similar?

- Admelog and Humalog are both:
  - Rapid-acting mealtime insulins that help control blood sugar when a patient eats
  - Injected within 15 minutes before or immediately after a meal, and both help lower HbA1C and reduce spikes in blood glucose
  - Dosed in a 1:1 ratio, meaning that a patient should be on the same dose of either Admelog or Humalog
  - Stored at room temperature and are good for up to 28 days after the first use

### What are the possible side effects of Admelog?

- The most common side effects with insulin lispro injections in clinical trials were hypoglycemia and allergic reactions, including injection site reactions, itching, rash, and skin thickening or pits at the injection site (lipodystrophy)

### What are the options for administering Admelog in the body?

- Admelog is supplied as both a vial and a SoloStar prefilled disposable injection pen. It can be given as a subcutaneous injection, a subcutaneous infusion (e.g., with insulin pump), or as an IV infusion

### If a member uses the Admelog vial or SoloStar pen, where on the body should it be injected?

- Admelog can be injected in 4 areas on the body: anywhere in the stomach area (except for a 2-inch radius around the bellybutton), in the fatty tissue on the other back of the upper arm, in the thigh (away from the knee), or on the buttocks.
- Rotate injection sites with each injection to avoid irritation on the body.

### What types of needles should be prescribed for use with the SoloStar pen?

- Only needles that are compatible with Admelog SoloStar pens should be prescribed
- Needles from BD, such as BD Ultra-Fine, can be used. BD Ultra-Fine pen needles are covered on the Aetna Medicaid formulary

### REFERENCES

- Admelog [package insert]. Bridgewater, NJ; Sanofi-Aventis. December 2017.
- Humalog [package insert]. Indianapolis, IN: Eli Lilly and Company; 2017.
- About Admelog. Sanofi. August 2018. <https://www.admelog.com/about-admelog>.
- FDA approves Admelog, the first short-acting "follow-on" insulin product to treat diabetes. FDA. February 2018.

# 2019 Quick Reference Guide

Aetna Better Health of Pennsylvania			
Administrative Office	2000 Market Street, Suite 850 Philadelphia, PA 19103 1-866-638-1232 (MA) 1-800-822-2447 (CHIP)	Claims Customer Service Contact (CICR)	1-866-638-1232
Pharmacy	CVS Caremark: 1-866-638-1232	Language Line Services	1-800-385-4104
Eligibility Verification (by phone)	1-866-638-1232 (MA) 1-800-822-2447 (CHIP)	Complaints, Grievances & Appeals	Complaints Grievance and Appeals 2000 Market Street, Suite 850 Philadelphia, PA 19103 Fax: 1-860-754-1757 Email: <a href="mailto:PAMedicaidAppeals&amp;Grievance@AETNA.com">PAMedicaidAppeals&amp;Grievance@AETNA.com</a>
Claim Submission Address/Payor ID	Aetna Better Health PA P.O. Box 62198 Phoenix, AZ 85082-2198 Emdeon Payor ID: 23228	eviCore®	Link: <a href="http://www.medsolutionsonline.com">www.medsolutionsonline.com</a> Link: <a href="http://www.Evicore.com">www.Evicore.com</a> Radiology: 1-888-693-3211 Pain Management: 1-888-393-0989 Client Services: 1-800-575-4517
Prior Authorization Phone and Fax Numbers	P: 1-866-638-1232 F: 1-877 363-8120 Form Link: <a href="https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/PriorAuthForm-PA_JF_SP2_FINAL.pdf">https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/PriorAuthForm-PA_JF_SP2_FINAL.pdf</a>	Real Time support via Emdeon: Claim Inquiry & Response (276/277); Eligibility Inquiry & Response (270/271); and Health Service Review Inquiry & Response (278)	Emdeon Payor ID: 23228
Provider Manual	<a href="https://www.aetnabetterhealth.com/pennsylvania/providers/manual">https://www.aetnabetterhealth.com/pennsylvania/providers/manual</a>	EFT / ERA	Form Link: <a href="https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/provider-forms/EFT-AuthorizationEnrollmentForm-PA.pdf">https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/provider-forms/EFT-AuthorizationEnrollmentForm-PA.pdf</a>
Website	<a href="http://www.aetnabetterhealth.com/pennsylvania">www.aetnabetterhealth.com/pennsylvania</a>	Vision	Superior Vision: 1-866-819-4298 <a href="http://www.superiorvision.com">www.superiorvision.com</a>
Provider Web Portal	<a href="http://www.aetnabetterhealth.com/pennsylvania/providers/portal">www.aetnabetterhealth.com/pennsylvania/providers/portal</a>	Provider Relations, Contracting & Updates	P: 1-866-638-1232 F: 1-860-754-5435 Email: <a href="mailto:ABHProviderRelationsMailbox@AETNA.com">ABHProviderRelationsMailbox@AETNA.com</a>
Peer to Peer Request	1-959-299-6960	Special Needs Unit	1-855-346-9828
Member Services	1-866-638-1232 (MA) 1-800-822-2447(CHIP)	Dental	SKYGEN Provider Services: 1-800-508-4892 Website: <a href="https://skygenusa.com">https://skygenusa.com</a>
Pennsylvania Department of Human Resources			
Dept of Human Services Helpline	1-800-692-7462	Provider Inquiry Hotline	1-800-537-8862 Prompt 4
Behavioral Health	1-800-433-4459	Pharmacy Hotline	1-800-558-4477 Prompt 1
OMAP - HealthChoices Program Complaint, Grievance, & Fair Hearings	1-800-798-2339 PO Box 2675 Harrisburg, PA 17105-2675	MA Provider Enrollment Applications / Changes	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS) – Phone	1-800-766-5387	Outpatient Providers Practitioner Unit	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS) – Website	<a href="http://www.dhs.pa.gov/provider/frequentlyaskedquestions/accesscardsevseligibilityquestionsandanswers/index.htm">http://www.dhs.pa.gov/provider/frequentlyaskedquestions/accesscardsevseligibilityquestionsandanswers/index.htm</a>	MA Provider Compliance Hotline	1-800-333-0119

# 2019 Quick Reference Guide

<b>Mental Health, Drug &amp; Alcohol Services</b> 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.				<b>Medical Assistance Transportation Program (MATP)</b> 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. For more information, visit <a href="http://matp.pa.gov">matp.pa.gov</a>			
County	BH MCO / Phone	County	BH MCO / Phone	County	Phone	County	Phone
Adams	CCBHO 800-553-7499	Lackawanna	CCBHO 800-553-7499	Adams	800-632-9063	Lackawanna	570-963-6482
Allegheny	CCBHO 800-553-7499	Lancaster	PC 888-722-8646	Allegheny	888-547-6287	Lancaster	800-892-1122
Armstrong	VBH 877-615-8503	Lawrence	VBH 877-615-8503	Armstrong	800-468-7771	Lawrence	888-252-5104
Beaver	VBH 877-615-8503	Lebanon	PC 888-722-8646	Beaver	800-262-0343	Lebanon	717-273-9328
Bedford	PC 866-773-7891	Lehigh	MBH 888-207-2911	Bedford	814-643-9484	Lehigh	888-253-8333
Berks	CCBHO 800-553-7499	Luzerne	CCBHO 800-553-7499	Berks	800-383-2278	Luzerne	800-679-4135
Blair	CCBHO 800-553-7499	Lycoming	CCBHO 800-553-7499	Blair	800-458-5552	Lycoming	800-222-2468
Bradford	CCBHO 800-553-7499	McKean	CCBHO 800-553-7499	Bradford	800-242-3484	McKean	866-282-4968
Bucks	MBH 888-207-2911	Mercer	VBH 877-615-8503	Bucks	888-795-0740	Mercer	800-570-6222
Butler	VBH 877-615-8503	Mifflin	CCBHO 800-553-7499	Butler	866-638-0598	Mifflin	800-348-2277
Cambria	MBH 888-207-2911	Monroe	CCBHO 800-553-7499	Cambria	888-647-4814	Monroe	888-955-6282
Cameron	CCBHO 800-553-7499	Montgomery	MBH 888-207-2911	Cameron	866-282-4968	Montgomery	215-542-7433
Carbon	CCBHO 800-553-7499	Montour	CCBHO 800-553-7499	Carbon	800-990-4287	Montour	800-632-9063
Centre	CCBHO 800-553-7499	Northampton	MBH 888-207-2911	Centre	814-355-6807	Northampton	888-253-8333
Chester	CCBHO 800-553-7499	Northumberland	CCBHO 800-553-7499	Chester	877-873-8415	Northumberland	800-632-9063
Clarion	CCBHO 800-553-7499	Perry	PC 888-722-8646	Clarion	800-672-7116	Perry	800-632-9063
Clearfield	CCBHO 800-553-7499	Philadelphia	CBH 888-545-2600	Clearfield	800-822-2610	Philadelphia	877-835-7412
Clinton	CCBHO 800-553-7499	Pike	CCBHO 800-553-7499	Clinton	800-206-3006	Pike	866-681-4947
Columbia	CCBHO 800-553-7499	Potter	CCBHO 800-553-7499	Columbia	800-632-9063	Potter	800-800-2560
Crawford	VBH 877-615-8503	Schuylkill	CCBHO 800-553-7499	Crawford	800-210-6226	Schuylkill	888-656-0700
Cumberland	PC 888-722-8646	Snyder	CCBHO 800-553-7499	Cumberland	800-632-9063	Snyder	800-632-9063
Dauphin	PC 888-722-8646	Somerset	PC 866-773-7891	Dauphin	800-309-8905	Somerset	800-452-0241
Delaware	MBH 888-207-2911	Sullivan	CCBHO 800-553-7499	Delaware	866-450-3766	Sullivan	800-242-3484
Elk	CCBHO 800-553-7499	Susquehanna	CCBHO 800-553-7499	Elk	866-282-4968	Susquehanna	866-278-9332
Erie	CCBHO 800-553-7499	Tioga	CCBHO 800-553-7499	Erie	800-323-5579	Tioga	800-242-3484
Fayette	VBH 877-615-8503	Union	CCBHO 800-553-7499	Fayette	800-321-7433	Union	800-632-9063
Forest	CCBHO 800-553-7499	Venango	VBH 877-615-8503	Forest	800-222-1706	Venango	814-432-9767
Franklin	PC 866-773-7917	Warren	CCBHO 800-553-7499	Franklin	800-632-9063	Warren	877-723-9456
Fulton	PC 866-773-7917	Washington	VBH 877-615-8503	Fulton	800-999-0478	Washington	800-331-5058
Greene	VBH 877-615-8503	Wayne	CCBHO 800-553-7499	Greene	877-360-7433	Wayne	800-662-0780
Huntingdon	CCBHO 800-553-7499	Westmoreland	VBH 877-615-8503	Huntingdon	800-817-3383	Westmoreland	800-242-2706
Indiana	VBH 877-615-8503	Wyoming	CCBHO 800-553-7499	Indiana	888-526-6060	Wyoming	866-278-9332
Jefferson	CCBHO 800-553-7499	York	CCBHO 800-553-7499	Jefferson	800-648-3381	York	800-632-9063
Juniata	CCBHO 800-553-7499			Juniata	800-348-2277		

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