

# AETNA BETTER HEALTH® OF WEST VIRGINIA

### Molina Medicaid Workshop

Fall 2016



### **Aetna Better Health of West Virginia**

**Effective September 26, 2016** CoventryCares of West Virginia became **Aetna Better Health of West Virginia**.



### **Our Core Values**



### Member ID Cards

### Mountain Health Trust

# AETNA BETTER HEALTH\* OF WEST VIRGINIA Name Last Name, First Name Member/State ID # 0000000000 DOB 00/00/0000 Sex X PCP Last Name, First Name PCP Phone 000-0000 Effective Date 00/00/0000 RxBIN: 610591 RxPCN: ADV RxGRP: RX8838 Pharmacist Use Only: 1-855-722-6225 Paid fee for service by WV Medicaid: Nursing facility www.aetnabetterhealth.com/wv THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MEMWMett

### WV Health Bridges



In case of an emergency go to the nearest emergency room or call 911. Keep this card with your State Medicaid Card. Show both cards every time you receive medical care.

#### IMPORTANT NUMBERS FOR MEMBERS

Member Services 1-888-348-2922 (TTY: 711)

 Behavioral Health
 1-888-348-2922

 24 Hour Nurse Line
 1-855-200-5975

 Vision
 1-800-877-7195

 Dental
 1-888-983-4693

### IMPORTANT NUMBERS FOR PROVIDERS

Eligibility 1-888-348-2922 Authorization 1-844-835-4930

Submit claims to: P.O. Box 67450, Phoenix, AZ 85082-7450

Payer ID 128WV

### **Member ID Numbers**

- As of **September 26, 2016** Aetna Better Health of West Virginia began using their Aetna Better Health ID Card
- Aetna Better Health will continue to accept the CoventryCares of West Virginia ID Card for 90 days after September 26, 2016
- After 90 days, the ID# on the Aetna Better Health of West Virginia ID card will be required

### **Evicore Prior Authorization**

- Effective **9/26/16**
- Will be managing prior authorizations for MRI, PET, CT, and Interventional Pain Management
- Authorization can be requested via phone, fax or web portal:
  - Phone **1-888-693-3211**
  - Fax 1-888-693-3210
  - Web <a href="https://myportal.medsolutions.com">https://myportal.medsolutions.com</a>

### **Provider Portal**

### The Secure provider web portal will allow Aetna Better Health of West Virginia providers to:

- Search member eligibility and verify enrollment
- Search and initiate authorizations (CareWebQI)
- Search claims status
- View claim detail, explanation of benefits, and remittance advice
- View provider lists and panel roster
- Contact the health plan via secure messaging
- Review HEDIS gaps in care

### **Provider portal access**

 Providers can access the new provider portal at

www.aetnabetterhealth.com/westvirginia

### **Provider Portal Registration**

- Providers should register for the provider web portal. To get started:
  - Complete the web portal registration form
  - Submit web portal registration form to Provider Relations
  - Review our provider web portal navigation guide
  - If you'd like help registering or would like a demonstration, contact Provider Relations at 1-888-348-2922
- Each TIN will have one account, with a primary administrator.
  - The primary administrator can add authorized representatives within their office to their account

### **Sterilization Form Changes**

- Sterilization form should be submitted with the claim
- Claims rep will verify that the form is completed in a manner that meets the guidelines set forth by BMS
- Claims submitted without the required consent form will be denied.

### **DME Prior Authorization Changes**

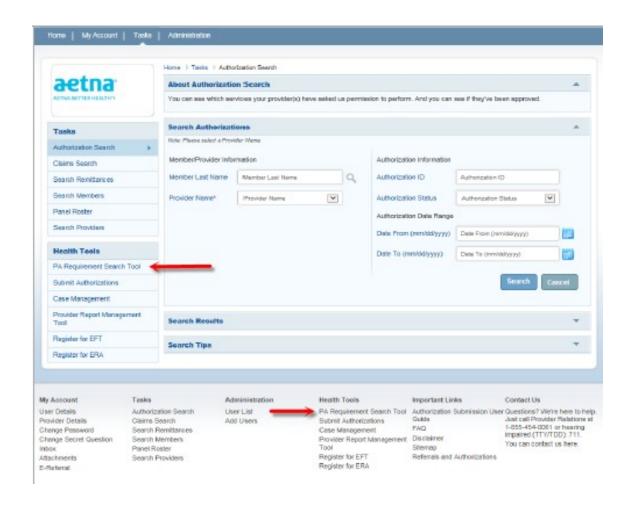
- Effective 9/26/16 DME purchase will no longer require prior authorization based solely on the cost
- DME prior authorization will be based on the CPT code being billed
- Individual codes can be checked using Prior Authorization online tool

### **Prior Authorization Changes**

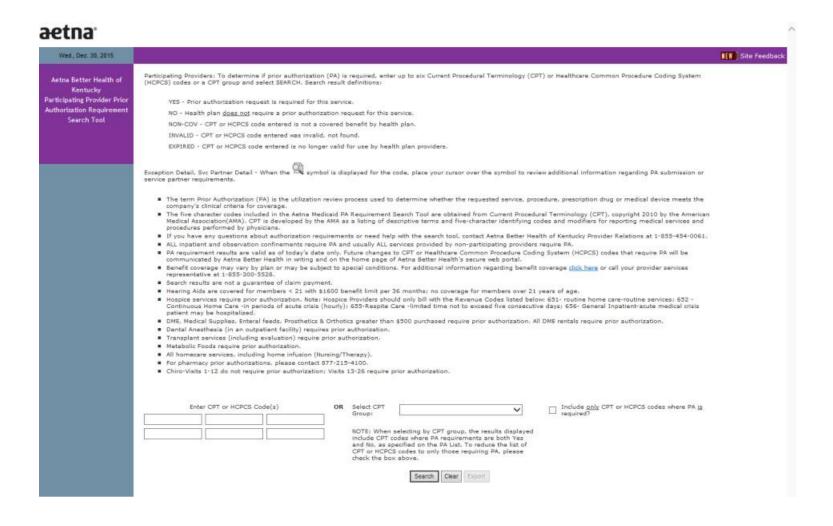
Outpatient observation up to 48 hours no longer requires prior authorization

Be sure to check ProPat prior authorization requirement tool for code specific information

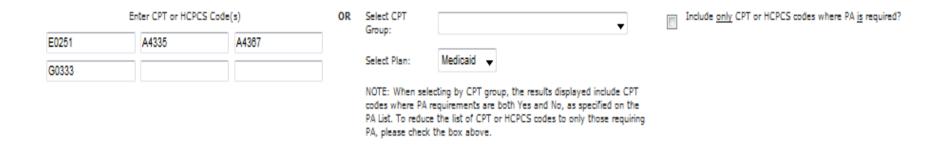
### **Prior Authorization Verification**



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### **Prior Authorization Verification**



Export

CPT Code	CPT Description	CPT Group	PA Required?	Exception Detail	Svc Partner Detail
E0251	HOSP BED FIX HT W/ANY TYPE SIDE RAIL W/O MATTRSS	HCPCS - DME	YES		
A4335	INCONTINENCE SUPPLY; MISCELLANEOUS	HCPCS - MED-SURG SUPPLIES	YES		
A4367	OSTOMY BELT EACH	HCPCS - MED-SURG SUPPLIES	NO		
G0333	PHARM DISPEN FEE INHAL RX; INITIAL 30-DAY SUPPLY	HCPCS - PROC/PROF SERVICES (TE	YES		

### **Claims Submission**

All claims for CoventryCares of West Virginia should be filed to Aetna Better **Health of West Virginia** beginning **September 26, 2016**.

All claims should be submitted on the most current claim forms.

New claims information for Aetna Better Health of West Virginia:

- EDI payer ID 128WV
- Claims mailing address

Aetna Better Health of West Virginia

Attn: Claims Department

P.O. Box 67450

Phoenix, AZ 85082-7450

• Use **ABHWV** for other real time transaction with Emdeon (eligibility, authorizations, etc.)

AETNA BETTER HEALTH

# Thank you

