

AETNA

ABH FLORIDA

TAPE: FL HEALTHY KIDS NEW PROVIDER ORIENTATION PART 3

- Female Narrator: [00:00:01] Welcome to part three of your new provider orientation. In this section, we'll review our quality management and compliance programs.
- [00:00:14] Our utilization management program helps our members access medically necessary health care services in the most cost-effective setting under their benefit package. Our UM decision-making process is based on consistent application of appropriate criteria and policies rather than financial incentives. For more information on our utilization management program, please visit the Authorizations section under the For Providers tab of our website.
- [00:00:43] Our integrated care management program helps members and their families manage chronic disease or high-risk factors such as asthma, cancer, diabetes, and palliative care. Our case managers work with members, their families, and their providers to ensure the best possible care outcomes. For more information about the care management services, please contact member services.
- [00:01:08] Aetna Better Health of Florida has a proactive fraud, waste, and abuse program that complies that state and federal regulations. For more information or examples of fraud, waste, and abuse, please refer to the Fraud, Waste, and Abuse section of the provider manual. Providers can report suspected fraud, waste, or abuse, by using one of the methods provided here.
- [00:01:33] The provider complaint system allows providers to dispute any aspect of Aetna Better Health of Florida's policies and procedures, including claims, billing disputes, and prior authorizations. For detailed information regarding filing a complaint, please follow the on-screen instructions. Please take a moment to review our complaint types, submission requirements, and response times. Here we've also provided an overview of our timely filing guidelines.

- [00:02:09] Our quality improvement program includes monitoring the coordination and continuity of care our members receive, and other performance indicators. For a detailed description of our QI program, please refer to the Quality Improvements section of the provider manual.
- [00:02:26] HEDIS is a performance measurement requirement administered by NCQA and used by CMS for monitoring the performance of managed care organizations. Please review this graphic. It illustrates how data is collected and how you can help ensure all annual standards are met. For more information, please review the HEDIS Provider Toolkit available on our website in the HEDIS section under the For Providers tab.
- [00:02:54] As a friendly reminder, providers are required to follow all marketing guidelines. To maintain compliance, please take a moment to review this important information. For more information regarding these guidelines, please contact Provider Services.
- [00:03:11] In this section, we'll review cultural competence and mandated reporting in the healthcare environment. Cultural competence is defined as the ability of practitioners and systems to respect and respond to diverse member values, beliefs, behaviors, and needs when providing healthcare services. Cultural competency tools and resources are available on our website in the Provider Education section under the For Providers tab.
- [00:03:41] Good communication between members and providers contributes directly to patients' satisfaction and positive outcomes. You can demonstrate your cultural competence by incorporating these patient engagement strategies in your service delivery.
- [00:03:57] Emergency room providers are required to examine children for suspected physical abuse and or neglect when placed in foster homes after normal agency business hours. Also, providers must immediately report suspected or known physical abuse, neglect, maltreatment, and or financial exploitation of a vulnerable adult to one of the agencies referenced here.
- [00:04:25] All Aetna Better Health of Florida network care providers are considered mandated reporters. As such, it is your obligation to report suspected abuse, neglect, and or exploitation. To better understand the signs of abuse and neglect, as well as the behavior of abusers, please review the following information. For more information about your role in reporting suspected

cases of abuse, neglect, and exploitation, please refer to the abuse, neglect, and exploitation section of the provider manual.

- [00:04:59] Human trafficking is a public health issue that impacts individuals, families, and communities. In fact, sex trafficking and labor trafficking are defined as two severe forms of human trafficking. To better understand how to recognize potential victims of human trafficking, please review the information to the right of your screen.
- [00:05:21] The National Human Trafficking Hotline helps victims in crisis. For more information on human trafficking, please visit the Health and Human Services website provided here. If you know or suspect someone who is a victim of human trafficking, please contact the National Human Trafficking Hotline using one of the methods identified here.
- [00:05:43] As required by Aetna Better Health of Florida, please remember to print and return a signed copy of this attestation.
- [00:05:50] Congratulations, you've completed your new provider orientation. If you have any questions or concerns, please email Provider Relations or call Provider Services. Thank you for your time and partnership.
- [00:06:06] [End of tape]