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Provider Newsletter

Winter 2020-2021

Flu & Pneumococcal Shot

Staying up-to-date on immunizations is important now more than ever. As an accessible health care professional, you are afforded the ideal opportunity to remind patients to get their immunizations. With the current pandemic, the CDC has said that the flu shot is essential to protect individuals and communities and reduce the burden of respiratory illness on the healthcare system¹. As a reminder, the flu and pneumonia vaccines are a covered benefit for Aetna Better Health members.

Patients most at risk for the Flu:

- Children ages six months to five years
- Adults 50 years and older
- Pregnant women
- Persons with chronic conditions

Patients most at risk for Pneumococcal Disease:

- Children under two years of age
- Adults 65 years and older
- People with chronic conditions
- People who are immunocompromised

¹ Center for Disease Control and Prevention, Interim Guidance for Routine and Influenza Immunization Services During the COVID-19 Pandemic. October 20, 2020.

Everyone 6 months of age and older should get a flu vaccine every season.

By reminding your patients to get an influenza vaccine, you are decreasing their risk of getting the flu.

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New Doula Coverage

Effective January 1, 2021, Aetna Better Health of New Jersey will provide coverage for doula services for pregnant, birthing, and postpartum beneficiaries in all Medicaid and CHIP eligibility categories.

Doula services will be person-centered, community-based, culturally-competent and evidence-based, covering the following services:

- Prenatal visits
- Labor and delivery support
- Postpartum visits

The health and well-being of your patients, our members, is our top priority. We want to make sure both mom and baby are cared for every step of the way. Our care coordinators are available to help with prenatal support, post-natal support, emotional support, breastfeeding support, and transportation.



Perks for the New Mom and Baby

Your patients may be eligible for a **no-cost breast pump** up to two weeks before giving birth. We offer the Medela Pump In Style Advanced Breast Pump + Starter Kit. Pre-approval is not required. Have you patients, our members, call **1-855-232-3596 (TTY:711)** to get their pump.

Soon after the baby's birth, we'll send a special welcome kit for the new mom and baby. This welcome kit includes a baby blanket, diapers, and some other must haves to help give the baby a healthy start.

Important Changes to NJ FamilyCare Maternity Benefits

Effective January 1, 2021 NJ FamilyCare Medicaid maternity reimbursement is changing.

Affecting reimbursement for prenatal care: All New Jersey FamilyCare providers must submit a Perinatal Risk Assessment PRA Plus Form through Family Health Initiatives (FHI) to be reimbursed for Medicaid-covered prenatal services. Prenatal services will not be paid until a PRA Plus form is completed and submitted. This change is mandated by New Jersey State Law (P.L. 2019, Chapter 88). For more information, see [Medicaid Newsletter Volume 30 #24](#).

Affecting reimbursement for Labor and Delivery: No New Jersey FamilyCare provider or birthing facility will be reimbursed for an Early Elective Delivery. This change is mandated by New Jersey State Law (P.L. 2019, Chapter 87). Early Elective deliveries are Caesarian sections or inductions performed at less than 39 weeks of gestation without medical indication, and will not be reimbursed. In addition, the week of gestation must be reported on the ICD-10-CM diagnosis code for any labor and delivery claim (Category Z3A). For more information, see [Medicaid Newsletter Volume 30 #21](#).

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We are pleased to announce that Aetna Better Health of New Jersey and NantHealth have partnered to give you access to **Eviti Connect**, an online software system that enables real-time decision support and treatment guidelines for **oncology** patients.

A **change of process** for initiating oncology treatment plan review requests was put into effect on November 1, 2020. Visit our [provider portal](#) to see our latest notices or view the [Provider Notice Letter](#) for more information.

Training for Eviti Connect

Training courses are available so your office can learn how to get the most from this program. Visit [eviti.com](#) to view the Eviti Connect user guide, video tutorials, and interactive eLearning modules.

These are web-based, instructor-led, interactive training sessions that will guide you through the process of creating an account and submitting treatment plans. You will need access to the internet to view the training. Anyone in your office responsible for submitting treatment plans for review should attend one of these sessions.

About Eviti Connect's Web Portal

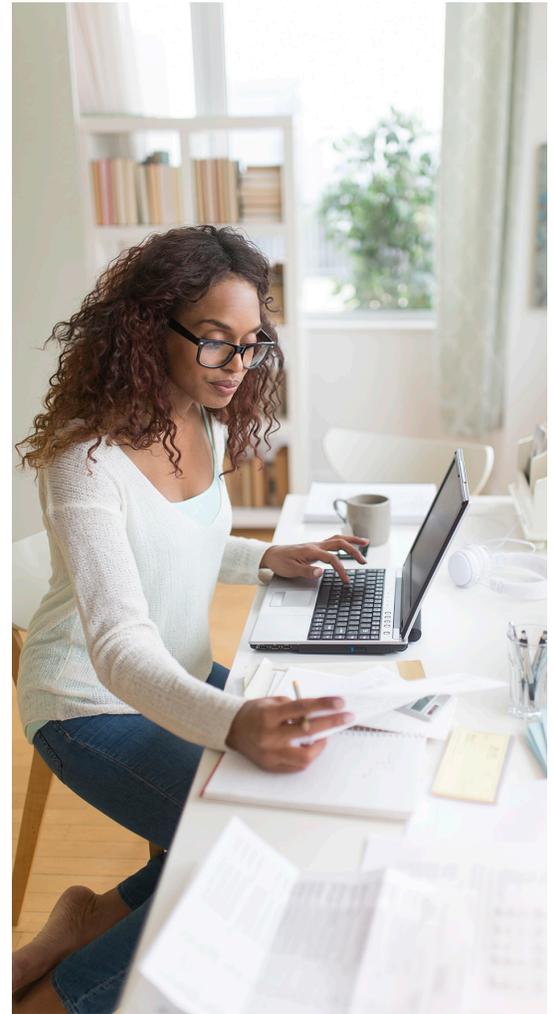
Using the Eviti Connect web portal is the fastest and most efficient way to initiate a treatment plan review. Typically, treatment entry takes less than 15 minutes, and treatments that comply with evidence-based standards receive an "Eviti code." This means that the treatment plan submitted by you meets national standards of quality care and the definition of medical necessity as determined by Aetna Better Health of New Jersey. Please note that this Eviti code is not an authorization reference number and is not a guarantee of payment. However, the generation of an Eviti code initiates an authorization request with Aetna Better Health of New Jersey who will complete the authorization process and issue the final determination and your reference number. If you do not receive an Eviti code instantly, Eviti's Medical Office can review and discuss the treatment with your office before referring it to Aetna Better Health of New Jersey for final determination.

Create an Eviti Account

You can create an account and submit your treatment plans through the [Eviti web portal](#). For additional information or support:

- **1-888-482-8057** (Select option #2)
- ClientSupport@nanthealth.com

If you have any questions regarding the implementation of this program, need additional information, support, and training, contact Aetna at **855-232-3596**.



Lead Screening

Every child enrolled in Medicaid or NJ FamilyCare, regardless of risk, must be tested at 12 months of age AND again at 24 months of age.

[Click here](#) to learn more about:

- The screening requirements
- The verbal risk assessment
- Lead screening questions
- Our Lead Care Management Program

The Provider Incentive Program

We are offering a special \$25 incentive to provider's who send us a completed blood lead test for our members who are between the ages of 9 and 72 months.

- One (1) blood lead test per member per calendar year
- Blood lead tests must be completed in 2021

Send all blood lead test results to our secure fax line at **1-959-282-1622** and be sure to include your provider or practice NPI and TIN with all submissions.



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Upcoming Provider Trainings



You're Invited!

As a participating provider with Aetna Better Health of New Jersey, we would like to invite you and your office staff to join us for a very important training session about our programs and services. These webinars will provide valuable information on the following: Authorization, Claim processing, Cultural competency, Credentialing, Nursing and Assisted Living and more.

Please visit our [website](#) to choose a date and time that works best for your practice.

Aetna Better Health of New Jersey values our partnership with your practice to serve the people in the state of New Jersey by providing quality health care and accessible medically necessary services. Our providers are one of the most critical components of our service delivery approach and we are grateful for your participation. We look forward to speaking with you.

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At Aetna, we value the role you play in providing the highest quality care to your patients – our members. We also understand that improving the health outcomes of our members necessitates a level of collaboration between us – you as the professional who provides the care, and ourselves, as the health plan that covers the care. To show you how deeply we are committed to working with you, we are updating our Value Based Programs, making it easier for you to qualify for incentives.

Keep a lookout for our 2021 VBS Program updates [here](#).

Availity

Coming Soon... We Are Joining Availity

We are excited to announce that our plan will be transitioning from our current provider portal to Availity in early 2021. We are excited about the increase in online interactions available to support you as you provide services to our members.

Some highlights of increased functionality include:

- EFT registration
- Claims look back
- Online claim submission
- Prior authorization submissions and look up
- Grievance and appeals submission

And best of all, Aetna Better Health of New Jersey will continue to build upon this platform by rolling out enhanced functions in 2021 such as:

- Panel searches
- A new robust prior authorization tool
- Review of G&A cases
- Eligibility and member look up

Be on the lookout for more information on Availity as new products roll out and training programs are developed.



Please be sure to reach out to us via email at AetnaBetterHealth-NJ-ProviderServices@Aetna.com to ensure we have your most recent email address. Your email subject line should include the title and + NPI #. Example (Email Address Update + 12345678).

If you have any questions, please feel free to contact us via [e-mail](#). You can also call us through our Provider Relations telephone line: **1-855-232-3596 (TTY: 711)**.

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The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey is a measure of member satisfaction that examines the percentage of members “satisfied” with the health plan. It empowers prospective members to benefit from the experience of others. Overall levels of satisfaction provide an indication of whether a health plan is meeting member expectations. Aetna Better Health of New Jersey uses the NCQA HEDIS CAHPS 5.0H Membership Satisfaction Survey to assess member satisfaction. Members surveyed were selected from a random sample of all eligible members.

As participating providers, the care you give our members impacts their satisfaction with Aetna Better Health of New Jersey.

The following physician-related measures provide opportunities for future improvement:



- Personal MD Overall
- Specialist MD Overall
- Getting Care Quickly
- Getting Needed Care
- Health Care Overall

Here are a few tips that may enhance your time with Aetna Better Health of New Jersey members and help to improve their healthcare experience:

- Be an active listener.
- Ask the member to repeat in their own words what instructions were given to them.
- Rephrase instructions in simpler terms if needed.
- Clarify words that may have multiple meanings to the member.
- Limit use of medical jargon.
- Be aware of situations where there may be cultural or language barriers.

Take advantage of these helpful resources

Aetna Better Health of New Jersey continuously works to improve member satisfaction with our health plan and with the health care our members receive. To help you take care of our members, we have several resources:

- **Case managers** are available to assist you in arranging timely care/services for our members. You can call us at **1-855-232-3596** and ask to be transferred to a case manager.
- **Member service representatives** are available to assist with general member issues including claims and billing questions. You can reach Member Services at **1-855-232-3596**.
- Your **provider relations representative** is available to assist you with any questions or issues. Call **1-855-232-3596** and select **option 2** for Provider Relations.

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Addiction is real, but treatable. If your patient is struggling with a substance use disorder, they are not alone. We're here to help.

- Our plan covers smoking cessation products for NJ FamilyCare A and ABP, DDD Clients, NJ FamilyCare B, C and D, and MLTSS.
- Prior authorization from PCP is not necessary for Medicaid approved Alcohol and Drug Addiction facilities.

Smoking Cessation

Quitting smoking is not easy, but with your help, you patients can do it. To have the best chance of quitting (for good), patients need to know what they're up against, what their options are and where to go for help. Share these helpful resources with your patients:

- [Smokefree TXT](#)
- [American Cancer Society's guide to quit smoking](#)
- [New Jersey Quitline](#)

Patients can use this [quit calculator](#) tool to see just how much they'll be saving once they're tobacco-free.

Five Steps to Help Your Patients Quit Smoking

Making a plan to quit smoking makes it a little easier. Share these steps with your patients:



Pick a quit date. A good quit date gives you some time to prepare but isn't too far off. Choose a date that is no more than a week or two away.



Write down all your reasons for quitting. Review them any time you feel like lighting up.



Know your triggers. They can be objects, people or situations. Start thinking about ways you can change your routine to avoid your triggers.



Plan how you'll cope with cravings. Cravings are powerful, but they only last a short time. Plan ways to outlast them, like taking a walk, sucking on a mint or chewing a piece of nicotine gum.



Gather support. Ask your provider for help to quit. That could include medicines, support groups or other resources. Also let your friends and family know your plans and your quit date.

Source: Smokefree.gov

Counseling Services to Support Your Patients

There are counseling services to help quit tobacco use. Your patients can call **1-855-232-3596 (TTY: 711)** for help finding a counselor.

We also provide smoking cessation medicines at no cost:

- Bupropion and bupropion SR
- Chantix® (Chantix is a trademark of Pfizer, Inc.)
- Nicotine gum, lozenges and patches, which you can get over the counter

Keeping Your Patients in the Know About COVID-19

Navigating the current pandemic hasn't been easy on anyone, but together we can ensure your patients, our members, are in good hands. The following are New Jersey specific resources to help answer questions about travel restrictions, safety precautions, benefits or assistance during the coronavirus outbreak and more:

- [Click here](#) to learn what you need to know.
- [Click here](#) to find out what types of benefits or assistance are available to you during the coronavirus outbreak.



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New Covered Benefit for Your Patients

We've partnered with LabCorp & Professional Technicians, Inc. (PTI), a reliable mobile laboratory, that offers lead testing by a trained technician in the comfort of our member's home. This is a covered service at no cost to our members and results will be sent to your office once processed.

You can contact PTI directly at **1-215-364-4911** to schedule an appointment for your patients, our members.

For additional questions or assistance please contact Provider Services at **1-855-232-3596**.

Provider Spotlight



Naveen Mehrotra, MD, MPH

My Whole Child Pediatrics, Founder & Medical Director

Dr. Naveen Mehrotra is a board certified pediatrician in private practice and an adjunct faculty member in the Department of Pediatrics at Rutgers Robert Wood Johnson Medical School and the Rutgers School of Public Health. He founded, and acts as the medical director of My Whole Child Pediatrics—a multi-physician, multi-location pediatric practice serving the needs of the communities since 2000.

Dr. Mehrotra has a special interest in child development and early Intervention. He believes that the health of the child is the center of family dynamics, so there is nothing more important than the growth and well-being of children. His practice philosophy utilizes his interest in complementary and alternative medicine to bring an integrated approach to improving a child's health.

Practicing in central New Jersey, Dr. Mehrotra is dedicated to improving the health of all, including recent immigrants. Recognizing a lack of awareness in the community about disease prevention and management, Dr. Mehrotra helped found the SKN Foundation—a community based non-profit organization to improve the well-being at a grassroots level. Free service programs are his way of giving back to the community. SKN SCOPE (Special Need Community Outreach Program for Empowerment), empowers families with children of special needs by bringing them together for social and educational events. "Move It to Lose It" utilizes ethnic dance forms to motivate children to increase physical activity for obesity prevention. His desire to help others took him across the world to Delhi, India where he has created the My Whole Child Center for Special Needs to serve the indigent population by providing education about child development and free therapeutic services for special needs children.