

Aetna Better Health® of Illinois Provider E-newsletter

Summer 2023

Medicaid redetermination is underway

The [Illinois Department of Health and Family Services \(HFS\)](#) is contacting members as their redetermination dates approach. Medicaid members receive redetermination forms from HFS by mail. There are two forms:

- **Form A:** HFS has been able to electronically verify a member's eligibility. No further action is required by the member.
- **Form B:** Members should review this pre-filled form, make any needed changes and return it to HFS by the deadline shown. If the form isn't returned by the due date, coverage will be cancelled.

Members can submit Form B in several ways, including:

- ✓ Online at [ABE.Illinois.gov](#)
- ✓ By returning the form in the mail to HFS
- ✓ By calling HFS at [1-800-843-6154](#)
- ✓ In person at a local Family and Community Resource Center

As long as the form is in the state's system by the due date, Medicaid benefits will continue until the form is processed. If the member continues to be eligible after processing, there will be no gap in coverage.

Members no longer eligible for Medicaid can get coverage through work-based health plans or at [GetCoveredIllinois.gov](#).

Illinois will never ask members for money to renew or apply for Medicaid. Report scams to the [fraud report website](#) or the Medicaid fraud hotline at [1-844-453-7286](#) or [1-844-ILFRAUD](#).

Redetermination reports for providers

We've added a reporting feature in the Availity portal to inform providers about redetermination for their assigned members. The "Redetermination" report has member contact info, redetermination dates and Form A/B distinction on these three tabs:

- All assigned members
- Members whose redeterminations haven't been received by the 20th of the month it's due (e.g., August 20 for members with a September 1 redetermination date)
- Members whose cases require follow-up because either:
 - HFS did not receive redetermination info from member
 - Member was determined to be ineligible for over-income

[Visit Availity now](#)

Supplemental Data Exchange (SDS)

We're pleased to announce that provider facilities can now set up a Supplemental Data Exchange (SDS) directly with Aetna Better Health® of Illinois. An SDS allows your organization to send HEDIS® data to our plan in a flat file format. That makes it easier to share data and meet pay-for-performance (P4P) goals.

Benefits of SDS include:

- Submission of HEDIS data at the frequency you determine
- Reduced need for medical record review to confirm HEDIS gap closure
- Increased opportunity to earn P4P incentives

Your Quality Practice Liaison (QPL) can help with setting up an SDS. Email ABHILQualityOutreach@Aetna.com to start the conversation.

[Learn more about SDS](#)

Illinois ADVANCE offers free support to prescribers

Illinois ADVANCE is a state-funded educational outreach program developed by the University of Illinois Chicago (UIC) College of Pharmacy in partnership with HFS.

Prescribers can meet with pharmacists from UIC to talk about clinical guidelines and treatment recommendations. It's a great way to stay updated on evolving pharmacotherapy guidance.

Services available at no cost to all prescribers in Illinois include:

- **One-on-one, in-person or virtual visits** with a clinical pharmacist to address your specific practice needs
- **Free web-based accredited CME programs**
- **Answers to clinical questions** submitted on the website or by calling [1-833-925-0928](tel:1-833-925-0928), Monday-Friday, 8 AM-5 PM (CST)
- **Clinical updates and health-related alerts** available on social media

Learn more and schedule a session at IllinoisAdvance.com.

Removal of X-Waiver requirement for treating opioid use disorder

Treating opioid use disorder (OUD) has become easier. The federal requirement for providers to apply for and obtain a waiver to prescribe medications for the treatment of OUD has been removed. This means prescriptions to treat OUD — such as buprenorphine — now only require a standard DEA registration number.

Bottom line? The special waiver — also known as X-Waiver and DATA-Waiver — is no longer required to treat patients with OUD. Also, the DATA-Waiver registration number is no longer required on OUD prescriptions.

Providers with a current DEA registration that includes Schedule III authority may now prescribe buprenorphine for OUD in their practice if permitted by applicable state law. Providers should make certain they are in compliance with training requirements as of June 27, 2023.

[Learn more](#)

Quality care gaps reports now available

We now provide a quality care gaps report in Availity. These reports show our members assigned to your care with open care gaps.

You can use the report to identify members for outreach and find claims that need additional coding. You'll also see your potential pay-for-performance (P4P) earnings from closing the care gaps. Reports are refreshed weekly.

[Learn more here](#)

Using the Availity portal

The Availity Essentials portal provides access to self-service, online tools to easily navigate Aetna's policies, procedures and requirements. Availity offers these services:

- Contact Us messaging
- Eligibility and benefits
- Claims and prior authorization submission and status
- Appeals and grievance appeals and status
- Payer space
- Panel rosters
- Specialty pharmacy prior authorization
- Reports and PDM

Availity is free for all providers and offers a single sign on for participating payers.

Get started today at

[Availity.com/provider-portal-registration](https://www.availity.com/provider-portal-registration).

Find training resources and webinars at

[Availity.com/Essentials](https://www.availity.com/essentials)

Enhanced P4Q report

A new and enhanced P4Q performance report will be live in Availity in early July. It will offer a more streamlined experience — grouping all TINs in the same view for providers with multiple TINs.

Other improvements include:

- More frequent refresh schedule
- Shorter data lag
- Additional member-level detail, including date of most recent PCP visit, demographics, care management enrollment, and number of open care gaps

HEDIS tip sheets

We've developed [tip sheets](#) for each measure found on the quality care gaps report.

Providers, clinical teams and billing staff can find these resources on our website:

- [Breast cancer screening](#)
- [Cervical cancer screening](#)
- [Childhood immunizations](#)
- [Controlling blood pressure](#)
- [Diabetes care](#)
- [Immunizations for adolescents](#)
- [Prenatal and postpartum care](#)
- [Well-child visits](#)
- [Follow-up after emergency department visit for substance use](#)

[See 2023 P4P incentives](#)



CEO Rushil Desai recognized for leadership

Rushil Desai, CEO of Aetna Better Health® of Illinois, was named one of Crain's Chicago Business 2023 Notable Leaders in Health Care.

He was recognized for transformative leadership focused on bridging the gap between payers and providers through value-based care arrangements and achieving operational excellence via technology-driven solutions.

[Read the article.](#)

Blood pressure monitors for members

Our members can get blood pressure (BP) monitors to use at home — at no cost— with an order from their provider.

Providers can order a BP monitoring kit — including an appropriately sized cuff — from a Durable Medical Equipment (DME) provider. Follow ICD-10 guidelines to order and include the appropriate diagnosis codes.

Prior authorization is not required for DME less than \$1,000. An order will be denied if the member has already received the item in the allowed timeframe. If members need a replacement monitor or cuff, contact Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Keeping an eye on prenatal and postpartum BP

We want to be sure all members who are pregnant or recently gave birth have a blood pressure (BP) monitor to use at home. Keeping track of BP helps target prenatal and postpartum conditions such as:

- Gestational diabetes
- Preeclampsia
- Eclampsia
- HELLP syndrome

Providers can submit a prescription for a BP monitor for prenatal and postpartum members as outlined above.

Mental health screening in pregnancy and postpartum

Mental health disorders — such as depression and anxiety — are the most common complications of pregnancy and childbirth. We offer screening tools to use during prenatal and postpartum visits.

[Learn more here.](#)





Together, we make a difference

Improving member engagement and satisfaction

Aetna Better Health® of Illinois wants to work with you to enhance member satisfaction and engagement. It's important to members that their provider spends enough time with them, listens, shows respect and explains things well.

When our members seek care, here are a few ways to help improve their experience:

- ✓ **Respect:** Each member of your team has a role in supporting our members. From the staff members who greet them when they arrive — to the providers who deliver their care — each one can provide members with respectful service.
- ✓ **Time:** Spending quality time with each member is an important part of delivering care. Try to take your time during each appointment to ensure that members feel welcome and supported.
- ✓ **Explaining:** Health care can be confusing for those who aren't familiar with medical terminology. You can help our members understand their health care info by using simple terms to explain things about their care.
- ✓ **Listening:** You can ensure that members feel their concerns are heard. By sitting down with them during the visit, making eye contact and listening carefully, the member will know you're paying attention and are engaged.

We appreciate the work you do to make our members feel supported and encouraged in their health journey.

We need your latest W-9

We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. It must be the most current version available from the IRS.

[Complete your updated W-9 electronically here.](#)

Orientation for new providers

Help your new providers get the resources they need to work with our plan. Join one of our upcoming orientation sessions.

[Find orientation dates](#)



Submitting your rosters

Our email inbox at ABHILProviderUpdateRequests@aetna.com is where in-network providers can submit rosters, demographic updates and other info. Use the updated [Universal IAMHP Roster Template](#) provided by the Illinois Association of Medicaid Health Plans.

We're here to help

[Click here to find your Provider Relations rep](#)



Email

ABHILProviderRelations@aetna.com



Phone

[1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701)

Monday through Friday

8:30 AM to 5:00 PM



Online

AetnaBetterHealth.com/Illinois-Medicaid/

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