



Aetna Better Health[®] of Illinois Provider E-newsletter

Summer 2024

2024 provider satisfaction survey

Aetna Better Health[®] of Illinois values the opinion of providers who serve our members. We're working with Press Ganey, an independent research firm to conduct a provider satisfaction survey.

Our 2024 Provider Satisfaction Survey continues until August 24, 2024. Your office may receive a survey in the mail from Press Ganey. We encourage you to complete the survey — either online using your unique log-in credentials or by returning it in a postage-paid envelope.

Your valuable feedback helps our health plan expand on what we're doing well and find opportunities to improve.

Join us: Provider Patient Satisfaction Summits

We're excited to invite behavioral health care providers to our Provider Patient Satisfaction Summits. Sessions will be offered August 6-15. Each 75-minute session will provide valuable insights and opportunities for collaboration for behavioral health care providers.

See page 4 for registration info.

Your Provider Manual

The Aetna Better Health[®] of Illinois Provider Manual has info you need to work with our health plan. Find it in the Resources section of our website.

Click

Electronic payments via ECHO Health

Our health plan offers multiple ways for providers to receive electronic payments. We work with ECHO Health to offer electronic payment options such as virtual credit card (VCC), Automated Clearing House (ACH)/Electronic Funds Transfer (EFT), MPX e-check or paper check.

[Learn more about electronic payment options here.](#)

Redetermination: an annual process

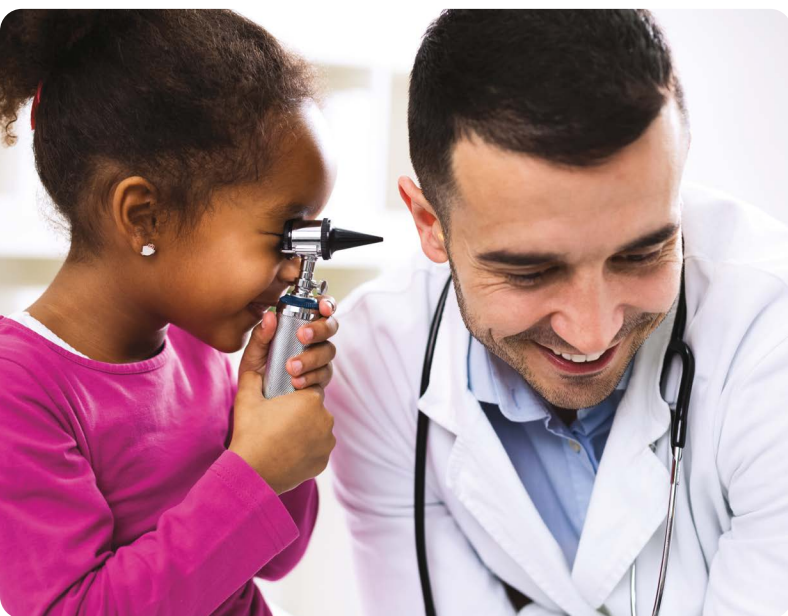
Redetermination is the annual review to determine if Medicaid members still qualify for benefits. Redetermination is now an always-on process. That means all members have an eligibility review for Medicaid at least once each year.

Providers are encouraged to help Medicaid members get ready to renew and connected to coverage each year. You can remind members:

- During check in, check out and office visits
- As part of appointment reminders
- By sending emails and text messages

Each member's redetermination date is different, and repetition is key to making members aware of the process.

Remind members to beware of scams. 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](#).



2024 Pay-for-Performance Program

Our 2024 Pay-for-Performance (P4P) Program rewards providers who perform recommended services for key HEDIS® measures.

New: We've incorporated flat-rate incentives into the 2024 P4P program. Rendering providers can now earn flat-rate incentives for closing gaps such as cervical cancer screening, postpartum care, timeliness of prenatal care, and for follow up after ED visits for alcohol and mental illness and hospitalization for mental illness.

[See 2024 P4P incentives](#)

HEDIS® focus

Prenatal and Postpartum Care (PPC) is the HEDIS® measure that represents the percentage of deliveries of live births between October 8 of the year prior to the measurement year and October 7 of the measurement year.

Timeliness of prenatal care: the percentage of deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the health organization. Care occurring on the date of enrollment will be considered adherent.

Postpartum care: The percentage of deliveries that had a postpartum visit on or between 7 and 84 days after delivery



Providers are eligible for flat-rate incentives of \$50 for prenatal and \$50 for postpartum care. [Find the details here.](#)

[Get our PPC tip sheet](#)

The Healthcare Effectiveness Data and Information Set (HEDIS®) is a registered trademark of NCQA.

Double member incentives for cervical and breast cancer screenings

We're offering special member incentives for cervical and breast cancer screenings January 1, 2024-October 31, 2024. Members who complete either of these screenings during that time will receive \$50, an increase from the usual \$25.

We urge all members to take advantage of these incentives and have their screenings by October 31.

Please continue encouraging your patients to schedule their screenings. Providers are also eligible for incentives for closing these gaps in care.

[Member rewards](#)

[Provider incentives](#)



Marilyn Griffin,
MD, FAPA, DFAACAP

Behavioral health in focus Improving the patient experience

We're continuously working to make sure our members are satisfied with our health plan. And we know patient satisfaction is important to you as well.

By joining forces, we can create the best experience for our members who are your patients. That's why I'm inviting behavioral health providers to attend one of our upcoming member satisfaction improvement sessions.

We've put together topics to examine past member satisfaction results and discuss ways we can improve the patient experience. Please register for one of these sessions:

- **August 6:** 9 AM, 1 PM
- **August 7:** 9 AM, 1 PM
- **August 8:** 3 PM
- **August 13:** 9 AM, 1 PM
- **August 14:** 9 AM, 1 PM
- **August 15:** 3 PM

[Register here](#)



Provider Summits

We offer quarterly Provider Summits to keep you updated on working with our health plan. You'll find the presentation from our most recent summits on our [website](#).

Upcoming summits will be offered on these dates:

- September 5, 2024
- September 19, 2024
- December 5, 2024
- December 12, 2024

[Register here](#)

Connect with upcoming events

Aetna Better Health® of Illinois offers regular training and educational events for our network providers. Check our website for upcoming events and registration info.

[Find upcoming events](#)

Supporting a healthy pregnancy

When an Aetna Better Health of Illinois member is pregnant, please submit a Notification of Pregnancy (NOP) form.

[Download our NOP form](#)

Monitoring BP in pregnancy and postpartum

We want to be sure our 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 and HELLP syndrome.

We provide an automatic BP kit as an extra benefit to pregnant members. Please encourage members who are pregnant to call their Aetna care manager or Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701). Once we confirm their address, we'll send the kit to the member's home.

BP: Check it twice

We encourage providers and medical staff to check BP twice.

- ♥ If a BP is elevated $\geq 140/90$, please check it twice.
- ♥ If BP is elevated on first measurement, wait at least five minutes and repeat.
- ♥ Document time, date and exact measurement of all readings, without rounding.

[Get our tip sheet on Controlling High Blood Pressure \(CBP\) here](#)



Helping members quit smoking

We want to work with providers to help our members who want to quit smoking. As part of that mission, we're focused on improving these CAHPS tobacco measures:

- Talking about Tobacco Use
- Talking about Plans to Stop Tobacco Use
- Talking about Medicines to Stop Tobacco Use

Our program "Let Aetna Help You Quit Smoking" encourages members to:

- Talk to their doctor who can offer resources and medicines to help quit.
- Join a support group.
- Call the free quit line at [1-866-QUIT-YES \(1-877-784-8937\)](tel:1-866-QUIT-YES).

[Get our smoking cessation flyer](#)

Availity

The Availity portal provides the resources to support your work with our health plan. Create your account and discover the benefits.

[Learn more](#)

Screening for lead in children

Health care providers have a key role in preventing lead poisoning by identifying children who are at high risk, testing their blood levels and connecting to follow-up resources.

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services are federally-mandated preventive care services for Medicaid members under age 21. All primary care providers are required to provide these services for children.

Blood lead screening is part of required EPSDT screening services. All children should receive an initial screening blood lead test at 12 and 24 months. Children between the ages of 36 months/3 years and 72 months/6 years with no history of a previous blood lead screening are required to have blood lead screening document in their medical record.

Aetna Better Health® of Illinois covers the cost of this testing for children enrolled in our plan.

[Learn more about testing for lead poisoning](#)

Get our latest notices

We need your latest W-9

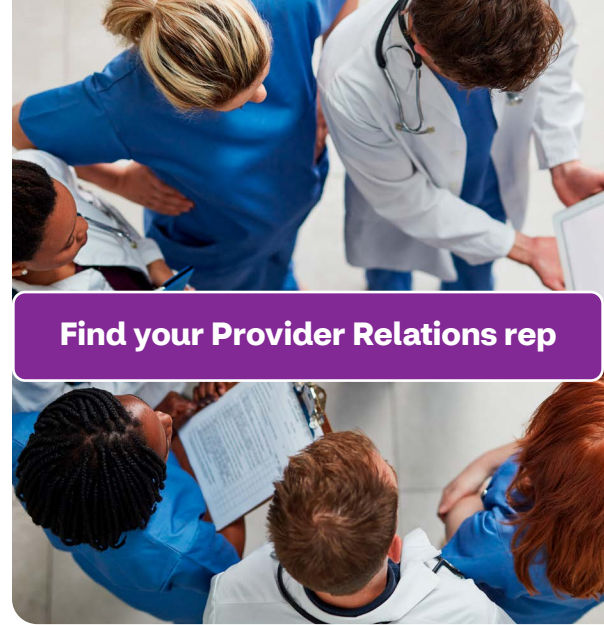
We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. [Complete your updated W-9 electronically here.](#)

Submitting your rosters

In-network providers can use our email inbox ABHILProviderUpdateRequests@aetna.com to submit rosters, demographic updates and other info. Use the updated Universal IAMHP Roster Template provided by the Illinois Association of Medicaid Health Plans.

Orientation for new providers

New providers can get the resources they need to work with our plan. Join an upcoming orientation session. [Find orientation dates.](#)



Find your Provider Relations rep

We're here to help



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/Providers

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