

# Aetna Better Health of Kansas Provider Newsletter

Q3-2023



**Aetna Better Health®  
of Kansas**



## Welcome to the New Quarterly Newsletter

Aetna Better Health of Kansas values our relationships with the provider community. In addition to the below resources, we are publishing a quarterly newsletter as another resource to support you. We welcome your feedback and appreciate your partnerships!

### Provider Resources

- Access to webinars for Cultural Competency, EPSDT, New Provider Orientation, Provider Town Hall:  
[Access to Webinar Registration](#)
- We invite our providers to join our Provider Advisory Committees:  
[Access to information](#)
- Please continue to refer to the Weekly Alerts for recently published Provider Bulletins.

### Provider Experience Representative Territory Map

- Link: [Hospital, Physician and Ancillary](#)
- Link: [Behavioral Health](#)
- Link: [Home and Community Based Support](#)
- Link: [Skilled Nursing Facilities](#)

**Urgent Questions**, please contact Provider Experience at

1-855-221-5656 or [ProviderExperience\\_KS@aetna.com](mailto:ProviderExperience_KS@aetna.com)

3<sup>rd</sup> Quarter, 2023  
Provider Newsletter



## MEMBER REDETERMINATION FOR PHE UNWINDING

Kansas will notify members when it is time to renew their Medicaid and when information must be provided to complete their renewal. Aetna will supplement this outreach through various member communication efforts.

How can providers help?

It is important for KanCare members to update and confirm their contact information is correct. If the KanCare Member is unsure or did not update their contact information, please direct the members to:

- <https://kancare.ks.gov> uses a chatbot, KIERA, to make updating contact information easier than ever. Members can click on the red chat bubble in the lower righthand corner of their screen and KIERA will help them update their contact information.
- Call the KanCare Clearinghouse at 1-800-792-4884.
- The KanCare Self Service Portal “Access My Kan Care” feature <https://cssp.kees.ks.gov/apspssp/ssp.portal/login/doView>. Members can log into the portal and link their medical case to their online account. If the member does not have an account established, they can sign up by clicking the portal’s sign-up link and choose to receive text and email updates. Members who have updated their contact information are prepared for KanCare Renewals. Instructional videos for the Self Service Portal are located here: <https://vimeo.com/showcase/8602150>

Please refer to KanCare’s COVID-19 Public Health Emergency [Unwinding Plan](#) for more details.

## Taking Advantage of a Request for a Sports Physical to Complete a More Valuable Annual Well Child Checkup

Many parents and guardians will schedule necessary appointments during the summer months to avoid trying to schedule around school and sports that keep them busy during the school year. While offices can anticipate a higher number of well check-ups during the summer, it has been found that many parents are scheduling a Sports Physical rather than an annual well-check. Let's first look at the reasons why a well child checkup is important, versus just completing a Sports Physical.

Now that we can clearly see the benefits of completing the well child checkup, we also need to understand that the two can be completed during the same visit. This gives the parent and child the Sports Physical paperwork that is necessary for participation, while also allowing the provider to keep up on the overall health and well-being of the child. So, how do we make it happen? Let's outline a few steps that can assist you and your office staff with scheduling the right appointment at the right time for the right patient.

- The best time to schedule an annual well-checkup is while the patient is in the office. So, when the patient or parent/guardian is checking out after a visit, ask staff to make sure the next annual well-checkup is scheduled, and if not, get something on the books! Parents will often say "I don't have my calendar for next year," or, "I have no idea what my schedule will look like." Let them know that they can always reschedule if needed when they receive their appointment reminder but be persistent.
- The second-best time to schedule a well checkup is when the patient, or parent/guardian, is on the phone. They may be calling due to illness, a prescription refill need, or a Sports Physical, but regardless of the reason for the call, staff should always check the record to make sure a well checkup is scheduled.

Finally, aside from the obvious benefits to the patient, completing well checkups has clear benefits for providers as well.

- Development of the patient/provider relationship
- Increased HEDIS outcomes
- And even bonus payments from MCO's

### Sports Physical

- Medical problems that affect sports
- Height, Weight, Blood Pressure
- Review things related only to sports
- No vaccines provided
- Referrals if not cleared to play sports

### Well Child

- All medical problems including family history
- Monitors growth over time
- Age-appropriate developmental screenings
- Vaccines provided as needed
- Medication prescriptions and refills
- Hearing and vision screenings
- Screenings for mental health and social behaviors
- Referrals for any health concerns

## **Home and Community Based Providers:**

### **Final Rule**

HCBS Final Rule Monitoring and Compliance: Effective with dates of service on and after March 17, 2023, the Kansas Medical Assistance Program (KMAP) established new enrollment requirements of Home and Community Based Service (HCBS) providers for Final Rule Compliance.

[HCBS\\_Final\\_Rule\\_Monitoring\\_and\\_Compliance\\_\(updated\).pdf](#)

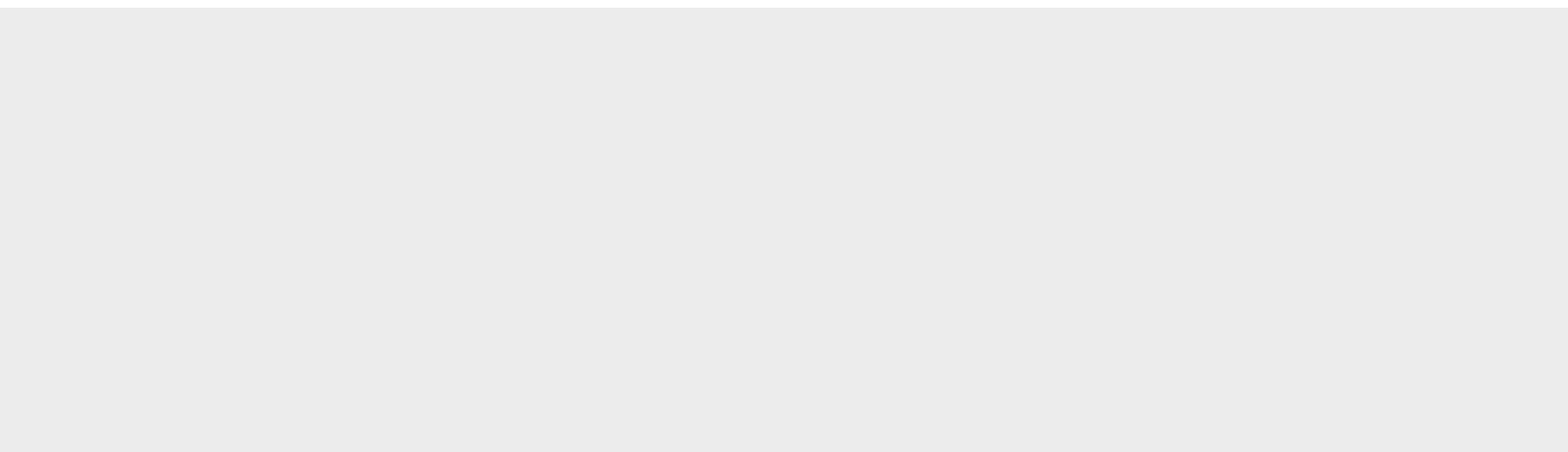
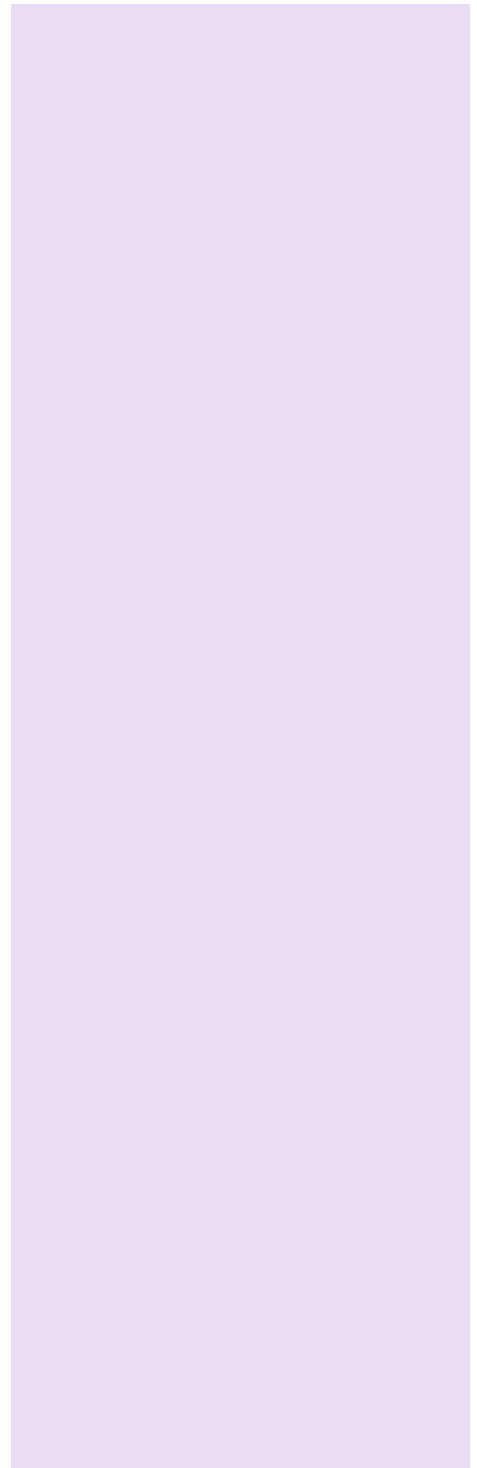


## **2023 Value Added-Benefits**

<b>Value Added Benefit</b>	<b>Description</b>
Over the Counter Supply Catalog	\$25 per household, per month of certain over the counter (OTC) drugs and supplies from an ABH catalog.
Dentures	A complete set of dentures can be provided every 5 years for those who qualify on the HCBS, FE and PD waiver programs. Effective 7/1/23, dentures are covered by Medicaid when medically necessary as determined through dental prior authorization.
Adult Dental	Members 21 yrs. and older receive \$500 per year for things like dental exams/cleanings twice each year, annual bitewing X-rays, fillings and extractions and fluoride treatments.
Android Smartphone	Free Android Smartphone with 350 free minutes per month, 1 gigabyte of data per month and unlimited text messaging for members 18 yrs. and older.
MyActiveHealth	Access to MyActiveHealth for self-management health tools, personal health records, health assessments and lifestyle coaching.
Promise Pregnancy Program	Includes a redeemable reward of \$75 for a first prenatal visit within the first trimester, within 42 days of plan enrollment and with notification of pregnancy to the Health Plan. \$10 gift card for dental visit. Earn up to an additional \$75 in rewards for going to pre and postnatal appointments.
Additional Transportation Services	Free rides for members going to the pharmacy, WIC eligibility appointments and prenatal classes. Ten (10) round trips per year for members going to job interviews, job training, shopping for work type clothing, food bank or grocery store for food, senior service, etc.

Hospital Companion Program	Members on the FE, PD, BI and I/DD waivers can receive up to 16 hours of hospital companionship per year provided by their personal care service worker while the member is in the hospital.
Pest Control	Members on the PD, FE, IDD or Brain Injury BI waiver, who own their own home, can get up to \$250 per calendar year towards pest control services.
After School Engagement	Members ages 5 to 18 can get up to \$50 per year for activities at participating YMCA, Boys and Girls Clubs, Boy Scouts or Girl Scouts.
Podiatry Visits	Members, ages 21 years and older, who have diabetes will receive 2 podiatry visits each year.
Respite Care	Up to 120 hours of respite care per year for members on a waiver waiting list for Home and Community -Based Services.
Respite Care Background Checks	Members on the LTSS waiver waiting list eligible for respite care, are provided one background check per year for a personal care services worker.
Home-Delivered Meals	Up to 2 meals per day for up to 7 days for members 21 years and older with a medical need who have been discharged from an inpatient stay after 7 days in the hospital.
Asthma Air Purifier	Members ages 0-18 with an asthma diagnosis can order an asthma air purifier.
Weight Management	Provide membership to a 12-week class from the University of Kansas Weight Management program on healthy eating and exercise.
Campus Ed	Members ages 16 and up, can get their GED and learn new job skills at no cost.
No Place Like Home Grant	Grant program that supports community-based organizations assisting members to access or maintain housing. Funds provide one-time emergency housing assistance to help keep members in their home or to establish a new home in the community.

Ted E. Bear MD Kids Club	Includes an Activity Book and \$10-\$15 gift cards (up to \$75 annually) for meeting identified goals, for members newborn to age 12.
Healthy Rewards Program	The Healthy Rewards Incentive program where members can get \$10-\$25 gift cards when they complete wellness activities.





## Did You Know

Availity Essentials provider portal provides access to a robust self-service and online tools to allow more independent and remote providers to easily navigate Aetna’s policies, procedures, and requirements. Availity allows providers to directly communicate with Aetna’s clinical and administrative staff through the Contact Us application. Providers support capabilities offered through Availity include the ability for providers to:

Claim Submissions	Appeals & Grievance Appeals	Prior Authorization Submission
Claim Status Inquiries	Appeals & Grievance Status	Prior Authorization Status
Payer Space	Panel Rosters	Eligibility and Benefits
Contact Us Messaging	Specialty Pharmacy Prior Authorization	Reports & PDM

If you are new to Availity, there are many resources to help guide providers on how to navigate the site. Availity is free for all providers and offers a single sign on for participating payers.

### BOOKMARK THESE RESOURCES FOR EASY ACCESS:

- [Availity.com/Essentials](https://www.availity.com/essentials) — 24/7 access to training resources and recorded webinars to view at your leisure.
- **Aetna Crosswalk** — Aetna Better Health tools and resources

## Get to know Availity

Availity is your trusted source for payer information, so you can focus on patient care. If your organization isn’t registered with Availity, get started today at

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

## Billing Tips and Tricks

ABHKS is proud to report that so far in 2023, we have processed 100% of clean claims within 30 days of receipt.

If a provider believes a claim was processed in error, providers may file a reconsideration or appeal through a variety of avenues.

Please refer to the “Resubmission-Reconsideration-Appeals At-A-Glance” document for more details [Resources | Aetna Better Health of Kansas](#).

There is also an optional “Provider Reconsideration & Appeal Form” located here [Forms | Aetna Better Health of Kansas](#).

When filing a reconsideration or appeal, please provide the required documentation to expedite the review decision.



## LIVE WEBINARS FOR AVAILITY PORTAL USERS

Once you're registered, sign in at [Apps.availity.com/availity/web/public.elegant.login](https://apps.availity.com/availity/web/public.elegant.login). The Availity Learning Team offers regularly scheduled live webinars on a variety of topics including:

- Prior authorization submission and follow-up training
- Navigating the attachments dashboard and workflow options
- Resources and tips for new administrators on Availity
- Use Availity portal to submit professional claims
- Availity claim status

## TIPS FOR FINDING LIVE WEBINARS

- In the Availity Portal, select Help & Training > Get Trained to open your ALC catalog in a new browser tab.
- In the ALC catalog > Sessions tab, browse or search by webinar title and look for Live Webinar and the date. You can also scroll the months using Your Calendar in the top left of the page.

After you enroll, watch your email inbox for confirmation and reminder emails with information to join and downloadable iCal options.

## Can't make a live session?

The ALC catalog includes lots of on-demand options, too. In the ALC Catalog, look for courses with a title that ends in Recorded Webinar, for example, Navigating the Attachments Dashboard and Workflow Options – Recorded Webinar