



CMO's Corner: Dr. Madelyn Meyn

During this time of constant change and unknowns, I wanted to say thank you to all our providers for being the constant in our members' lives.

Thank you for your steadfast leadership and thoughtful care throughout the continued pressures all of us are feeling. Your dedication to the wellbeing of our members is appreciated and honored. In this edition of our quarterly newsletter you will find links and resources that are here to help us work together in meaningful ways; such as Availity, our provider connectivity tool, information about COVID vaccinations and developmental screening tools, and tools for smoking cessation.

In the coming months we will be expanding our use of Pyx Health, offering mobile crisis and crisis stabilization services, expanding services for remote patient monitoring and in-home screening for colorectal cancer. We are always in the pursuit of increasing quality outcomes and are excited to have you as our partners.

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As always, your provider relation liaison (PRL) is listed on the last page of this newsletter. Our PRLs are available to listen to your suggestions and concerns, and to answer your questions. If you would like to participate in our Provider Advisory Committee and help us build meaningful programs or sit on our Quality Management Oversight Committee and learn about our health plan as a whole, please reach out to me directly at MeynM@aetna.com.

Warmly,
Madelyn

(Editor's Note: Madelyn M. Meyn, MD, MBA, FAAP is the Chief Medical Officer for Aetna Better Health of Louisiana. Dr. Meyn received her Doctor of Medicine from Wright State University School of Medicine, Dayton, OH. She completed her post graduate training in pediatrics at Tulane University School of Medicine and, prior to coming to Aetna Better Health, worked as a pediatrician in a FQHC in New Orleans. Dr. Meyn is board certified in pediatrics and is a fellow of The American Academy of Pediatrics.)

A reminder about the Medicaid Provider Enrollment Portal

Aetna Better Health of Louisiana reminds you that all providers are now required to enroll with Louisiana Medicaid using Medicaid's new Provider Enrollment Portal. Enrollment is necessary to ensure compliance with federal laws and to receive reimbursement for providing care to Louisiana Medicaid recipients. Please visit <https://ldh.la.gov/page/4125> for more information and to enroll.

Don't delay in registering and submitting an enrollment application through the Louisiana Medicaid Provider Enrollment portal. Any existing Medicaid provider that does not complete the enrollment and screening process through the portal by March 31, 2022, will risk claim denials and disruption in patient care. Medicaid Provider Enrollment Portal assistance is available Monday through Friday 8 AM – 5 PM. Please contact **1-833-641-2140** for assistance.



Opportunities to improve COVID-19 provider communication

Aetna Better Health of Louisiana is encouraging all Medicaid members to get vaccinated at 100 percent cost free.

Benefits of getting a COVID-19 Vaccine (CDC; updated Aug. 16, 2021)

- While COVID-19 vaccines were developed rapidly, all steps have been taken to ensure their safety and effectiveness.
- COVID-19 vaccines were developed using science that has been around for decades.
- COVID-19 vaccines are not experimental. They went through all the required stages of clinical trials. Extensive testing and monitoring have shown that these vaccines are safe and effective.
- COVID-19 vaccines have received and continue to undergo the most intensive safety monitoring in U.S. history. Learn more about how federal partners are ensuring COVID-19 vaccines work.

As a practitioner in this pandemic, it is beneficial for you to share the facts with your patients. As we continue to work around the clock to get members vaccinated for COVID 19, you can help by sharing the links below with your members on the various sites that are currently performing vaccinations.

- <https://ldh.la.gov/assets/docs/covid/LACOVVIDVACCINE-LOCATIONS.pdf>
- <https://www.vaccines.gov/search/>



Care coordination at discharge: follow-up appointments

Best practice in care coordination mandates the creation and implementation of an effective discharge plan, preferably begun at admission and refined as needed. Effective discharge planning includes those elements that are most helpful in decreasing the likelihood of readmission.

For emergency departments, hospitals, and residential treatment centers: Scheduling the post-discharge follow-up appointment is a critical piece of discharge planning.

For primary care and psychiatric physicians: Following up with your members shortly after their discharge increases community tenure and decreases the likelihood of rapid readmission.

Follow-up appointments benefit everyone by improving outcomes for members, improving provider quality ratings due to meeting Healthcare Effectiveness Data and Information Set (HEDIS) follow-up metrics, and lowering costs related to avoidable readmissions and emergency department utilization.

- HEDIS metrics help to measure the factors that contribute to effectiveness of treatment and best outcomes.
- Follow-up HEDIS metrics are typically related to certain events like: behavioral health (BH) hospital stays, substance use disorder (SUD) treatment stays, and emergency department visits for BH or SUD.
- The follow-up HEDIS metrics have two timelines that are being measured: 7 days and 30 days.

- HEDIS metrics do not place limits on outpatient provider types or service types. Virtual appointments apply.

Many barriers exist for follow-up related to behavioral health and substance use disorders:

- Provider shortages in certain areas of the state
- Long wait times for appointments
- Lack of knowledge related to levels of care and referral sources

How you can help: ways to follow up

- A follow-up appointment for psychiatric medication management or counseling can be done either in person or virtually. To set up virtual appointments using our OneTelemed service, call **337-565-0843** or visit **onetelemed.com** for more information.
- Regional lists of behavioral health and substance use disorder treatment providers and evidence-based practice programs are available. Contact your Provider Relations Representative for directories or email **LAProvider@Aetna.com**.
- To find or change a member's primary care physician, call Member Services at **1-855-242-0802**.
- Arrange follow-up appointment transportation through One Call at **1-877-917-4150** or **1-866-288-3133**.
- For resource needs related to social determinants of health, Aunt Bertha is a website with a free downloadable app for members' phones: **<https://aetnabetterhealthla.auntbertha.com>**.



The Availity Provider Portal is live

Availity is the new destination where health plans connect with their providers for meaningful collaboration. Availity is live for all Aetna Medicaid plans. More features are being added throughout the year.

Through a sophisticated multi-payer portal and Intelligent Gateway solution, Availity simplifies complex provider engagement processes like HIPAA transactions, provider demographic data management, clinical data exchange and much more. Built on a powerful, intelligent platform, Availity puts data to work through business solutions that strengthen communications, improve financial performance, and simplify processes and systems.

If you are new to Availity and want to register your provider organization, you'll begin by creating your Availity user account. You'll start by clicking Register on the Availity home page to create your user account at **www.availity.com/provider-portal-registration**.



Screening guidelines for STIs

According to the Center for Disease Control and Prevention, sexually transmitted infections (STIs) are very common and costly to the nation's health and economy. In 2018, new infections totaled nearly \$16 billion in direct medical costs. Therefore, Aetna Better Health of Louisiana encourages providers to continue to have conversations with members about screening and prevention of STIs during annual physical exams and/or well visit appointments. It is only through continued conversation that we can work to increase screening rates and reduce untreated infections.

As a reminder, Aetna Better Health of Louisiana covers annual physical exams and STI screenings, such as chlamydia and gonorrhea. If untreated, chlamydia can cause permanent damage to a woman's reproductive system making it difficult to get pregnant later; while untreated gonorrhea also poses health risk for women and may lead to pelvic inflammatory disease. Therefore, annual conversations with patients about their risk of infection, and the ease of screening through urine specimen will help to reduce the rates of untreated chlamydia and gonorrhea infections in our member population.

Even though STIs affect individuals of all ages, chlamydia and gonorrhea are particularly prevalent among young people. The CDC estimates that youth ages 15-24 make up just over one quarter of the sexually active population, but account for half of new STI cases in the United States each year. To protect fertility health of both males and females, screenings are recommended annually and six months after treatment in infected persons. It is also recommended to screen for chlamydia and gonorrhea at the first prenatal visit, and again during the third trimester in pregnant women who test positive or are at an increased risk for infection.

- For more information on STI screening guidelines, [click here](#).
- For more information on STI prevalence, incidence, and cost estimates in the United States, [click here](#).



Learn how to help your patients quit tobacco

Health care providers play a key role in identifying patients who use tobacco and helping them quit.

In fact, **according to the CDC**, tobacco quit rates increase when health care providers consistently identify and treat tobacco use. The majority of people who use tobacco want to quit but getting started often takes support and motivation from trusted sources like you. Help your patients begin their quit story. Ask them if they use tobacco and refer them to quit resources during visits. Make tobacco screening and referring a standard of care.

Brief Tobacco Intervention Training

The Brief Tobacco Intervention is a quick, easy and effective approach for providers to address patient tobacco use in less than three minutes. This saves time for you and your staff, and ensures that your patients receive the treatment they need.

In the Brief Tobacco Intervention Training you will:

- Learn three simple steps to help you effectively

talk with your patients about tobacco in less than three minutes.

- Learn about evidence-based cessation treatments available in Louisiana, including individual, group and telephone counseling and seven FDA-approved medications.
- Earn continuing education units in less than an hour!
- **Click here to register now**



Developmental screening tools

The Louisiana Department of Health (LDH) has modified the fee schedule as of January 1, 2021, to allow providers who use CPT code 96110 to be reimbursed for global developmental screening using standardized tools. The American Academy of Pediatrics (AAP) recommends developmental surveillance at most pediatric well-visits, and developmental screening using standardized screening tools during each of the 1st, 2nd, and 3rd years of life.

In addition, the Louisiana Department of Health (LDH) and American Association of Pediatrics (AAP) have identified recommended Standardized Global Developmental Tools cited by Bright Futures (and the American Academy of Pediatrics statement on developmental screening) below:

- Ages and Stages Questionnaire (ASQ) – 2 months to age 5
- Ages and Stages Questionnaire – 3rd Edition (ASQ-3)
- Battelle Developmental Inventory Screening Tool (BDI-ST) – Birth to 95 months
- Bayley Infant Neurodevelopmental Screen (BINS) – 3 months to age 2
- Brigance Screens-II – Birth to 90 months
- Child Development Inventory (CDI) – 18 months to age 6
- Infant Development Inventory – Birth to 18 months
- Parents' Evaluation of Developmental Status (PEDS) – Birth to age 8
- Parents' Evaluation of Developmental Status – Developmental Milestones (PEDS-DM)

Chart Documentation Requirements

A note in the chart indicating the date on which the test was performed, evidence of a screening result or screening score, and the standardized tool used is required. Standardized tools used to screen for specific disorders (e.g., Modified Checklist for Autism in Toddlers M-CHAT) **do not meet** the numerator requirement for a standardized global developmental screening tool.

Louisiana Department of Health Developmental Toolkit

Louisiana Department of Health (LDH) has developed a developmental toolkit for providers who are focused on the health of children ages 0-3.

The developmental toolkit:

- Consists of a series of webpages, training videos, and worksheets to walk providers through three major steps.
- Offers relevant resources as providers implement developmental screening in their practices.
- Assists staff in evaluating their current processes and identifying areas of improvement.
- Allows practices to tailor screening services based on their individual goals, capacity, and time.

Aetna Better Health invites you to work through the entire toolkit, from start to finish, or to use only the parts that are most relevant and accessible to your practice.

You can print all of the worksheets ahead of time using this link: <https://ldh.la.gov/index.cfm/page/3979>.



Aetna Better Health mobile app

Our members can get on-demand access to tools they need to stay healthy with the Aetna Better Health mobile application. Members can find a doctor, view or request a member ID card, change their primary care physician (PCP), see their medical and pharmacy claims, view the member handbook, send us secure messages and more – at any time, from anywhere.

The mobile app uses the same login ID and password as our website's secure member portal. There's no cost for the app and it's easy to use. Members can download the app to their smart phone or tablet from the Apple App Store or Google Play Store.



Has your information changed?

Aetna Better Health of Louisiana is committed to having the most accurate and up-to-date information in our system for you and your group. Please contact Provider Relations with updates to your phone or fax numbers, physical or mailing address, and to add your email address to our system.

For updates or changes to your information, call Provider Relations at **1-855-242-0802** or send your update via email at laprovider@aetna.com.



Provider Relations Liaisons

Our Provider Services Department serves as a liaison between the health plan and the provider community. Each Louisiana Department of Health Region in the state has one or more regional representatives.

| Name | Phone | Email | Region | Provider Groups/Hospitals |
|--------------------|--------------|-----------------------|-----------|---|
| Kellie Hebert | 985-348-5763 | HebertK@aetna.com | statewide | Ochsner Health System, LSU, state complaints/inquiries, appeals |
| Marion Dunn | 504-444-6569 | DunnM7@aetna.com | 1 | St. Thomas, Access Health, Med Data, Daughters of Charity |
| Eve Serbert | 504-220-1413 | SerbertE@aetna.com | 2 | Verity, Volunteers of America, FMOL |
| Katy Kuntz | 985-201-4093 | Kuntzk1@aetna.com | 3 | South Louisiana Medical Associates |
| Adrian Lozano | 504-402-3417 | LozanoA@aetna.com | 4 | Healthlink, Children's International, Pediatric Group of Acadiana |
| Tyeasha Matthews | 504-252-7624 | MatthewsT1@aetna.com | 5 | Quynh Mai Clinic, LLC/LCMC, East Jefferson Hospital |
| Brandy Wilson | 504-264-4016 | Wilsonb8@aetna.com | 6 | |
| Christine Duke | 318-344-1059 | Dukec2@aetna.com | 7 | Willis Knighton |
| Jennifer Thurman | 318-413-0725 | ThurmanJ@aetna.com | 8 | Christus, Health Services of N. Louisiana |
| Kathleen Dickerson | 504-462-9986 | DickersonK2@aetna.com | 9 | |

For any questions or to contact your Provider Relations Liaison, contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802** and selecting **option 2**, then **option 6**.

Provider Relations mailbox/general inquiries: laprovider@aetna.com



Our provider appeals address

We have noticed some providers mailing appeals to our Kenner office or to our member appeals address. Appeals sent to the wrong address must be redirected, which can result in processing delays.

Please ensure you send provider appeals to:

Aetna Better Health of Louisiana
PO Box 81040
5801 Postal Rd.
Cleveland, OH 44181