



# Devoted



[AetnaBetterHealth.com/Maryland](https://AetnaBetterHealth.com/Maryland)

Aetna Better Health of Maryland

## Keep your provider roster up-to-date

The working relationship that we maintain with each provider group is important. The provider data that is exchanged between your practice and our plan is shared with our members, who rely upon our website and Member Services team to provide them with accurate provider information to seek medical care and set appointments. Our health plan needs to ensure that each of our members has access to accurate and updated information for our provider network.

Aetna Better Health of Maryland providers are required to notify us of any updates to your provider roster as changes occur. Prior to submitting provider and roster updates to our health plan, we kindly request your review of the following critical elements that will affect network availability and claims payment:

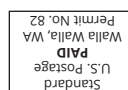
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- Tell your patients about our monthly virtual health classes
- Want to host a health education event? Let's talk!
- Helping members avoid type 2 diabetes
- For complex health needs, use integrated care

Summer 2022

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Aetna Better Health® of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090-2256

# Keep your provider roster up-to-date

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- Individual/group NPI numbers contain 10 digits.
- Practice and mailing addresses match USPS records.
- Phone and fax numbers are provided for each site location.
- Each provider's Medicaid ID number is submitted.
- Medical license numbers and expiration dates are submitted.
- Dates of birth and Social Security numbers are validated.

Newly contracted providers will undergo Aetna's credentialing process, which can take up to 120 days to complete.

 If you have any questions, call us at **1-866-827-2710** (TTY: 711) or email us at **MarylandProviderRelationsDepartment@Aetna.com**.



## Upcoming health education events

Virtual health classes are offered monthly, and everyone is welcome to attend! Visit [AetnaBetterHealth.com/maryland/news-events.html](https://www.aetna.com/betterhealth/maryland/news-events.html) for more information and to register for a class.

### Heart Health

- Monday, August 1, 12 to 1 PM
- Monday, September 12, 12 to 1 PM

### Basics of Diabetes

- Tuesday, August 9, 12 to 1 PM
- Tuesday, September 13, 12 to 1 PM

### Aetna Better Health of Maryland Programs and Services

- Friday, August 19, 12 to 1 PM
- Friday, September 23, 12 to 1 PM

## Member education opportunities

For assistance with member education opportunities, please contact Aetna Better Health Member Services at **1-866-827-2710** (TTY: 711).


Also visit our website at [AetnaBetterHealth.com/Maryland/Wellness/Care](https://www.aetna.com/betterhealth/maryland/wellness/care) for additional information.

### Interested in hosting a health education event?

Email [WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com) to learn more about our Health Education Program and how we can support you!

## Discover our community development events

We enjoy meeting our members in the communities where they live, work and play. Here are a few of the events/meetings scheduled for the coming months.

 Let's connect. To learn more about our community development team and how our partnership can help you, reach out to us today at **1-866-827-2710 (TTY: 711)**.



Event	Date/Time	Location	Address
<b>Health &amp; Wellness Fest</b>	Thursday, August 11 4:30 to 7:00 PM	Family Healthcare of Hagerstown	201 S. Cleveland St. Hagerstown, MD 21740
<b>Adventures on the Pond Pop-Up Program</b>	Friday, August 12 6:00 to 7:30 PM	Newtown Park	2001 Groton Road Pocomoke, MD 21851
<b>Member and Provider Informational Table</b>	Wednesday, August 17 9 AM to 12 PM	Family Healthcare of Hagerstown	201 S. Cleveland St. Hagerstown, MD 21740
<b>Member and Provider Informational Table</b>	Wednesday, August 17 1 to 3 PM	CVS Salisbury	1016 S. Salisbury Blvd. Salisbury, MD 21801
<b>Capital Area Food Bank Home Distributions</b>	Saturday, August 20 8:00 to 10:30 AM		4900 Puerto Rico Ave., NE Washington, DC 20017
<b>Tabitha's Table Food Distribution</b>	Tuesday, August 23 12 to 4 PM	Tabitha's Table	17 S. Main St. Smithsburg, MD 21783
<b>Mountain Fresh Farmers Market</b>	Wednesday, August 24 10 AM to 1 PM	Mountain Fresh Pavilion	S. First St. Oakland, MD 21550
<b>Meet the Teacher</b>	Friday, August 26 8 to 11 AM	Northern Middle School	701 Northern Ave. Hagerstown, MD 21742
<b>Game Night Pop-Up</b>	Friday, September 23 6:00 to 7:30 PM	Herring Creek Nature Park	12500 Nature Park Drive Ocean City, MD 21872
<b>Allegany County Homeless Resource Day</b>	Friday, September 30 Time TBD	Allegany College of Maryland	12401 Willowbrook Road Cumberland, MD 21502

## Affirmative statement about incentives

Aetna Better Health of Maryland makes Utilization Management (UM) decisions based only on appropriateness of care and service and existence of coverage. We do not reward practitioners, employees or other individuals for issuing denials of coverage. Any financial incentives Aetna Better Health of Maryland may provide to UM decision makers do not encourage them to make decisions that result in underutilization of services. We also do not use employee incentives or disincentives to encourage barriers to care and service.

If you have any questions about this statement, please call our toll-free telephone number: **1-866-827-2710 (TTY: 711)**.

## Help for patients at risk of diabetes

Aetna Better Health of Maryland is offering a Diabetes Prevention Program to patients with prediabetes. This lifestyle change program is recognized by the Centers for Disease Control and Prevention and teaches patients how to eat healthy, exercise and deal with stress to reduce the risk of developing type 2 diabetes.

Visit [AetnaBetterHealth.com/maryland/providers/member-benefits-coverage.html](https://www.aetna.com/betterhealth/maryland/providers/member-benefits-coverage.html) to learn more about the program.


Do you have members who qualify? Contact us at [WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com), or give us a call at **1-866-827-2710 (TTY: 711)** and ask to speak with a care manager.



## How we make coverage decisions

Utilization management decision-making criteria can be found on our website, [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth.com/Maryland). Or call **1-866-827-2710 (TTY: 711)** and request that a copy of the UM criteria be mailed to you. You can also call to request a free copy of any UM guideline, codes, records, benefit provision, protocol or document used to make a specific UM decision.

## Aetna Better Health formulary update

 Aetna Better Health's pharmacy drug list is available on our website and contains the most recent changes to the formulary. It is updated on a monthly basis and can be accessed 24 hours a day, 7 days a week. Please visit [AetnaBetterHealth.com/Maryland/providers/pharmacy/drug-list](https://www.aetna.com/betterhealth.com/Maryland/providers/pharmacy/drug-list) to see the latest version of the pharmacy drug list.

## Integrated Care Management program

Our Care Management department provides support to members based on each individual's risks and unmet needs. These care needs are assessed by licensed nurses, social workers and counselors, as well as nonclinical professionals. We use a bio-psychosocial (BPS) model to help us identify what care our members need. The Care Management staff performs a health risk assessment to determine the member's medical, behavioral health and BPS needs.

Care managers work with the member, member's family, primary care provider, psychiatrist, substance use counselor and any other health care team member to achieve a quality-focused, cost-effective care plan. Care managers educate members on their specific disease and how to prevent worsening of their illness or any complications. The goal is to maintain or improve their health status.

### **The Care Management program provides services to the following populations, but is not limited to:**

- Pregnant and postpartum outreach
- High-risk pregnancy outreach
- Children with special health care needs
- Children in state-supervised care
- Individuals with a physical or developmental disability



- Behavioral health/substance abuse
- Disease management of conditions such as asthma, diabetes, heart failure, COPD, sickle cell anemia, hepatitis C and HIV/AIDS

If you have concerns about one of your patients and would like to refer them to the Care Management program, call **1-866-827-2710 (TTY: 711)** and ask for the Care Management department or email the Care Management department at **AetnaBetterHealthMDCM@Aetna.com**.

## Member rights and responsibilities

Aetna Better Health members, their families and guardians have the right to information related to their treatment or treatment options in a manner and language appropriate to the member's condition and ability to understand. To access the specific member rights and responsibilities, call our Provider Relations staff toll-free at **1-866-827-2710 (TTY: 711)**. Check the **AetnaBetterHealth.com/Maryland** website for the full list of these rights and responsibilities.



## When to submit a claim dispute

Please submit a claim dispute for claim resubmission (e.g., corrected claims) and reconsiderations. A dispute is an expression of dissatisfaction with any administrative function, including policies and decisions, based on contractual provisions and inclusive of claim disputes.

*Pre-service denials are processed as member appeals and are subject to member policies and time frames.*

### Resubmission

Resubmission is a request for review of a claim denial or payment amount on a claim originally denied because of incorrect coding or missing information that prevents

## When to submit an appeal

An appeal is a request by a provider to appeal actions of the health plan when the provider:

- Has a request for a retro-authorization of service delivery denied or not acknowledged with reasonable promptness
- Has a claim that has been denied or paid differently than expected and was not resolved to the provider's satisfaction through the provider claim dispute process

*Appeals must be requested within ninety (90) business days from the date of retro-authorization denial or the date of an adverse determination in the provider claim dispute process.*

Please include relevant claims information and any supporting documents (e.g., medical records). Appeals may be submitted via the Availity Portal, faxed to **1-844-312-4257**, sent via secure email to **mdappealsandgrievances@Aetna.com** or mailed to:

Aetna Better Health of Maryland  
Attention: Appeals Department  
P.O. Box 81040, 5801 Postal Road  
Cleveland, OH 44181

Aetna Better Health from processing the claim.

A corrected claim is an example of a claim resubmission. It should include a newly added modifier, code change or any change to the original claim. The claim must use the appropriate resubmission type of bill or be marked as a corrected claim. Corrected claims must be submitted within 180 days.

### Reconsideration

Reconsideration is a request from a provider for Aetna Better Health to reconsider its decisions. Examples include the following:

- **Itemized bill.** All claims associated with an itemized bill must be broken out per revenue (rev) code to verify that charges billed on the UB match the charges billed on the itemized bill. Please attach an itemized bill that is broken out by rev code with subtotals.
- **Duplicate claim.** Review request for a claim that originally had a denial reason of “duplicate.” Provide documentation as to why the claim or service is not a duplicate, such as medical records showing that two services were performed.
- **Retro-authorization request.** Claims that were denied due to no authorization on file. Medical records must be included.



- **Coordination of benefits.** Attach primary insurer’s explanation of benefits (EOB).
- **Proof of timely filing.** For electronically submitted claims, provide the second level of acceptance report.

Disputes may be submitted via the Availity Portal, called in to Provider Relations at **1-866-827-2710 (TTY: 711)** or mailed to:

Aetna Better Health of Maryland  
Claims and Resubmissions  
P.O. Box 61538  
Phoenix, AZ 85082-1538

## Fraud, Waste and Abuse

Know the signs — and how to report an incident

Health care fraud means receiving benefits or services that are not approved. Fraud can be committed by a provider, member or employee. Abuse is doing something that results in needless costs. Waste goes beyond fraud and abuse. Activities that are considered fraud, waste and abuse by members, doctors or any health care professional hurt everyone. Most waste does not involve a violation of law.

You can learn more and report fraud, waste or abuse by going online at [AetnaBetterHealth.com/Maryland/fraud-abuse](https://www.aetna.com/betterhealth/maryland/fraud-abuse).

### **Nondiscrimination notice:**

This information can always be found on our website. Go to [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland) to access it.



## Check out our website


[AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland)

What you can find:

- Information about member rights and responsibilities
- Provider handbook
- Provider directory
- Pharmacy/prescription and other health information
- Information about our Care Management program, utilization management program and our quality programs
- Clinical Practice Guidelines
- Affirmative Action and nondiscrimination information



If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you a copy of the written information you need.

**Contact us**  Aetna Better Health® of Maryland  
509 Progress Drive, Suite 117  
Linthicum, MD 21090-2256

**1-866-827-2710**  
Hearing-impaired MD Relay: **711**

This newsletter is published as a community service for the providers of Aetna Better Health® of Maryland. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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