



Summer 2024

Aetna Better Health® of Oklahoma provider newsletter

Healthier happens together™

At Aetna Better Health® of Oklahoma, we take pride in our strong community ties and dedication to the well-being of Oklahomans.

Our healthcare approach focuses on the whole person, reaching beyond traditional medical settings. That's why members get extra benefits, such as food assistance, transportation services, and community support groups to ensure comprehensive healthcare that takes care of the whole you. With our dedicated local team, we're committed to helping members on their journey to better health – because healthier happens together™.

Summer notices and updates

- **Aetna Better Health of Oklahoma is aware of claim denials pertaining to members over 21 years of age.** The denial is incorrect, and we are addressing the issue and expect resolution within 30 days. As a workaround, if the system is not corrected within 30 days, we will manually reprocess the claims. Your provider group will not be required to resubmit the claims as Aetna Better Health® would handle the reprocessing of the claims internally.
- Members receive an ID card containing pertinent information, such as the member's name, ID number, and contact information for claims and scripts. While members should have an assigned PCP on their ID card, some members may not have their PCP listed on their ID card. **A member should not be turned away for services if a PCP is not listed on their ID card.**
- Oklahoma providers can now submit claims for Aetna Better Health using the provider portal; Availity Essentials.

To see our full list of notices and stay up to date with our Aetna Better Health network alerts by visiting [our website here](#).



Earn CME Credits

Hello providers!

I am the Chief Medical Officer of Aetna Better Health®. I live in Tulsa, and am a family and lifestyle medicine physician with over 20 years of experience caring for Medicaid patients in Federally Qualified Health Centers (FQHCs). I look forward to partnering with you to provide high quality care to the SoonerSelect population.

Aetna Better Health is proud to offer all network providers a free CME/CE opportunity from the American College of Lifestyle Medicine (ACLM). The course bundle provides an evidence-based introduction to the field of lifestyle medicine with a focus on nutrition, often the most complex behavior to change, as a way to prevent and treat chronic disease. It consists of three modules, four presentations and 5.5 hours of CME/CE content.

This complimentary course is provided by ACLM as a way to educate healthcare providers on patient-centered, high-value, and outcome-oriented care. Aetna Better Health is committed to improving health equity and decreasing food insecurity. Aetna Better Health has multiple value added benefits to help increase access to nutritious food, including post-discharge medically tailored meals and a healthy food benefit of \$50 per month for eligible members with diabetes.

My email is SchumannS@Aetna.com, and I look forward to hearing your ideas about how we can work together to improve health outcomes in Oklahoma.



Welcome from our Chief Medical Officer, Dr. Sarah-Anne Schuman

Course outline:

Introduction to Lifestyle Medicine module (1 hour)

Food as Medicine: Nutrition for Prevention and Longevity module (3 hours)

Food as Medicine: Nutrition for Treatment and Risk Reduction module (1.5 hours)

- 1 To enroll, select 'register now' at LifestyleMedicine.org/Essentials
- 2 Scroll to the bottom of the page to login or create an ACLM account
- 3 Proceed to check out
- 4 Enter promo code: **ESS-ABHOK**





Behavioral health contacts and resources

Meet the behavioral health care advocate team:

Name	Title
Traci Bartley , LCSW	Behavioral Health Director
Georgeann Duty , LPC, LADC	CAT Mgr./Adult SoC Administrator
Dene' Harjo , LPC	Children's SoC Administrator
Kim Redae , LPC	Veteran's Wellness Administrator
Hayley Caudle , CPRSS, BHCW	Recovery and Resiliency Administrator (West)
Andrea Alexander	Recovery and Resiliency Administrator (East)
Kelly Harris , CWDP	Workforce Development Specialist (West)
LaRisha Mason	Workforce Development Specialist (East)
Lori Reynolds	Housing and Community Specialist (West)
Jennifer Leck	Housing and Community Specialist (East)
Shae Keen , LPC	Emergency (Crisis) Services SoC Administrator (West)
Ginger Davis , LCSW	Emergency (Crisis) Services SoC Administrator (East)
Tammi Martin , LPC	Clinical Transformation Specialist
Megan Lowry , LMSW	Veteran Wellness Specialist



Useful contacts and resources:

- Behavioral health contracting – ABHNetworkManagement@Aetna.com
- How to connect members with a care manager - AetnaBetterHealthOKCM@Aetna.com
- Behavioral health clinical transformation specialist - ABHOKCareAdvocate@Aetna.com
- Behavioral health prior authorizations - **1-833-923-0829**

Aetna Better Health advisory committees

Our committees are made up of medical, behavioral, Indian Health Care Providers, members, family members, caregivers, tribal members, community partners, and Aetna Better Health® leadership.

When:

- Tribal Advisory Board – Sept. 5
- Behavioral Health Advisory Committee – Oct. 24
- Member Advisory Committee – Oct. 24

Committees will routinely meet to gain insight from members and providers with lived

experience to drive policy change, address concerns and make improvements at Aetna Better Health. Areas of focus will include member education, outreach programs, quality improvement initiative, value added benefits and more.

For questions or to join a committee, email the Member Advocates team at MemberAdvocateOK@Aetna.com or contact Member Services at **1-844-365-4385 (TTY:711)**.



A call to action from our Health Equity Director, **Terrainia Harris, MPH**

Our definition of health equity is everyone has a fair and just opportunity to be as healthy as possible. Understanding health equity is crucial as it shapes our approach to providing and improving healthcare services across Oklahoma.

What is health equity?

Health equity refers to the practice of ensuring that everyone has a fair and just opportunity to be as healthy as possible regardless of race, ethnicity, gender, sexual orientation, gender identity, preferred language, religion, geography, income, or disability status. We must understand the underlying root causes of inequities and how both clinical and nonclinical drivers of health impact patient outcomes. In addition, we must work to remove obstacles to health such as housing and working conditions, transportation, access to quality care, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education, and safe environments.

Health equity vs. health equality

It's important to distinguish between health equity and health equality. While these concepts sound similar, they represent different approaches. Health equality focuses on providing the same level of resources and care to all segments of society. This approach assumes that everyone receives the same access and benefits with the same supports. In contrast, health equity acknowledges that different people have different needs and circumstances and allocates the resources and care needed to reach an equal outcome for all. Health equity must be embedded into every step of the work we perform.

Why is health equity important?

Health equity is essential for creating a fair, just, and thriving Oklahoma where everyone has the opportunity to reach their full health potential. We see health equity as the objective and social factors as influencing whether it's achieved, so our approach addresses both in tandem — removing barriers in environment and access while working to close equity gaps through just policies and practices.

Where do I start?

Beginning with a solid foundation of understanding health equity is the first step in implementing this important work. We must be committed to thoroughly understanding health equity, identifying bias, and address social determinants of health to truly ensure everyone has a fair and just opportunity to be as healthy as possible. The beginning block to this foundation is completing the available CVS health equity trainings available through CME Outfitters. [Earn your culturally responsive care champion badge by completing the activities listed here.](#)

It is imperative that we strive to recognize and address the unique health needs of different groups. By doing so, we are not only adhering to ethical standards but also contributing to a healthier, more equitable Oklahoma. Thank you for your ongoing commitment to this vital aspect of healthcare.



HUMAN



What is hope?

“Hope is not optimism. Hope says tomorrow will be better and I have the power to make that happen.”

Aetna Better Health® uses the science of hope as a framework to improve outcomes within the organization, for the providers we contract with, and our members and community partners in the communities where our members live, learn and work.

The science of hope is rooted in three basic ideas:

- Meaningful goals that are valued and intentional
- The identification of pathways or plans to attain goals
- And the capacity to generate willpower or motivation to focus on working the plans set forth

Our science of hope team looks forward to partnering with you soon to bring the science of hope to your practice!



The Science of Hope team:

Kim Behrens, MHR | Hope Transformation Officer
Paisley Kliever | Hope Navigator/Trainer

To connect with our Science of Hope team, email ABHOKHopeTeam@Aetna.com

To view a short summation of our guiding principles, check out the Tedx Oklahoma City talk by Dr. Chan Hellman from the University of Oklahoma. **Watch it here.**





Upcoming office hours

September	Tuesday, August 27, 2024 11 AM to noon Topic: Claims/Service Ops Representation
	Tuesday, September 3, 2024 11 AM to noon Topic: Claims/Service Ops Representation
	Thursday, September 10, 2024 11 AM to noon Topic: Claims/Service Ops Representation
	Tuesday, September 17, 2024 11 AM to noon Topic: Claims/Service Ops Representation
	Thursday, September 24, 2024 11 AM to noon Topic: Claims/Service Ops Representation

Fall office hours schedule coming soon

For links and Microsoft meeting team IDs to each office hours session, [visit our website here](#).



Useful links

Provider manual

Quick reference guide

Find your provider engagement representative

ABHOK orientation deck

Frequently asked questions

[Find all the resources above, here.](#)



Follow us on social media:

 Aetna Better Health of Oklahoma

 @AetnaBetterHealthOK

Keep an eye out for our summer newsletter in the coming months

Contacting Aetna Better Health

[AetnaBetterHealth.com/Oklahoma/Providers](https://www.AetnaBetterHealth.com/Oklahoma/Providers)

Provider/Member Services Line:
1-844-365-4385 (TTY: 711)

Nurse Line (24/7)
1-844-365-4385 (TTY: 711)

Transportation Services
1-844-365-4385 (TTY: 711)

Vision
1-844-365-4385 (TTY: 711)

Pharmacy
1-844-365-4385 (TTY: 711)

To Report Fraud or Abuse
1-844-365-4385 (TTY: 711)