

**Thank you for joining the
Aetna Better Health Webinar.**

We will begin shortly.



**Aetna Better Health® Kids
A CHIP Health Plan**

Housekeeping

- All lines will be muted to reduce background noise
- Use the Q & A Box to submit any questions to ALL PANELISTS.
PLEASE NOTE: If you only submit to the presenter, your question will not be able to be addressed during the webinar.
- The presentation will be available on our website under Past Provider Education Webinars within a week and here is the link:
<https://www.aetnabetterhealth.com/pennsylvania/providers/education>



Healthy Happens Together

Behavioral Health Webinar

June 2024



Aetna Better Health® Kids
A CHIP Health Plan



AGENDA

- Our Pledge**
- Role of Your Network Relations Manager**
- Join Our Network**
- Enrollment Process**
- Delegated/Non-Delegated Roster Submission Process**
- Provider Data Maintenance**
- Availity**
- ECHO Health**
- Provider Resources**

Our Pledge

Aetna Better Health Kids (CHIP) is committed to partnering for the betterment of our valued members, *your patients*.

Patient-centered care is our focus. We can make a difference in the lives of those whom we serve.

We pledge to be attentive, responsive in a timely manner and committed to partnering with you while delivering quality care.



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A CHIP Health Plan



Our Network Relations Managers

- **Relationships** are developed, managed & sustained with our providers.
- **Serve as a primary liaison** between Aetna Better Health Kids and our provider community.



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Join Our Network



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Join Our Network

- **Must have an executed contract.**
- **If you are not contracted, you can apply:**

Online

- **Complete the prospective provider online form.**

By Email or Fax

- **Download and complete the Out of Network Request to Join form (PDF).**
 - **Email :**
PAMedicaidNetworkDevelopment@aetna.com
 - **Fax: 1-877-533-5887**

Once contracted:

- You can apply to have new providers added to your existing contract:
- Download and complete the Practitioner application form (PDF).

By Email or Fax

- **Email:**
PAabhproviderrelationsmailbox@aetna.com
- **Fax : 1-860-754-5435**

Are you submitting applications for 10 or more providers?

Download and complete the Bulk Applications Provider Enrollment Template spreadsheet.

Delegated Roster Submission Process

Delegated Roster

- Dedicated team assigned to delegated rosters
- Coordinate updates
- Designated mailbox for delegated rosters
- Follow up with Provider Relations Representative

Mailbox Information

AetnaMedicaidRoster@aetna.com

Important: CHIP providers must be enrolled with DHS and have a valid & active PROMISE ID for every location at which a provider renders services.

Link to PROMISE website: <https://promise.dpw.state.pa.us/portal/provider>

Non-Delegated Roster Submission Process

Non-Delegated Roster

- Roster Submission & Provider Data Changes
- Create “case” based upon email content
- Case number assigned to requestor
- Reviewed by Intake Team
- Assigned to Provider Data Services Team (PDS)
- Follow up with Provider Relations

Mailbox Information

PAabhproviderrelationsmailbox@aetna.com

Important: CHIP providers must be enrolled with DHS and have a valid & active PROMISE ID for each location at which a provider renders services.

Link to PROMISE website: <https://promise.dpw.state.pa.us/portal/provider>

Provider Data Maintenance

- ❑ Network providers should keep their practice information up-to-date.
- ❑ Providers may verify their practice information at any time using the “real-time” **Provider Network Directory**
- ❑ Requests for changes to address, phone number, or tax ID, or additions and/ or deletions to group practices, can also be made through the **Online Provider Demographic Changes Form**.
- ❑ You also have the option of completing the **Paper Practitioner Change Form** and emailing it to us at the address listed on the form.

** Check with your Network Relations Manager to make sure other arrangements do not apply to your practice.*



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Availity

Provider Portal



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Availity Features

- ✓ Verify member eligibility and benefits
- ✓ Review coordination of benefits details
- ✓ Submit or check status of appeals/grievances
- ✓ Request prior authorizations
- ✓ Check authorization status
- ✓ Check claims status
- ✓ Manage provider deliverables

Portal Registration

*Availity offers monthly provider education webinars.
Register at aetnawebinars.com*



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ECHO



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ECHO Health

Are you Interested in receiving payments electronically?

- ✓ Enroll with ECHO Health Inc
- ✓ EFT/ERA Enrollment Link:
<https://enrollments.echohealthinc.com/EFTERADirect/AetnaBetterHealth>
- ✓ ECHO Provider Portal
- ✓ www.providerpayments.com
- ✓ Information About ECHO
- ✓ Enrollments are handled at the Tax ID Level
- ✓ Can receive payments via more than one bank account
- ✓ To check enrollment status, call 440-835-3511 or email EDI@EchoHealthinc.com

Provider Resources



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Provider Support Services Contacts

Name	Contact Information
CHIP Member Services	(800) 822-2447
Special Needs Unit	(855) 346-9828
Eligibility Verification	(800) 822-2447
Pharmacy Prior Authorizations	(866) 638-1232
Complaints & Grievances	Fax: (860) 754-1757
Medical Prior Authorization	(866) 638-1232 / Fax: (877) 368-8120
Claim Inquiries & Provider Relations	(866) 638-1232
eviCore Healthcare	(866) 693-3211 www.evicore.com

Please refer to our [Quick Reference Guide](#) for a complete list of contact information.

Note: Also, we will be introducing a new online provider enrollment form in the near future. We'll provide more information as we approach the effective date.

Questions?



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Special Needs Unit & Case Management

Provider Training



Agenda

- ❑ About PA CHIP
- ❑ What is the Special Needs Unit (SNU)?
- ❑ How does SNU support members?
- ❑ How does SNU support providers?
- ❑ When and how to make referrals to SNU
- ❑ Care Management
- ❑ BH Benefits
- ❑ Additional BH Supports
- ❑ **Questions**



CHIP is the Children's Health Insurance Program provided by PA's Dept. Of Human Services (DHS).

ALL children in PA, from birth through age 18, are eligible. CHIP coverage can be FREE or Low-Cost for many families, based on income.

Aetna Better Health Kids is one of several Managed Care Organizations (MCOs) authorized to provide coverage in 41 PA counties.



I want my child to be **strong.**

chip Strong

CHIP, short for the Children's Health Insurance Program, helps keep kids strong.

CHIP COVERS

- Routine checkups
- Prescriptions
- Hospitalization
- Dental
- Eye care
- Even more!

APPLY TODAY

CHIPcoversPAkids.com
800-986-KIDS (5437)

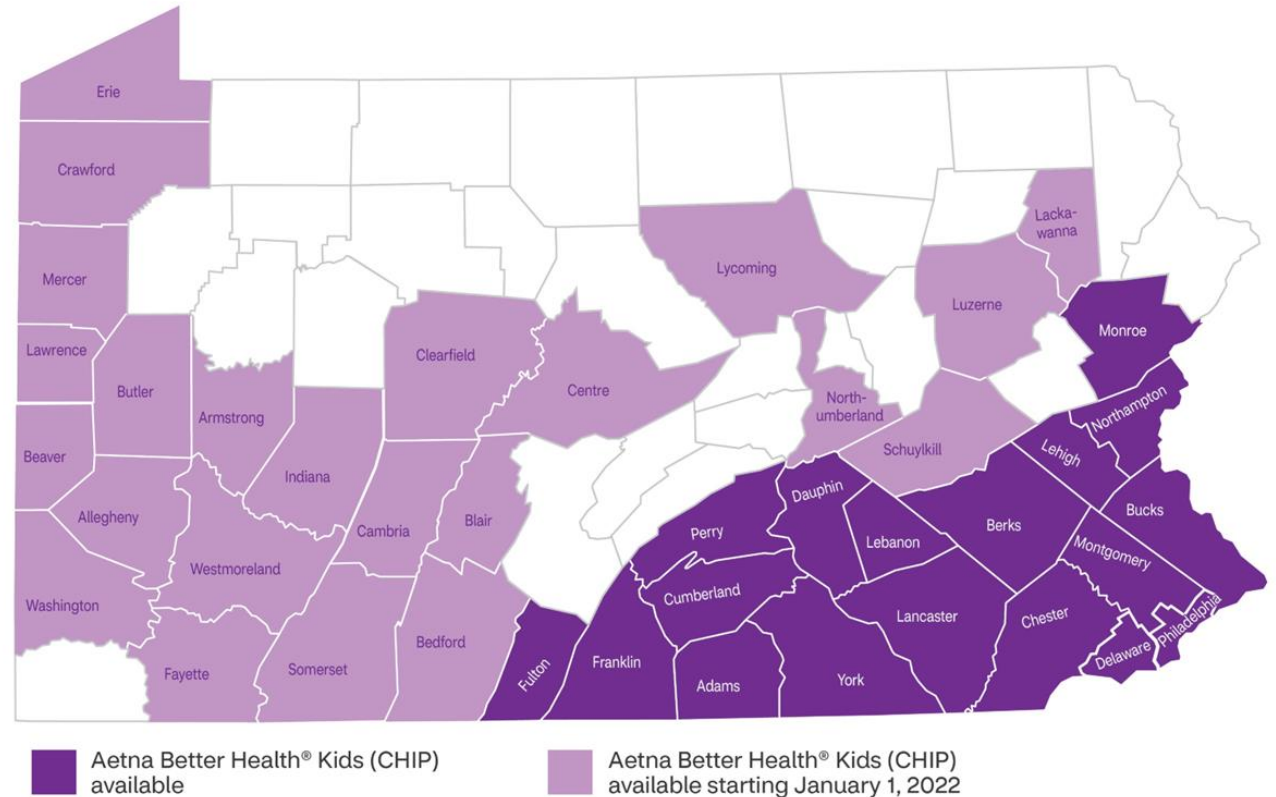
There is no limit on income. If your income is below CHIP guidelines, your child may be enrolled in Medical Assistance.

The advertisement features three photos of children: a young girl smiling, a child in a pink swim cap and goggles, and a young boy smiling. The text is arranged in a clean, modern layout with a yellow and blue color scheme.

[Click here to go to the state's website to learn more](#)

Aetna Better Health Kids – A CHIP Plan

- Aetna Better Health Kids since 1993
- CVS parent company since 2019
- Membership - approximately 25,000
- Cover 41 counties in PA
- Behavioral Health Services are managed in house with a senior level psychiatrist



Aetna Better Health® Kids



What is the Special Needs Unit?

What is the Special Needs Unit (SNU)?



- A separate unit within the Case Management department designed to assist members with access to care, coordination of care, and connection with community resources
- Internal advocates for members
- Mandated to respond to members' needs within 48 hours of contact
- Assist members directly through the SNU hotline and case management services
- **SNU Hotline : 855-346-9828**
- Members and providers may also call Member Services (**866-638-1232**) and ask to be transferred to the Special Needs Unit.

What is a special need?

- Non-categorical
- Generic
- Inclusive – not driven by diagnosis
- Circumstances/situations/needs
- Anyone/anytime
- Short term or long-term special needs



What are some indicators of a special need?

- Cancer
- Mental health issues
- Sickle Cell Disease
- Visual, hearing, speech impairment
- Physical disability
- HIV/AIDS
- Substance abuse
- Intellectual disabilities
- Premature birth
- Domestic violence
- Traumatic brain injury
- Autism
- Family planning
- Housing insecurity
- Transportation barriers

Who can make referrals to SNU ?

- Members
- Family
- PCP Offices
- Specialty offices
- Mental Health Services/ SUD
- Intellectual Disability providers
- Home care agencies
- Ancillary providers
- Schools
- Community agencies
- Any departments within Aetna Better Health Kids

SNU Support for Members

How does SNU care for our members?

- Primary purpose: support with coordination and access to care as well as education and connections for social resources
- Assessment of physical, behavioral health, and social needs, including social determinants of health
- Assist with locating providers, obtaining authorizations, scheduling appointments
- Address barriers to care such as transportation, behavioral health needs, or need for community supports; coordinate with community resources
- Close gaps in care
- Collaboration with providers to address member needs
- Condition Management (Asthma, Diabetes, Obesity, Behavioral Health)
- Short-term or long-term support



Internal Care Coordination



SNU collaborates with other departments within ABH Kids to address member needs :

- Utilization management and prior authorizations
- Provider relations
- Contracting
- Pharmacy
- Dental and Vision providers
- Claims
- Complaints and grievances

Case Management

“Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual’s and family’s comprehensive health needs through communication and available resources to promote patient safety, quality of care, and cost-effective outcomes.” (CMSA, 2019)

- Staffed by nurses, licensed clinical social workers, and masters level staff
- Designed to identify and stratify member needs as low, medium and high-risk support
- Development of person-centered and goal-oriented care plans
- Outreach and engagement in health and wellness to impact:
 - unnecessary/ avoidable inpatient and emergency room utilization
 - promotes access to care by coordinating the use of specialty care and services targeted to each member’s needs
- Focus on social determinants of health and addressing barriers to care

Source: Case Management Society of America (CMSA) <https://www.cmsa.org/who-we-are/what-is-a-case-manager/>

SNU Support for Providers

How can SNU assist providers?



- SNU team is available Monday through Friday from 8am to 5pm.
- Take direct referrals from providers to support members .
- Provide discharge planning for enrollees discharging from hospitals.
- Educate and provide resources to enrollees about diagnoses/conditions
- Share community resources with provider office and/or connect members directly with resources
- Locate par specialists
- Locate durable medical equipment
- Resolve medication issues

Special Needs Unit Referrals

When should a member be referred to SNU/Case Management?

Consider a referral to SNU/Case Management in the following circumstances:

- Members who are identified to have unmet needs or gaps in care based on PCP HEDIS reports.

- Members that may need support with the following:
 - Psychosocial needs, including social determinants of health
 - Inconsistent attendance at appointments
 - Difficulty adhering to recommended medical care
 - Poorly managed physical conditions
 - Help finding a BH provider or specialist

How to refer to SNU/Case Management

- Providers may call the SNU hotline directly and/or share the SNU hotline with members:

Aetna Better Health Kids SNU Hotline: 855-346-9828

- If you feel that a member would benefit from case management support, you may also complete and submit a Case Management Referral form.
- The form is located with the provider forms on the Aetna Better Health website. The direct link to the form is [here](#).
- Fax the completed referral form to 877-683-7354 or email the completed form to the Case Management Referral Mailbox: PACMReferralMailbox@aetna.com.

Behavioral Health

Health Benefits

Aetna Better Health Kids is there for your kids with quality, comprehensive health insurance coverage for routine doctor visits, prescriptions, dental, eye care and much more, including:

- Immunizations
- Routine checkups and well visits
- Prescription drugs
- Dental, vision, hearing services
- Emergency care
- Mental health benefits
- Hospitalization
- Durable medical equipment
- Substance abuse treatment
- Partial hospitalization for mental health services
- Rehabilitation therapies
- Home health care
- Maternity care
- Hospice and palliative services
- Medically necessary orthodontia
- Autism Spectrum Disorder and related services



Added Benefits to Support

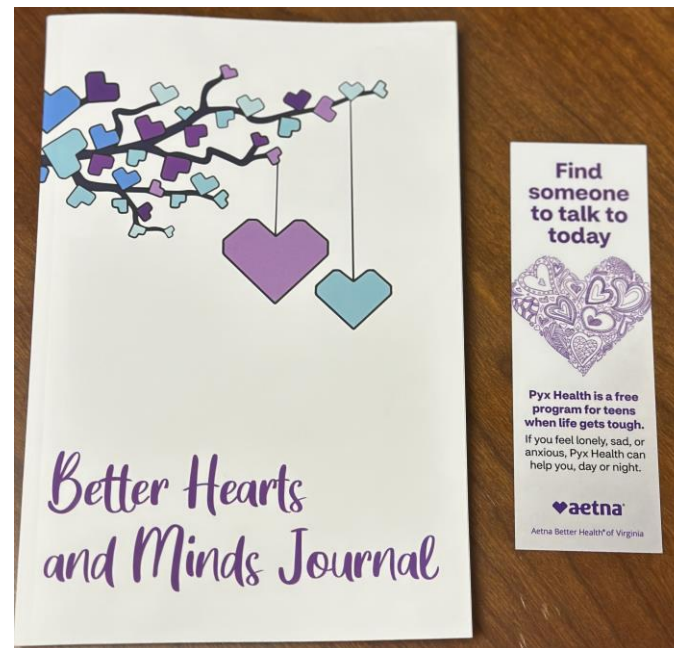
Added Benefits

- ✓ Transportation for Medical appointments through Uber /Lyft rides
- ✓ Medically tailored meals from MANNA for chronic conditions (Call SNU)
- ✓ Pyx Loneliness Digital app with and chat box support to bridge wait times for therapy
- ✓ OTC benefit \$30 /month (Narcan available) over 900 items
- ✓ Keeping Kids Safe Medication Lockbox
- ✓ Sports physicals

Mindfulness Journal


Prompts and activities that kids can do anytime, anywhere

- Emotional regulation tools
- Detailed coloring pages
- Daily mood tracking pages
- Blank journal pages for freewriting



 Only Aetna Better Health® Kids (CHIP) members get a \$30 credit each month*

- **NEW!** Pampers® diapers and baby care
- Allergy and cold remedies
- COVID tests and pulse oximeters
- Digestive health medications
- Ear and eye care
- Feminine hygiene products like pads and tampons
- First aid products and bandages
- Nicotine replacement
- Pain relievers
- Vitamins and minerals
- Find the complete list of items on our OTC web page

 Visit AetnaBetterHealthPenn.com/otc for more details and a complete list of products or call Aetna Better Health® Kids at 1-800-822-2447 (TTY: 711).

3 ways to choose your OTC items every month

 By phone
1-888-628-2770
(TTY: 711)

 In the store
Visit a participating CVS Pharmacy®

 Online
CVS.com/otchs/abkids



*Some restrictions apply. Visit our webpage to learn more.

Strategies to improve access to BH Care

E-consults

TiPS program

TiPS is a DHS program designed to increase the availability of peer-to-peer child psychiatry consultation teams to primary care providers (PCPs), medical specialists, and other prescribers of psychotropic medications for children.

Coming in 2024...

Rubicon MD

Assists Pediatricians through e-consults for multi-specialties (including Psychiatry) to support primary care when there are prolonged wait times for specialty care.

Expanding to our BH Network

Continuous process of adding BH providers to our network :

- Psychiatry
- Nurse practitioners
Psychologists
- Licensed therapists
- SUD providers

Adding Telehealth Providers

- Array Behavioral Health – telehealth provider we access to schedule appointments to prevent prolonged wait times after inpatient hospitalization.
- We are evaluating other telehealth providers to enhance capacity

Questions?



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BH Survey and BH HEDIS Measures

Quality Management



June 2024

HEDIS Measures

- **Diagnosed Mental Health Disorders (DMH)**
- **Follow-Up Care for Children Prescribed ADHD Medication (ADD)**
 - Initiation (1 visit 30 days after prescription)
 - Continuation and Maintenance (on meds for 210 days and had 2 visits in 9 months)
- **Follow-Up After Hospitalization for Mental Illness (7 & 30 days) (FUM)**
- **Follow-Up After Emergency Department Visit for Mental Illness (7 & 30 days) (FUH)**
- **Follow-Up After Emergency Department Visit for Substance Use (7 & 30 days) (FUA)**
- **Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)**
 - Blood Glucose
 - Cholesterol Testing

Year over Year Rates (through April)

Measure	2024	2023
DMH	6.33%	5.94%
ADD-Initiation	29.73%	40.00%
ADD-C&M	30.00%	28.57%
FUM (7&30 days)	27.78%/44.44%	16.67%/33.33%
FUH (7&30 days)	33.33%/41.67%	50.00%/60.00%
APM-Glucose	37.04%	30.77%
APM-Cholesterol	25.93%	23.08%

Behavioral Health Survey

More than three-quarters are pleased with the services they receive from their behavioral health care provider (BHCP) and 78% of enrollees/parents or guardians are pleased with the services they receive. The overall average satisfaction score increased from 2022 (81% vs. 76%).

- **19%** of enrollees/parents or guardians **strongly agreed** they could get an appointment when needed (**down from 27%**)
- **39%** of enrollees/parents or guardians **strongly agreed** that their BHCP listened to and understood what they or their child said (**down from 45%**)
- **42%** of enrollees/parents or guardians **strongly agreed** that their BHCP explains things in a way they/their child understands (**down from 47%**)
- **61%** of enrollees/parents or guardians **strongly agreed** that their BHCP was sensitive to who they are/their child is (**up from 52%**)
- **31%** of enrollees/parents or guardians **strongly agreed** that their PCP and BHCP share info about their/their child's treatment plan (**up from 28%**)
- **50%** of enrollees/parents or guardians **strongly agreed** that the office staff was polite and helpful (**up from 45%**)

Behavioral Health Survey



The next behavioral health survey will field in June 2024



Results will be available approximately September 2024



Workgroup meets regularly to discuss and review results



A workplan is implemented to address key drivers, issues, barriers and develop initiatives and interventions

Questions?



Aetna Better Health® Kids
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Connection Between Oral Health & Behavioral Health

Connection between Oral Health and Behavior Health is **Bidirectional**

Oral health is vital to one's mental health

- Oral health problems are often worsened when a person has behavioral health needs, and conversely mental health is likely to be made worse by poor oral health.
- Behavioral health disorders can affect self-care behaviors like oral hygiene, increasing risk for tooth decay.
- Side effects of psychotropic medications
 - cause gingivitis (gum disease), xerostomia (dry mouth), and metabolic syndrome, which can increase risk for gum disease and cavities.

Impacts of Poor Oral Health on Children

Childhood caries can have a lifelong effect on oral, general, and emotional health

- Decrease school performance and more missed school days
- Impacts on self esteem and social development
- Impacts on speech development
- Ability to eat and sleep



Additional Considerations for Autism and ADHD

Children diagnosed with autism may dislike brushing their teeth due to sensitivity issues.

- Children with hypersensitivity can perceive toothbrushing as unpleasant overstimulation if not performed with care.
- May require special toothbrushes and toothpaste considerations (colors, flavors, textures), visual support and schedules around oral care.

Children with ADHD may have difficulty developing oral hygiene habits and medications may make them high risk.

- Importance of regular dental visits and fluoride application for high risk population.

New Dental HEDIS Measure

In cases where a PCP is more accessible **Medical** providers **can help** with the dental measures by:

- Providing in office fluoride treatment to members ages 1-4 years of age when appropriate
- Screening members for regular dental checkups at every visit
- Educating members as to how their oral health can impact other medical conditions
- Encouraging members to make dental appointments as needed at each visit

HEDIS MEASURE

Topical Fluoride For Children (TFC)

- Measure assesses the percentage 1-4 years of age who received at least **two** fluoride varnish applications during the **calendar year**.
- Medical providers: CPT code 99188

For more information on these new measures reach out to our Quality Management Department at

AetnaBetterHealthPAQM@aetna.com

Questions?



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Pharmacy Benefit Overview



Pharmacy Benefit Agenda

- ✓ **Locating and Utilizing Formulary Resources**
- ✓ **Prior Authorization Guidelines**
- ✓ **Electronic Prior Authorization (ePA)**
- ✓ **BH Top Trends-ADHD/Stimulants**
- ✓ **Specialty Medications and Network**

Formulary Resource Overview



- Formulary access is located on the health plan website at the link below
 - <https://www.aetnabetterhealth.com/pennsylvania/providers/pharmacy.html>

Scroll to Aetna Better Health Kids Preferred Drug List and select either [Formulary \(PDF\)](#) or [online search Tool](#)



Covered medications

Prescription medications

We cover the prescription medications on the formulary with or without small copays. If your patient needs medication, you'll want to check the list for covered medications, step therapy requirements, quantity limits and updates. You can download the list or check it using our [online search tool](#). If a medication isn't on the formulary, you can:

- Prescribe a similar one that's on the list
- Get prior authorization (PA) for coverage

Still not sure if we cover a specific medication? We can check it for you. Just call [1-866-638-1232](tel:1-866-638-1232) (TTY: [711](tel:711)). We're here for you Monday through Friday, 8 AM to 5 PM.

[Formulary \(PDF\)](#)

Want more information about the formulary, including updates and our search tool? Just visit our [formulary and updates page](#).

[Formulary and updates](#) >

- The **formulary** provides a list of covered medications and indicates any other restrictions including the following:

- Step Therapy (ST), Quantity Level Limit (QLL), Prior Authorization (PA), Age Limit (AL) *

**Review the formulary to determine if the formulary drug name is present and identify restriction limits to determine if an authorization approval is required prior to enrollee receiving the medication*

Formulary Drug Name	Reference	Restrictions
*Quinolinone Derivatives*** - Drugs For Severe Mental Disorders		
aripiprazole oral tablet 10 mg, 15 mg, 2 mg, 20 mg, 30 mg, 5 mg	Abilify	QLL (1 EA per 1 day); AL (Min 6 Years)
ABILIFY MAINTENA INTRAMUSCULAR PREFILLED SYRINGE 300 MG, 400 MG		PA; QLL (1 EA per 28 days)

*****Reminders*****

- Utilize the website link to ensure the most updated version of the formulary
- ABH Kids covers drugs and products not listed on the formulary
- Submit a prior authorization by preferred method electronic PA or by fax or phone



Formulary Resource Overview



Pharmacy PA Guidelines




- Guidelines may be located on the provider website with the link below

<https://www.aetnabetterhealth.com/pennsylvania/providers/pharmacy-prior-authorization.html>



- Select drop down for the full list of guidelines

Pharmacy PA guidelines

List of guidelines 



- Choose the appropriate guideline based on drug name or drug class
- Electronic PA guidelines and question sets will match those on the website and can be selected in CoverMyMeds or SureScripts

Electronic Prior Authorization (ePA)

*preferred method for Pharmacy PA submission



CoverMyMeds®

<https://www.covermymeds.com/main/>

- Call toll-free at **866-452-5017**

SureScripts

<https://surescripts.com/enhance-prescribing/prior-authorization>

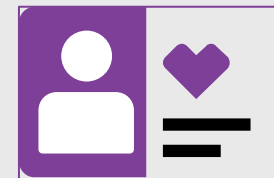
- Call toll-free at **866-797-3239**

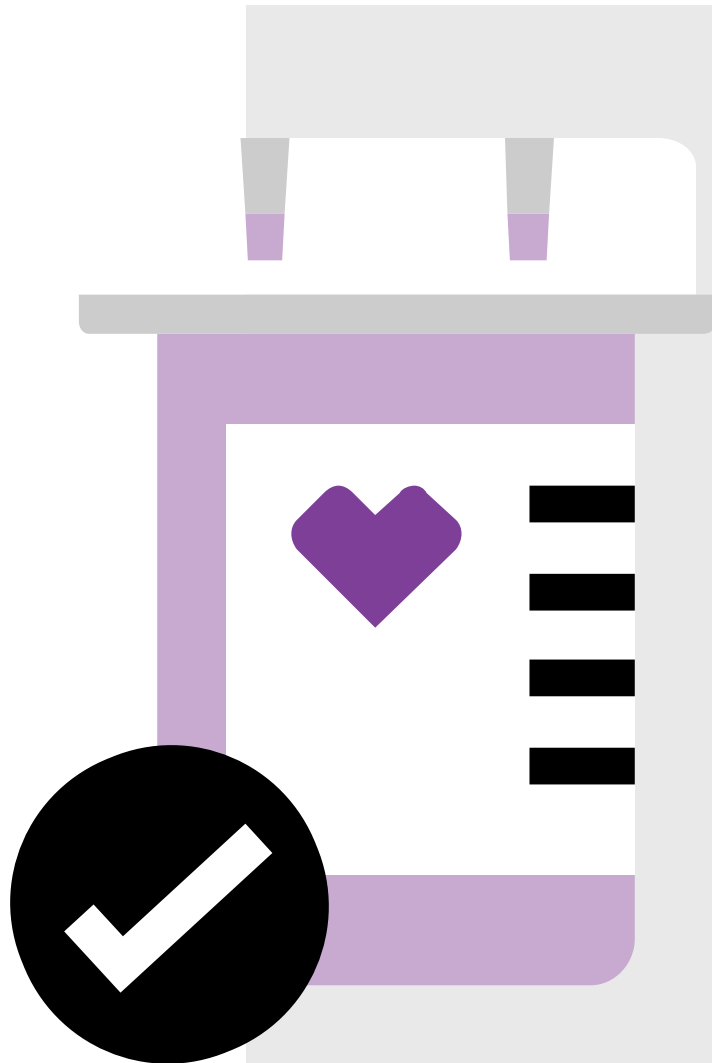
Reminder

- *Some guidelines may require submission of clinical documentation along with answering the question set.*
- *Please be sure required clinicals are submitted to allow the clinical reviewer to conduct a complete review.*

• ABH Kids Pharmacy Billing Info:

- BIN: 610591
- PCN: ADV
- Group: RX8814





Formulary Stimulants and Restrictions

- Formulary ADHD medications/Stimulants can be identified by utilizing the **Formulary (PDF)** using ctrl + F and searching for “**Attention Deficit Disorder**”

QLL (Quantity Level Limits) apply to stimulants and can vary based on dose

If prescribing a qty that will exceed the limit, consider dose consolidation if possible or a PA must be submitted

The **AL (Age Limit)** for stimulants is minimum of 6 years old and maximum of 17 years

If enrollee is 5 years or younger or 18 and older a Prior Authorization must be submitted

All **non-formulary** stimulant/ADHD medications will require **PA (Prior Authorization)**

Below are the current Coverage Policy/Guidelines for the Stimulant Classes:

[Amphetamine Products
\(PDF\)](#)

[Methylphenidate Products
\(PDF\)](#)

<https://www.aetnabetterhealth.com/pennsylvania/providers/pharmacy-prior-authorization.html>

*****Additional Reminders*****

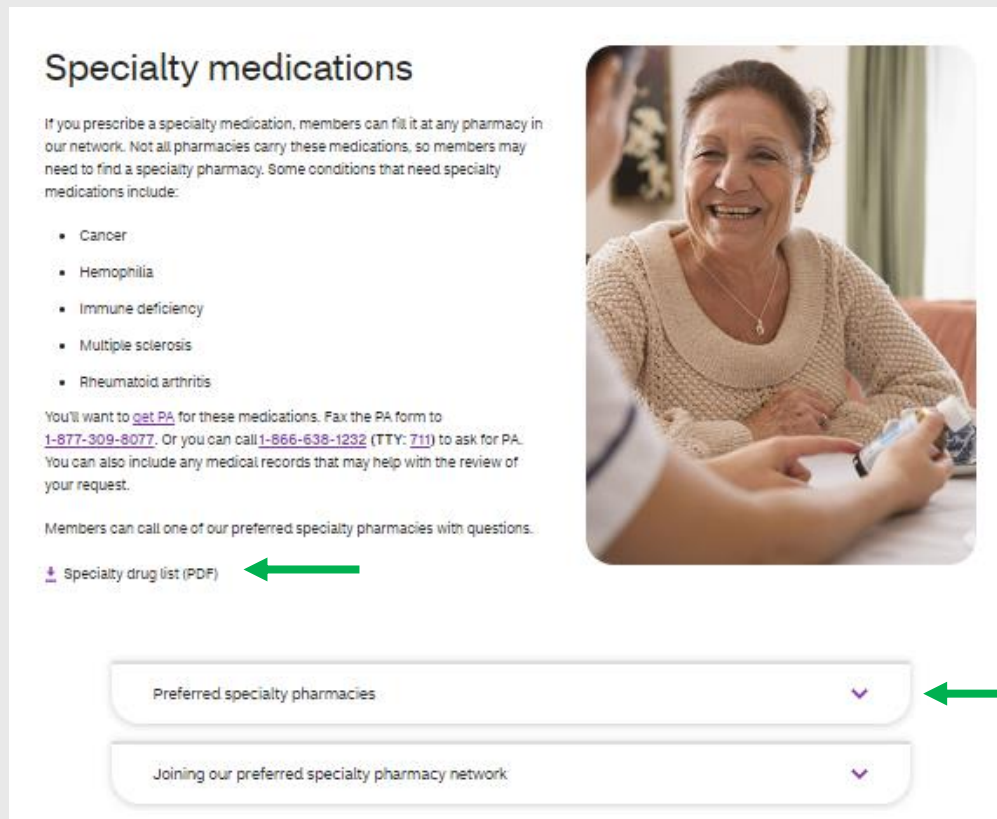
- ✓ *Please submit clinical notes documenting prior medication trials and outcomes as well as any other pertinent information including diagnosis (refer to policy for additional details)*
- ✓ *Our #1 reason for denials that are overturned on appeal is no or not enough information was submitted on the initial request*
- ✓ *If additional information was not provided on the initial review, please review the denial letter carefully and address each piece of information that is being asked with supporting documentation*

BH Top Trends- ADHD/ Stimulants



Specialty Medication List and Network Pharmacies

- <https://www.aetnabetterhealth.com/pennsylvania/providers/pharmacy.html>
- [Specialty drug list \(PDF\)](#)
- Select tab **Preferred specialty pharmacies** for a complete list of contact information for each network Specialty Pharmacy



Specialty medications

If you prescribe a specialty medication, members can fill it at any pharmacy in our network. Not all pharmacies carry these medications, so members may need to find a specialty pharmacy. Some conditions that need specialty medications include:

- Cancer
- Hemophilia
- Immune deficiency
- Multiple sclerosis
- Rheumatoid arthritis

You'll want to [get PA](#) for these medications. Fax the PA form to [1-877-309-8077](tel:1-877-309-8077). Or you can call [1-866-638-1232](tel:1-866-638-1232) (TTY: 711) to ask for PA. You can also include any medical records that may help with the review of your request.

Members can call one of our preferred specialty pharmacies with questions.

[Specialty drug list \(PDF\)](#)

Preferred specialty pharmacies

Joining our preferred specialty pharmacy network

Specialty Medication and Network





**Pharmacy Benefit
Questions/Feedback
?**

Thank you!



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