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ATTENTION! Effective immediately, please use the following email for all rosters and changes (i.e. locations additions, name changes, terminations etc.): ABHProviderRelationsMailbox@Aetna.com.

This is the only box you should be sending these additions/terms/changes to. When you send the changes into this email you will receive an email with a case number. Please keep this and refer it when requesting any status updates. Thank you for your immediate attention to this update.

Check Out Our Enhanced Benefits



ONLY for Aetna Better Health® Kids members! Scan the QR Code for details.

Be sure to share this exclusive Aetna Better Health Kids information with our members.



OTC Benefit

Get \$30 in OTC (over-the-counter) products every month, at no cost



Kids' Sports Physical

No cost sports physical exam



Medication Lockbox

Keep medications locked and away from kids



Enhanced Vision Benefit

\$50 more off fashion frames



Medically Tailored Meals

Food delivered if you have certain medical conditions



Enhanced Dental Benefit

Crowns that look like real teeth



Transportation

Rides to medical appointments

Member Services
AetnaBetterHealthKidsPA.com
1-800-822-2447 (TTY: 711)



Pennsylvania's Children's Health Insurance Program
We Cover All Kids.



Aetna Better Health® Kids
A CHIP Health Plan



Update Your Provider Information

Share your demographics

We've made changing your demographic information easier! We now have an online form you can fill out and hit submit and that's it! The process is easier, quicker and more accurate. [Update your info today!](#)

Do we have your email address?

Several months ago we started sending your practice important communication updates via email and then to fax, then your physical address. We need your current email address to get provider updates to you quicker and more efficiently. Be sure to give your Provider Rep an email for your practice. It will keep you "in the know" about Aetna Better Health® Kids!

Keep your office contact information current

Make sure your contact information is current with us. Just fill out the practitioner information change form and fax it to **1-860-754-5435** or email it to PaABHProviderRelationsMailbox@Aetna.com.

If you have to make changes to 10+ providers, use our provider roster worksheet. Remember to fill out the entire worksheet. This will allow us to timely update your provider records along with meeting state and NCQA requirements. Once you've updated the spreadsheet, email it to PaABHProviderRelationsMailbox@Aetna.com.



Community Partner Spotlight

Community Partners making a difference!

Siloam Wellness

We encourage you to take a moment and learn about [Siloam Wellness'](#) Programs and Services and their ever changing [calendar of events](#).

Aetna Better Health Kids is proud to support Siloam!



Reminder When Submitting an Appeal

When submitting an appeal to Aetna better Health Kids, please include:

- The Claim being appealed
- A letter stating the reason you feel the claim was not paid accurately
- Documentation to support the statement. The documentation should be relevant to the statement. If the relevant information can't be extracted from the records, the provider should include the page numbers for us to review.

Following these simple steps will make the appeal process run smoothly and help get a quicker resolution to the appeal.



Complaints, Grievances and Appeals Address Reminder

There are now two different addresses for member CGA and a different provider CGA address.

Reach us here if you prefer to email or fax:



Email

[PAMedicaidAppeals&Grievance Aetna.com](mailto:PA MedicaidAppeals&Grievance Aetna.com)



Fax

860-754-1757

New Address: Members Appeals

Aetna Better Health® Kids

Complaints, Grievances and Appeals

PO Box 81139

5801 Postal Road

Cleveland, OH 44181

New Address: Provider Appeals

Aetna Better Health® Kids

Complaints, Grievances and Appeals

PO Box 81040

5801 Postal Road

Cleveland, OH 44181



Member ID Numbers Changed

The last week of May, all Aetna Better Health® Kids members received a new Member ID Card in the mail. This card has a new 10 digit member ID card that replaces their old 9 digit number. Be sure to ask all members for their new ID Card when they visit your practice.

Please be aware that the new ID number has been effective since May 1, 2023 and should be used when submitting all claims for Aetna Better Health® Kids.



Maintaining Accurate Provider Rosters, Service Locations and Contact Information

Network providers should contact their Provider Relations Representative or Provider Services with changes to their demographic information. Providers can verify their demographic data at any time using the Aetna Better Health® “real-time” [provider network directory](#).

Requests for changes to address, phone number, or tax ID, or additions and/or deletions to group practices, must be made through the online [provider change form](#). You can also update us via a [paper change form](#).

Email the form to:

PaABHProviderRelationsMailbox@Aetna.com

Mail form to:

Aetna Better Health® Kids

Attention: Provider Relations

PO Box 818047

Cleveland, OH 44181-8047

How Our Quality Practice Liaisons (QPL) Make an Impact

At Aetna Better Health Kids, our quality practice liaisons work with our provider groups throughout the state of Pennsylvania to help health care practices increase HEDIS and performance measure rates, decrease gaps in care, provide quality education, and facilitate high-quality care for members. The QPL program aims to improve communication with provider groups and increase their satisfaction with the health plan. We appreciate your commitment to our member's oral and overall health!

Here are some examples of what our providers are saying about our QPLs!

"I have had the pleasure of working with Catherine over the past few years. Her knowledge has been instrumental in guiding our office toward providing better and more efficient care. I am grateful that she is our liaison."

"I absolutely love having Catherine as a representative. She is always responsive as well as proactive and keeps me up to date. I wish all insurance companies still offer this!"

"On numerous occasions I have reached out to Catherine via phone or email and she has been quick to respond to my needs and is always willing to find solutions to the problem at hand. Her knowledge is invaluable and plays an important role for our pediatric practice. We meet with her on a regular basis to ensure that our patients meet their quality measures, therefore receiving the best possible patient care."

"I appreciate the quick response time, as well as your in-person visits to the office. It's easier to develop a relationship when you actually have a face to put with the name. Those visits always help to clarify some questions we might have on our end. Catherine's explanations of the gaps in care are extremely helpful."

If you would like to request QPL assistance at your practice, just reach out to Catherine Evans at **267-640-9471** or evansc3@aetna.com.



Paper Claims

We encourage providers to bill electronically but realize there are times where providers need to submit claims on paper. **Paper claims can be submitted to:**



Claims Mailbox

Aetna Better Health® Kids
P.O. Box 982973
El Paso, TX 79998-2973



Help Patients Get the Most Out of Each Well-Child Visit

Do you have patients with Aetna Better Health® Kids that haven't been to a well-child visit in the past year?

Reach out to them to schedule one soon. Remind them the visit is no cost to them.

Talk to your patients about the three best ways for kids to stay healthy:

- Regular wellness checkups
- Being physically active
- Making healthy food choices

Make suggestions about healthier foods to choose at restaurants, such as:

- Grilled, baked, or broiled lean meat, poultry, or fish (not fried)
- Side dishes like fruit, vegetables, beans, whole grain breads or cereal that are prepared without added fat and salt. Some of these can replace French fries as the side at no extra charge.

For children ages birth to age five who may have developmental delays, PA CONNECT will work with you and your patient to support the child's growth and development. For more information, call PA CONNECT at **1-800-692-7288**.



Help Ensure Your Patients Don't Lose Their Coverage

As you may know, the public health emergency (PHE) related to COVID-19 ended May 11, 2023. States now have 12 months to recertify the eligibility of all CHIP enrollees.

Those who no longer meet eligibility requirements — or who don't take the steps to confirm their eligibility — may lose their coverage.

Even before the PHE, thousands of people were disenrolled from CHIP every month for procedural reasons. In many cases, recipients weren't even aware that they needed to recertify their eligibility.

How you can help

- Remind your patients to confirm their current contact information with their state CHIP agency or caseworker. They can visit the website below for more information and to get started.

Also, make note of the phone number for your state's CHIP enrollment office. It is **1-866-550-4355**. Keep it handy at your front desk, billing office or anywhere staff can share with patients.

Thank you for supporting us in this effort.

For more information, visit www.dhs.pa.gov/PHE/Pages/Stakeholder-Resources.aspx



Provider Education Webinar Series

Wednesday, December 13, 2023 • 11 AM EST



Aetna Better Health Kids Provider Quality Webinar Bright Futures and Provider Appeals

Come join us for an informational session where we will review and discuss the following topics:

- Bright Futures Guidelines (including recommended pediatric screenings)
- Provider Appeals

Click to [register](#).



Social Determinants of Health (SDOH) Z Codes

What is an SDOH Z code?

Existing Z codes identify issues related to a patient's socioeconomic situation, including education and literacy, employment, housing, lack of adequate food or water, or occupational exposure to risk factors like dust, radiation, or toxic agents.

Z code categories Z55-Z65 are specifically used to document SDOH data (e.g., issues related to education, literacy, employment, housing, etc.) so the information can be used to enhance quality improvement, track factors that influence health, and offer insight into existing health inequities.

Why is it important to capture and code social determinants of health?

SDOH have been shown to have a greater influence on health than either genetic factors or access to healthcare services. For example, poverty is highly correlated with poorer health outcomes and higher risk of premature death.

Who can document Z codes?

Any member of a person's care team can collect SDOH data during any encounter. managers, patient navigators, and nurses. through health risk assessments, screening tools, person-provider interaction, and individual self-reporting.

<https://www.cdc.gov/about/sdoh/addressing-sdoh.html#:~:text=SDOH%20have%20been%20shown%20to,higher%20risk%20of%20premature%20death.>

IMPROVING THE COLLECTION OF Social Determinants of Health (SDOH) Data with ICD-10-CM Z Codes



What Are Z Codes?

- SDOH-related Z codes range from ICD-10-CM categories Z55-Z65 and are used to document SDOH data (e.g., housing, food insecurity, lack of transportation)
- Z codes refer to factors influencing health status or reasons for contact with health services that are not classifiable elsewhere as diseases, injuries, or external causes



Using Z Codes for SDOH

- SDOH information can be collected before, during, or after a health care encounter through structured health risk assessments and screening tools
- These codes should be assigned only when the documentation specifies that the patient has an associated problem or risk factor that influences the patient's health
- Coding professionals may utilize documentation of social information from social workers, community health workers, case managers, or nurses, if their documentation is included in the official medical record



What Are SDOH & Why Collect Them?

SDOH are the conditions in the environment where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks¹



The World Health Organization (WHO) estimates that SDOH accounts for **30-55% of health outcomes**²

SDOH information can be collected through person-provider interaction or self-reported, as long as it is signed-off on and incorporated into the medical record by a clinician or provider

It is important to screen for SDOH information at each health care encounter to understand circumstances that may have changed in the patient's status

[VIEW JOURNEY MAP](#)

Collecting SDOH can improve equity in health care delivery and research by:

- Empowering providers to identify and address health disparities (e.g., care coordination and referrals)
- Supporting quality measurement
- Supporting planning and implementation of social needs interventions
- Identifying community and population needs
- Monitoring SDOH intervention effectiveness for patient outcomes
- Utilizing data to advocate for updating and creating new policies



ICD-10-CM Z Codes Update

- New SDOH Z codes may become effective each April 1 and October 1. New codes are announced prior to their effective date on [CDC website](#).
- Use the CDC National Center for Health Statistics [ICD-10-CM Browser tool](#) to search for all the current Z codes.
- Join the public process for SDOH code development and approval through the [ICD-10-CM Coordination and Maintenance Committee](#)

¹ Healthy People 2030 ² World Health Organization

go.cms.gov/OMH

For Questions Contact: [The CMS Health Equity Technical Assistance Program](#) | [ICD-10-CM Official Guidelines for Coding and Reporting FY 2024](#)



IMPROVING THE COLLECTION OF Social Determinants of Health (SDOH) data with ICD-10-CM Z Codes

Exhibit 1. Recent SDOH Z Code Categories and New Codes

Z55 – Problems related to education and literacy

- Z55.5 – Less than a high school diploma (Added, Oct. 1, 2021)
- NEW** • Z55.6 – Problems related to health literacy

Z56 – Problems related to employment and unemployment

Z57 – Occupational exposure to risk factors

Z58 – Problems related to physical environment (Added, Oct. 1, 2021)

- Z58.6 – Inadequate drinking-water supply (Added, Oct. 1, 2021)
- NEW** • Z58.8 – Other problems related to physical environment
- NEW** • Z58.81 – Basic services unavailable in physical environment
- NEW** • Z58.89 – Other problems related to physical environment

Z59 – Problems related to housing and economic circumstances

- Z59.0 – Homelessness (Updated)
- Z59.00 – Homelessness unspecified (Added, Oct. 1, 2021)
- Z59.01 – Sheltered homelessness (Added, Oct. 1, 2021)
- Z59.02 – Unsheltered homelessness (Added, Oct. 1, 2021)
- Z59.1 – Inadequate Housing (Updated)
- NEW** • Z59.10 – Inadequate housing, unspecified
- NEW** • Z59.11 – Inadequate housing environmental temperature
- NEW** • Z59.12 – Inadequate housing utilities
- NEW** • Z59.19 – Other inadequate housing
- Z59.4 – Lack of adequate food (Updated)
- Z59.41 – Food insecurity (Added, Oct. 1, 2021)
- Z59.48 – Other specified lack of adequate food (Added, Oct. 1, 2021)
- Z59.8 – Other problems related to housing and economic circumstances (Updated)
- Z59.81 – Housing instability, housed (Added, Oct. 1, 2021)
- Z59.811 – Housing instability, housed, with risk of homelessness (Added, Oct. 1, 2021)

- Z59.812 – Housing instability, housed, homelessness in past 12 months (Added, Oct. 1, 2021)
- Z59.819 – Housing instability, housed unspecified (Added, Oct. 1, 2021)
- Z59.82 – Transportation insecurity (Added, Oct. 1, 2022)
- Z59.86 – Financial insecurity (Added, Oct. 1, 2022)
- Z59.87 – Material hardship due to limited financial resources, not elsewhere classified (Added, Oct. 1, 2022; Revised, April 1, 2023)
- Z59.89 – Other problems related to housing and economic circumstances (Added, Oct. 1, 2021)

Z60 – Problems related to social environment

Z62 – Problems related to upbringing

- Z62.2 – Upbringing away from parents
- NEW** • Z62.23 – Child in custody of non-parental relative (Added, Oct. 1, 2023)
- NEW** • Z62.24 – Child in custody of non-relative guardian (Added, Oct. 1, 2023)
- Z62.8 – Other specified problems related to upbringing (Updated)
- Z62.81 – Personal history of abuse in childhood
- NEW** • Z62.814 – Personal history of child financial abuse
- NEW** • Z62.815 – Personal history of intimate partner abuse in childhood
- Z62.82 – Parent-child conflict
- NEW** • Z62.823 – Parent-step child conflict (Added, Oct. 1, 2023)
- Z62.83 – Non-parental relative or guardian-child conflict (Added Oct. 1, 2023)
- NEW** • Z62.831 – Non-parental relative-child conflict (Added Oct. 1, 2023)
- NEW** • Z62.832 – Non-relative guardian-child conflict (Added Oct. 1, 2023)
- NEW** • Z62.833 – Group home staff-child conflict (Added Oct. 1, 2023)
- Z62.89 – Other specified problems related to upbringing
- NEW** • Z62.892 – Runaway [from current living environment] (Added Oct. 1, 2023)

Z63 – Other problems related to primary support group, including family circumstances

Z64 – Problems related to certain psychosocial circumstance

Z65 – Problems related to other psychosocial circumstances

go.cms.gov/OMH





Learn More About Availity



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’re 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).

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.



Aetna Better Health Kids in the Community

Community Health Councils in Philadelphia and Pittsburgh Partnered with Aetna Better Health® Kids to Plant Hope Gardens for Mental Health

The events were celebrated in support of The Yellow Tulip Project, a youth-driven mental health awareness nonprofit.

In order to normalize the conversation and remove shame and stigma from youth mental health issues, the Community Health Councils in Philadelphia and Pittsburgh joined forces with Aetna Better Health® Kids of Pennsylvania and Latino Connection to host two Hope Garden planting events in support of The Yellow Tulip Project and commemorating Mental Health Awareness Week. These organizations are dedicated to addressing social determinants of health, and empowering and uplifting the affected communities.



The Yellow Tulip Project was founded by a teenager and her mother, inspired by the tragic loss of two close friends to suicide. With an unwavering vision for helping others, their overarching goal is to “Smash the Stigma” surrounding youth mental health. The choice of tulips as a symbol is significant, as these flowers must endure a long winter before emerging in the spring, mirroring the struggles individuals face with mental wellness.



The Philadelphia event took place at the St. Barnabas Community Resource Center on October 4th coinciding with Mental Health Awareness Week, and it was joined by Aetna’s mobile health RV, CORA. The Pittsburgh event followed on October 11th at The Salvation Army Western PA Divisional Headquarters. Members of the Community Health Councils and other volunteers gathered at both locations to plant yellow tulip bulbs, generously supplied by Aetna Better Health® Kids and Home Depot.

“The Salvation Army has been serving those in need for more than a century and our organization is proud to be a founding member of the newly formed Pittsburgh Area Community Health Council (CHC),” Lauren Brant, Director of Corporate Engagement for The Salvation Army Western Pennsylvania Division said. “We are honored to come alongside our corporate partner Aetna Better Health® Kids and local stakeholders to create positive change. We are proud to help facilitate mental health first aid training and the recent Yellow Tulip Project is the perfect symbol of this blossoming partnership,” she concluded.

To serve as a reminder of hope, commitment and support, both Community Health Councils plan to hold celebratory events, during Mental Health Awareness Month in May when the tulip gardens are in full bloom.

Aetna’s Wellness on Wheels (WOW) also stopped at the Indiana and New Kensington Salvation Army locations where they provided the community with essential health screenings, education, and accessible resources in both English and Spanish.



New Oral Health HEDIS Measure for 2023 for Medical Providers

Topical Fluoride for Children (TFC)

Measure Description: The percentage of children 1-4 years of age who had at least two fluoride varnish applications during the measurement year. The State of PA requires fluoride varnish and referrals to a dentist through the age of 5.

We encourage medical providers to apply fluoride varnish to children's teeth, perform dental assessments and promote routine oral health visits for our young members. These services combine for reimbursement as an all-inclusive servicewhen billed with CPT code 99188.

We can only reimburse trained providers.

- We can reimburse participating physicians and CRNPs for the application of fluoride varnish if they've completed an online training curriculum or received training from a trained provider.
- You can take the training online:
 - Smiles for Life <http://www.smilesforlifeoralhealth.org>
 - Or Healthy Teeth Healthy Children (HTHC) <http://www.healthyteethhealthychildren.org>
- Providers who have completed the training must sign an attestation form. The completed training certificate should be sent to the following address:

Providers may mail a copy of their training certificate to:

Department of Human Services
Office of Medical Assistance Programs
Provider Enrollment
Attention: TFV Indicator
P.O. Box 8045
Harrisburg, Pennsylvania 17105-8045

Providers may fax their training certification to:

Or Fax



Provider Enrollment Unit
Attn: TFV Indicator
Fax Number: **717-265-8284**

For more information or questions please contact Skygen USA at **1-800-822-2447**.

2023 Quick Reference Guide

Aetna Better Health® Kids

Administrative Office	1-800-822-2447 1425 Union Meeting Road Blue Bell, PA 19422
Pharmacy: CVS Caremark	1-866-638-1232
Eligibility Verification (by phone)	1-800-822-2447
Claim Submission Address/Payor ID	Aetna Better Health® Kids P.O. Box #982973 El Paso, TX 79998-2973 Emdeon Payor ID: 23228
Prior Authorization Phone and Fax Numbers	P: 1-866-638-1232 F: 1-877 363-8120 AetnaBetterHealth.com/Pennsylvania/providers/materials-forms
Provider Manual	AetnaBetterHealth.com/Pennsylvania/providers/manual
Website	AetnaBetterHealth.com/Pennsylvania
Provider Web Portal	AetnaBetterHealth.com/Pennsylvania/providers/portal
Peer to Peer Request	1-959-299-6960
Member Services	1-800-822-2447
Claims Customer Service Contact	CICR: 1-866-638-1232
Language Line Services	1-800-385-4104

Complaints, Grievances & Appeals	PO Box 81040 5801 Postal Road Cleveland, OH 44181 F: 1-860-754-1757 PAMedicaidAppeals&Grievance@Aetna.com
eviCore®	Evicore.com
• Radiology • Pain Management • Client Services	1-888-693-3211 1-888-393-0989 1-800-575-4517
Real Time support via Emdeon	• Claim Inquiry & Response (276/277) • Eligibility Inquiry & Response (270/271) • Health Service Review Inquiry & Response (278) Emdeon Payor ID: 23228
EFT / ERA	Visit AetnaBetterHealth.com/pennsylvania/providers/forms , then click on the Electronic Fund Transfer (EFT)/Electronic Funds Remittance Advice (ERA) tab
Vision: Superior Vision	1-866-819-4298
Provider Relations, Contracting & Updates	P: 1-866-638-1232 F: 1-860-754-5435 PaABHProviderRelationsMailbox@Aetna.com
Special Needs Unit	1-855-346-9828
Dental: SKYGEN Provider Services	1-800-508-4892 skygenusa.com

Pennsylvania Department of Human Services Resources

Dept of Human Services Helpline	1-800-692-7462
Behavioral Health	1-800-433-4459
OMAP - HealthChoices Program: Complaint, Grievance & Fair Hearings	1-800-798-2339 PO Box 2675 Harrisburg, PA 17105-2675
Eligibility Verification System (EVS)	1-800-766-5387 DHS.pa.gov/providers/Providers/Pages/EVI.aspx

Provider Inquiry Hotline	1-800-537-8862 Prompt 4
Pharmacy Hotline	1-800-558-4477 Prompt 1
MA Provider Enrollment Applications/Changes	1-800-537-8862 Prompt 1
Outpatient Providers Practitioner Unit	1-800-537-8862 Prompt 1
MA Provider Compliance Hotline	1-800-333-0119