



**PROVIDER BULLETIN**

<b>Date:</b>	<b>September 20, 2019</b>
<b>Subject:</b>	Integrated Care Management
<b>Products:</b>	MMA/FHK
<b>From:</b>	<b><u>Provider Relations - Medicaid</u></b>

Dear Provider,

Aetna Better Health of Florida offers Integrated Care Management for your Patients. The attached notice contains important information on how you can help improve member health outcomes by connecting individuals to the right care and services.

We appreciate your continued service to our members. Please feel free to contact us via e-mail [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com), fax 1-844-235-1340 or speak to a Provider Relations Representative: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528-5815.

Sincerely,

Provider Relations

**CONFIDENTIALITY NOTICE:** This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above.

**NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient

## Did you know?



### **Aetna Better Health of Florida offers Integrated Care Management for your Patients!**

The goal of our **Integrated Care Management (ICM) program** is to improve member health outcomes by connecting individuals to the right care and services which align with their preferences, needs and goals while optimizing their self-empowerment and self-sufficiency. We do this by engaging members in addressing their critical physical, behavioral, environmental and social needs. Primary care providers are notified of each member's enrollment and educated about the program and services so they can support their patients in the use of care management. Aetna uses a multidisciplinary approach to care planning by partnering with our member, their family/circle of support, PCP, specialists, community health workers, caregivers, pharmacy, and community resources. The following programs are integrated into our ICM program and available to Aetna Better Health of Florida members.

#### **Chronic Condition (Disease) Management**

Aetna works with members to address issues related to their chronic conditions including asthma, behavioral health, cancer, coronary artery disease, COPD, dementia, diabetes, heart failure, hypertension, and other special health care needs. The goal of chronic condition management is to help our members understand the risks of living with chronic conditions and elicit changes in members' health-related behaviors that positively impact their functional status, health and wellness. We also enlist family or other support to aid in maintenance of wellness, improve the member's functional status and their ability to self-manage their chronic conditions.

#### **Healthy Behaviors Programs**

We offer Healthy Behaviors programs that provide specific interventions for a subset of our population within the context of ICM. These interventions are aimed at assisting member's lead healthier lives. We offer Tobacco Cessation, Weight Management, Substance Use and Prenatal/Postpartum Programs. Our Healthy Behaviors programs offer incentives to members when they reach established goals. For tobacco cessation, weight management, and substance use, these incentives include gift cards to popular stores such as CVS, Dollar Tree, and the movies. For our prenatal/postpartum program, we offer diaper delivery to the member's home.

#### **High Risk Obstetrics**

Aetna has partnered with **Optum** to provide clinical services to our high risk OB population. The services that Optum provides include pregnancy prolongation services with OB RN support; nausea and vomiting of pregnancy support; management of diabetes and hypertensive disorders in pregnancy; and management of coagulation disorders. In addition, Aetna ICM Care Managers work with HROB members to provide patient education, care and support to positively impact birth outcomes, complete referrals to community services and resources, such as WIC and encourage members to attend their prenatal and postpartum visits.

### Home Provider Visits

We have contracted with **My Home Doctor** to provide primary care home visits to our members who would benefit from direct medical management at home. This includes members who are home bound; high risk for ED or hospital utilization; difficult to accommodate due to special needs; or has a poor understanding of their disease and poor adherence to medical and pharmacological therapy. My Home Doctor providers the patient's PCP with medical records within 48 hours and throughout the care continuum. Verbal reports provided real-time as indicated in addition to real-time EHR access.

### Remote Patient Monitoring

The purpose of the remote patient monitoring (RPM) to provide members, with certain chronic conditions, a method to impact behavior change and improve their abilities to self-manage these conditions. In partnership with **Care Innovations**, Aetna Better Health is piloting a program for RPM of members with hypertension and CHF. Members are provided with an iPad tablet and select peripheral devices (i.e. blood pressure monitor, weight scale, etc.) based on the member's chronic condition, a quick start guide and how-to instructions for each peripheral. Members are prompted through audible and visible alerts to take their vital signs, complete their health status assessments, and perform other actions. RPM is monitored by nurses and the PCP plays an active role in establishing baseline data and will receive reports when their patient exceeds their threshold so they can follow up with the member.

### Telemedicine

Aetna Better Health is offering telemedicine services to support our members with receiving healthcare services from the privacy of their own home, in their provider's office, or other location chosen by the member. Telehealth is widely viewed as an effective care delivery alternative that can support and complement traditional face-to-face visits for both medical and behavioral care (e.g., face-to-face consultations, assessments or examinations). **MDLive** is Aetna's contracted telehealth provider and available to members 24 hours/day, 7 days/week using their smart phone, computer or tablet. MDLIVE does not replace the primary care physician but is a supplement to primary care with a goal toward helping members achieve their health care goals, enhance care outcomes, and reduce unnecessary ED and urgent care utilization.

### Transition of Care

At Aetna, we recognize the need to ensure a seamless transition of care, ensuring better health and recovery, coordination of care and a reduction in readmissions. The goal of our transition of care program is help our members remain in the least restrictive and most integrated environment based on their preferences, needs, safety, burden of illness and availability of family and other supports. We have ICM staff who are dedicated to assisting our members as they transition from the hospital or nursing home to home by coordinating discharge services, ensuring that medications are filled, follow up appointments scheduled and transportation arranged.

### 24-hour Nurse Informed Health Line

The Informed Health Line is open for Aetna Better Health members 24 hours/day, 7 days/week. Our nurses speak English and Spanish and interpreters are available for other languages. A registered nurse will give expert advice and quick answers. They will help members decide what to do next—see their doctor, go to the emergency room or help them treat the problem at home. The Informed Health Line empowers members to make more informed health care decisions.

## We are here to help you!

**If you have a patient that you would like to refer to Integrated Care Management or any of our other programs, please contact Member Services at 1-800-441-5501.**