

PROVIDER NEWSLETTER

4th Quarter 2021



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It's ALL ABOUT YOU!!

ABHKY has updated and streamlined our communication platform. We want to provide you, in conjunction with your individual needs, the information you need, when you need it.



Please take a moment and click the following link to ensure the contact information for you and all in your organization is accurate in our system. [CLICK HERE](#)

Questions? Our Provider Relations help center is always available at [1-855-300-5528](tel:1-855-300-5528) (TTY: 711).

We've moved to AVAILITY

We transitioned from our current provider portal to Availity.

We are excited about the increase in online interactions available to support you as you provide services to our members.

Some highlights of increased functionality include: • EFT registration • Claims look up • Online claim submission • Prior authorization submission and look up • Grievance and appeals submission • Panel searches • Review of G & A cases.

REGISTER TODAY AT:

<https://www.aetnabetterhealth.com/kentucky/providers/portal.html>

PLEASE NOTE: Our current portal will be sunseting on 01/31/2022. Please make this update to ensure a smooth transition.



REMINDERS

Paper Claim address:

Aetna replaced the current vendor, Change Healthcare (CHC), with Conduent for *services related to the receipt and imaging of all paper claim and claim correspondence*. The change in vendor required a change in the P.O. Box number and physical location to which any Aetna Medicaid paper claim and correspondence were previously sent, specifically from **P.O. Box #65195 in Phoenix, AZ to P.O. Box #982969 in El Paso, TX.**

P.O. Box #65195 is No Longer Valid

A key factor in getting claims processed in a timely manner is correct claims submission, and ABH provides multiple options for you to choose from, including the sending of paper claims through the mail.

New P.O. Box
Aetna Better Health of Kentucky
P.O. Box 982969
El Paso, TX 79998-2969

Mail will be forwarded from the old P.O. Box to the new P.O. Box for 12 months after **11/15/2021**. To assist us in processing and paying claims efficiently, accurately, and timely, the health plan highly encourages practitioners and providers to submit claims electronically, when possible.

Virtual Credit Cards

Aetna Better Health of Kentucky is working to improve provider payment methods and eliminate paper checks. Beginning in 2022, payments will be issued either via electronic funds transfer (EFT) or Virtual Credit Card (VCC). The Virtual Credit Card Payment is the newest option that we are making available to our provider network.

VCC payments work in the same way as other credit card payments – as when patients call with credit card numbers to pay balances. Here's how it works:

- You receive a printed Explanation of Payment that includes a 16-digit card number.
- You enter the number and the full amount of the payment into your credit/debit point-of-sale terminal before the expiration date.
- You receive funds in the same timeframe as your other credit card payments.
- There is no need to enroll to receive VCC payments as they are processed under the merchant agreement with your banking partner.

More information coming soon!!!

Sign Up Now for AP³ Aetna Provider Partnership Program

Purpose the AP³ workgroups is to provide a forum for provider groups and their office staff to highlight areas of administrative burdens when working with ABH. There will be four external workgroups comprised of provider representatives and one internal workgroup comprised of health plan staff. Each individual council should provide advice, guidance, recommendations, and technical assistance to the Provider Experience staff. The internal workgroup will review and assess the ABH KY policies, practices and potential innovations. Each individual council will consist of a minimum of three and a maximum of twenty-five members and should reflect the geographical distribution of the ABH KY network and a diversified representation of providers.

To Join please reach out to Michelle Marrs at: marrsm@aetna.com

Working together we can increase efficiency and reduce administrative burdens for you and your staff.

Our **Member Services Department**, located in Kentucky, is available Monday–Friday, 7 AM to 7 PM ET at: **1-855-300-5528.**

Please have your National Provider Identifier (NPI), Aetna Better Health Provider ID number, or tax ID available for HIPAA verification purposes.



November is American Diabetes Month

Diabetes in Kentucky

From 2000 to 2018, diagnosed diabetes in Kentucky adults has doubled from 6.5% (198,052) to 13.7% (474,456 or 1 in 7). **Kentucky ranks 8th highest in the U.S. for diabetes prevalence.** (Nationwide median: 10.5%). An estimated 158,200 adult have diabetes but are undiagnosed (based on national rate). 3,352 youth had a diabetes diagnosis claim in the Kentucky Employees' Health Plan (278) and Medicaid (3,074). In 2017, Kentucky had the 5th highest death rate (27.7) in the nation due to diabetes. This is an increase from 14th in 2014. Diabetes is the 6th leading cause of death by disease in Kentucky and in the United States. It is the 3rd leading cause of death by disease for African Americans in Kentucky (2017).

Why is it serious?

Diabetes can be associated with complications such as heart disease, stroke, blindness, kidney failure, lower-limb amputation and ketoacidosis. These can reduce length and quality of life.

Clinical Practice Guidelines

Diabetes Clinical Practice Guidelines are available for your review and posted on our website

<https://www.aetnabetterhealth.com/kentucky/providers/clinical-guidelines-policy-bulletins.html>

Are you talking to your patients about Diabetes?

Much of diabetes-related sickness and death can be prevented, delayed, or reduced.

Educate patients on the warning signs of

Type 1 Diabetes – including excessive thirst, frequent urination, unexplained weight loss, and severe fatigue and encourage them to see their provider to schedule testing.

Quality care from health care teams including aggressive treatment to manage A1C, blood pressure and cholesterol and promotion of smoking cessation is critical to reduce risks for diabetes-related complications.

Diabetes self-management education and support (DSMES), appropriate self-care and other risk reduction and behavior change strategies are also critical to manage diabetes and avoid complications.

DSMES

DSMES is recommended for all persons with diabetes, especially at these four critical times:

- At diagnosis
- Annually (to assess education, nutrition, and emotional needs)
- When new complicating factors influencing self-management emerge
- When transitions in care occur

Source: (*Diabetes Care* 2015 Jul; 38(7): 1372-1382)

To find available DSMES services in your area, go to Kentucky Diabetes Resource Directory at: <https://prd.chfs.ky.gov/KYDiabetesResources/>

Additional free resources for you and your patients with diabetes can be found on the Kentucky Diabetes Network website at: <http://www.kydiabetes.net/>

SOCIAL DETERMINATES OF HEALTH

People that struggle with reliable transportation, lack access to nutritious food, or have housing that is not in a safe neighborhood, may delay care or be unable to get to their appointments on time. Today's providers must recognize the impact these so named social determinants of health (SDOH) have on their patient's overall health status and their ability to manage their health. Several tools exist that can be used to screen for SDOH's, including the Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences (PRAPARE) available at this link:

[SDOH Questionnaire.](#)

Aetna Better Health of KY can help with resources. Reach out to Member Services at 1-855-300-5528 for assistance.



Better Medicaid. Better health.

AetnaMedicaidKY.com



Aetna Better Health® of Kentucky

Kentucky's kids need our help!

Kentucky has the highest overall youth obesity rate, 23.8 percent of youth ages 10 to 17. In addition, racial and ethnic disparities persist, with rates remaining significantly higher among Black, Hispanic, American Indian/Alaska Native, and Native Hawaiian/Pacific Islander youth than among white or Asian youth.

-State of Childhood Obesity Report: Prioritizing Children's Health During the Pandemic (Robert Wood Johnson Foundation, 2020).

Better Together In response, Aetna is Working to Improve Rates of Weight Assessment and Counseling for Nutrition and Physical Activity and Evidence-Based Management and Treatment of Overweight and Obesity Among the SKY Population.

Mark your calendar to attend Aetna's online Evidence-Based Guidelines for Weight Management Among the SKY Population Training.

- Training will be offered on quarterly basis in 2022.
- Dates: 2/16, 5/18, 8/17, 11/16
- Time: 11a-12p



Visit our events page for more information and registration.

<https://www.aetnabetterhealth.com/kentucky/news-events.html>

Complete Change Talk: Childhood Obesity™ Motivational Interviewing (MI) Modules for AMA Credit.

What is the Change Talk: Childhood Obesity™ Motivational Interviewing (MI) Application?

MI is an evidence-based and patient-centered method for enhancing intrinsic motivation to change health behaviors. **The American Academy of Pediatrics and the Institute for Healthy Childhood Weight has developed a motivational interviewing simulation experience**, Change Talk: Childhood Obesity™, designed to help health professionals manage difficult conversations associated with childhood obesity and the potential risk factors.



Providers can earn 1 AMA credit for completing the application and it is free to download and use. After completion of the Change Talk: Childhood Obesity™, the credit certificate is available immediately.

Change Talk: Childhood Obesity™ is available for download from the Apple App StoreSM, Google PlayTM and the Windows Store. The web version can be accessed at

<http://ihcw.aap.org/resources> or www.kognito.com/changetalk.

Let us know! For Aetna's quality tracking purposes, complete the survey by scanning the provided QR code or clicking the survey linked below as an attestation for completion of the Change Talk: Childhood Obesity™ Motivational Interviewing (MI) Modules.

[Survey Link](#)

WCC is a HEDIS measure that provides information on the percentage of members 3-17 years of age who had an outpatient visit with a PCP or OB/GYN and who had evidence of the following during the measurement year:

- * BMI percentile documentation
- * Counseling for nutrition
- * Counseling for physical activity

Which billing codes can be used for WCC services?

1. Pediatric BMI percentile

- * * Less than 5th percentile for age: Z.68.51
- * * 5th percentile to less than 8th percentile for age: Z.68.52
- * * 8th percentile to less than 95th percentile for age: Z.68.53
- * * Greater than or equal to 95th percentile for age: Z.68.54

2. Counseling for nutrition

- * ICD-10 CM Code: Z71.3 (Dietary counseling and surveillance)
- * CPT Codes: 97802-97804
- * HCPCS: G0270, G0271, G0447, S9449, S9452, S9470

3. Counseling for physical activity

- * ICD-10 CM Code: Z02.5 (Sports physical), Z71.82 (Exercise counseling)



SKY-LITES

The Kentucky Cabinet for Health and Family Services selected Aetna to serve as the single statewide MCO to oversee and coordinate services for children and youth who are receiving state care. This includes foster children, children involved with the Juvenile Justice system and children in Kinship care, to name a few. Having a single point of contact makes working through obstacles that are often associated at this level, much more simple and coherent. Aetna is the sole statewide coordinator of physical health, behavioral health, dental care and social services for children and youth.

How does this affect YOU, their provider???

The SKY program serves approximately **27,000** children and youth across the Commonwealth. These children are at higher risk of developmental and/or behavioral concerns. You are likely to see one or more of these children in your relative practice. Our SKY team wants to assist you in your efforts to provide services for them. Each child is assigned a care manager who works to get to know that child so they can best coordinate services. We also offer trainings for you and your staff, that can help you navigate the unique aspects of care needed.

A partnership between the SKY program and providers helps ensure Kentucky's children are receiving the best care possible. **TOGETHER** we can make systematic change. Please [click here](#) to visit our website where you can learn more about the SKY program and find resources that will help in the management of one of Kentucky's most vulnerable populations.

EPSDT

As you are aware EPSDT (Early and Periodic Screening, Diagnosis and Treatment) is a federally mandated Medicaid program for children. In the Commonwealth of Kentucky, it can be divided into both EPSDT Screenings and EPSDT Special Services.

A quick reminder - the areas of health care that are checked include: preventive check-ups, growth and development assessments, vision, hearing, dental, immunizations and laboratory tests. Children should receive health check-ups regularly or before the following ages: 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months and once a year for ages 3-20.

Should the PCP be unable to provide all the components of the EPSDT exam, or if screenings indicate a need for evaluation by a specialist, a referral must be made to another participating provider within the Aetna Better Health of Kentucky network that is qualified to treat the condition.

Care management and support

Aetna Better Health reminds members of the importance of EPSDT and sends reminders when screenings are due. Aetna Better Health also provides care management services including case management programs, disease management programs and social work assistance for our members with special needs, complex medical conditions or chronic medical conditions.

More information including all the required components of a full medical screening can be found on the website at:

<https://www.aetnabetterhealth.com/kentucky>

CONNECT WITH US

AND JOIN THE CONVERSATION



Don't Forget

Send any Provider Directory Updates to kyproviderupdates@aetna.com

- NEW OFFICE ADDRESS
- NEW OFFICE PHONE NUMBER
- CHANGES IN PANEL INFORMATION

We rely on your communication of changes to keep our directory updated.



Medicaid just got better.

AetnaMedicaidKY.com



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