



## Aetna Better Health<sup>®</sup> of Kentucky

# PROVIDER NEWSLETTER

2nd Quarter 2022



### INSIDE THIS ISSUE

- Updates and Reminders
- Contact Information
- News and Partnership Opportunities
- Quality Information
- EPSDT
- Training Resources
- SKY - Supporting Kentucky's Youth
- Care Management

### 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 Network Relations  
help center is always available at  
1-855-300-5528 (TTY: 711).

## Have you signed up for AVAILITY

We have transitioned from our previous 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>



While June may be over, Pride at CVS Health - Aetna will continue. We are proud of our work with the Human Rights Campaign, and vow to remain a committed and proud ally on behalf of our growing and resilient LGBTQ+ colleagues, community and customers—today, tomorrow, and every moment thereafter.

## REMINDERS

### Why Cultural Competency

- To improve patient health and build healthy communities
- To enhance health care interactions with people of different cultures
- To help promote health equity and eliminate health disparities
- To be aware of your own views about others and how that impacts your engagements with them
- To comply with Federal rules and regulations as well as Aetna required provider standards

#### Culturally Competent Providers

Patient satisfaction and positive health outcomes are linked to good communication between members and providers.

### ADDRESS UPDATE

Effective August 1, 2022, we will no longer accept Provider Mail that is directed to:

**9900 Corporate Campus Drive,  
Suite 1000,  
Louisville, KY 40223**

Resubmissions If you are mailing hard copy claims or claim resubmissions, please direct those to:

**Aetna Better Health of Kentucky  
Claims and Resubmissions  
PO Box 982969  
El Paso, TX 79998-2969**

Each segment of our population requires special sensitivities and strategies to embrace cultural differences. Culturally competent providers:

- Effectively communicate with patients
- Understand their individual concerns
- Ensure patients understand their care plans

### Cultural Impacts on Healthcare

- Health, healing and wellness belief systems
- How illness, disease and their causes are perceived
- How treatment is sought
- Delivery of health care services by providers
- End of life care

**Participating providers treat all members with dignity and respect, as required by federal law. This includes:**

- Honoring members' beliefs**
- Being sensitive to cultural diversity**
- Fostering respect for members' cultural backgrounds**

Claim Resubmissions should be clearly marked on the envelope and the first page of the request.

### Appeals and Grievances

Whenever possible please submit your appeal, complaint or grievance electronically. It is preferred that you submit through the Availity provider portal using the direct application for Appeals, Complaints and Grievances:

[Log In to Availity](#)

or you may submit by fax to:  
**855-454-5585**

If you prefer to mail hard copy requests for appeal, complaint or grievance, they must be sent to

**Aetna Better Health of Kentucky  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181**

If you are submitting appeals for multiple claims in one mailing you must use physical barriers (elastic, paper clip, binder clip, sheet of blank colored paper etc) for each claim in the submission to maintain the original received date.

Please remember to include all documentation you would like reviewed with your appeal request.



## Sign Up Now for AP<sup>3</sup> Aetna Provider Partnership Program

The purpose of the AP<sup>3</sup> 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 ABHKY policies, practices and potential innovations.

Each individual council will consist of a minimum of three and a maximum of thirteen members and should reflect the geographical distribution of the ABHKY network and a diversified representation of providers. Terms will last through four quarters beginning on the first core meeting date.

- **Practice Management Advisory Council (PMAC) - PCP and Specialists**
- **Ancillary Provider Management Advisory Council (APMAC) - Ancillary**
- **Behavioral Health Management Advisory Council (BHMACH) – Behavioral Health**
- **Supporting Kentucky Youth Advisory Council (SKYMAC) – All Provider Types**

To request to join please email : [KYAP3@aetna.com](mailto:KYAP3@aetna.com)

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

## UPDATE – PA for Inpatient and Residential SUD services

As the go-live date approaches on prior authorizations for SUD inpatient and residential services on 7/1/22, Aetna Better Health of Kentucky as implemented the following change to assist providers with administrative burden.

Providers can voluntarily submit requests with clinical information for admissions **one week prior to the 7/1/22 start date**. This would allow the department to build cases early and spread out the next review dates, so they do not all fall on 7/1/22.

This means any SUD inpatient and residential requests with an **admit date of 6/25/22 forward**, providers can submit clinical information to the health plan.

We hope extending this window will provide some relief. Please feel free to reach out to our PA Department or your Network Manager if you have any questions or require assistance.

### Prior Authorization Contact Information

#### Medical

Phone 1-888-725-4969

Fax 1-855-454-5579

#### Behavioral Health:

Phone 1-855-300-5528

Fax 1-888-604-6106

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.

## Meeting our Members' Language Needs

Aetna Better Health of Kentucky serves many counties within the state of Kentucky. Our membership is diverse and constantly growing. While most of our members have English as their primary language, we'd like to provide you an overview of other languages spoken by our members. As indicated by the chart below, Spanish is the prevalent non-English language spoken by members of Aetna Better Health of Kentucky.

Language Reported at Enrollment	#	% of Membership 2021
English	244,963	98.52%
Spanish	3,505	1.14%
Unknown	170	0.07%
Vietnamese	2	0.0%
French	2	0.0%
Grand Total	248,642	100%

*Table 1 Medicaid Enrollment Form – Primary Language Reported for Eligible Members as of December 2021*

We realize that a critical element to providing quality service involves developing and maintaining culturally and linguistically appropriate services that address diverse cultural and ethnic backgrounds and disabilities regardless of gender, sexual orientation, or gender identity. This diverse membership requires translation of written materials, telephonic and face-to-face interpreter services.

Aetna Better Health provides telephonic and face-to-face interpretation services upon request. Aetna Better Health also uses the 711-relay service for members that use a TDD/TTY device for hearing and speech impaired members.



The Aetna Better Health 24-Hour Nurse Line employs bilingual staff, supplemented as needed, by a third-party interpretation service vendor. The nurse line also supports members needing TDD/TTY services via a local TTY access number.

**Did you know?** Practitioners can access member educational materials by visiting our website. Krames and MedlinePlus have member materials available in English and Spanish for a variety of disease conditions. Follow the link to get access to these resources.

<https://www.aetnabetterhealth.com/kentucky/health-wellness.html>

**If you need language services for your patients,  
contact our Member Services Department at**

**1-855-300-5528** (TTY users dial **711**, TDD users dial **1-800-627-4702**).



## WHAT IS EPSDT

The **Early and Periodic, Screening, Diagnostic and Treatment (EPSDT)** program is Medicaid's federally mandated comprehensive and preventive health program for individuals younger than 21. EPSDT was defined by law as part of the Omnibus Budget Reconciliation Act of 1989 and requires states to cover all services within the scope of the federal Medicaid program.

The intent of the EPSDT program is to focus on early prevention and treatment. Requirements include periodic screening, vision, dental and hearing services.

### Services include:

- Preventive screening
- Diagnosis and treatment
- Transportation and scheduling assistance
- Follow-up care with specialists
- Immunizations



### Screening must include:

- Comprehensive health history
- Comprehensive un-clothed physical exam
- Mental developmental history
- Physical developmental history
- Health education, including anticipatory guidance
- Appropriate immunizations
- Lead toxicity screening
- Laboratory tests
- Dental services
- Hearing services
- Vision services

# SKYLITES

## SKY Psychotropic Polypharmacy Initiative



### Faces of Psychotropic Polypharmacy

- Medicaid-insured youth are **3 x more likely** to be prescribed antipsychotic medications as compared to those commercially insured.
- Youth in foster care are prescribed antipsychotic medications **at twice the rate** of other Medicaid-insured youth.
- Youth in out-of-home settings typically experience **higher levels** of psychotropic medication use than their peers living at home, even when controlling for the severity of clinical issues.
- **273** = # of SKY Members under the age of 18 who met criteria for high level psychotropic polypharmacy in December 2021
- **939** = # of SKY Members under the age of 18 who met criteria for high level, lower level or rising risk psychotropic polypharmacy in December 2021



### DEFINITIONS

#### High-level psychotropic polypharmacy

- The concurrent use of at least four classes of psychotropic medications for at least 30 days during the calendar year.

#### Psychotropic polypharmacy

- The concurrent use of at least 2 classes of psychotropic medications.

### GOALS

\* Reduce number of members who meet criteria for high-level psychotropic polypharmacy

\* Reduce overprescribing of psychotropics medications when non-medical clinical interventions are appropriate.

\* Increase appropriate metabolic monitoring for those prescribed certain medications.

\* Increase education and outreach on polypharmacy, medication management, informed consent, and prescribing practices to the following audiences:

- Prescriber/provider
- DCBS / DJJ staff
- Paid Caregivers
- Children and family
- Foster parents
- Transition Age Youth

# What is the Out of Home Care Provider Network's Role in Efforts to Reduce Psychotropic Polypharmacy?

## Practice

- Developmentally-informed biopsychosocial approach, trauma-informed care principles, and system of care principles

## Collaborate

- With SKY CM and Clinical Pharmacists in Care Coordination Efforts

## Educate

- Prescribers, therapists and foster families on informed consent, deprescribing, treatment alternatives. (See Resources Slide for UL Deprescribing Tools)

## Alert

- SKY CM and/or Prescriber to raise concerns related to polypharmacy.

## Advocate

- For increased availability of evidence-based psychosocial interventions by qualified staff

## RESOURCES

- American Academy of Child and Adolescent Psychiatry (AACAP). Recommendations about the Use of Psychotropic Medications for Children and Adolescents Involved in Child-Serving Systems.
- [https://www.aacap.org/App\\_Themes/AACAP/docs/clinical\\_practice\\_center/systems\\_of\\_care/AACAP\\_Psychotropic\\_Medication\\_Recommendations\\_2015\\_FINAL.pdf](https://www.aacap.org/App_Themes/AACAP/docs/clinical_practice_center/systems_of_care/AACAP_Psychotropic_Medication_Recommendations_2015_FINAL.pdf)
- Center for Health Care Strategies, Inc. (n.d) Improving the Appropriate Use of Psychotropic Medications for Children in Foster Care: A Resource Center.
- <https://www.chcs.org/resource/improving-appropriate-use-psychotropic-medication-children-foster-care-resource-center/>
- Child Welfare Information Gateway. (n.d) Understanding Psychotropic Medications.
- <https://www.childwelfare.gov/topics/systemwide/bhw/medications/>
- Children's Bureau et al. (2012). Making healthy choices: A guide on psychotropic medications for youth in foster care.
- <https://www.childwelfare.gov/pubPDFs/makinghealthychoices.pdf>
- Children's Bureau et al. (2015). Supporting youth in foster care in making healthy choices: A guide for caregivers and caseworkers on trauma, treatment, and psychotropic medications.
- <https://www.childwelfare.gov/pubs/mhc-caregivers>.
- Substance Abuse and Mental Health Services Administration: Guidance on Strategies to Promote Best Practice in Antipsychotic Prescribing for Children and Adolescents.
- [https://store.samhsa.gov/sites/default/files/d7/priv/pep19-antipsychotic-bp\\_508.pdf](https://store.samhsa.gov/sites/default/files/d7/priv/pep19-antipsychotic-bp_508.pdf)
- University of Louisville Department of Pediatrics. Deprescribing Information for Parents and Caregivers.
- <https://louisville.edu/medicine/departments/pediatrics/research/cahrds/safemed/deprescribing-information-for-parents-caregivers>
- University of Louisville Department of Pediatrics: Deprescribing Information for Teens.
- <https://louisville.edu/medicine/departments/pediatrics/research/cahrds/safemed/deprescribing-information-for-teens>



# This is how we "ROLE"

## Trainings to support our Providers



The Aetna® provider network is designed to support the complex needs of SKY members beyond traditional facilities, clinics and providers.

It also includes community advocates, peer support, specialty pharmacies and family/caregivers. Our network of hospitals and specialists, including both physical and behavioral health providers, serves as the foundation to meet the needs of SKY members.

We offer **special trainings** to providers serving SKY members. We'll help you understand how to serve our members receiving adoption assistance or Involved with the Department of Juvenile Justice. These training are also available upon request to any network provider.

Please reach out to Michelle Marrs, [marrsm@aetna.com](mailto:marrsm@aetna.com) for additional SKY information or to schedule trainings for your individual group or practice.

For additional information on SKY, please visit:

<https://www.aetnabetterhealth.com/kentucky/supporting-kentucky-youth.html>

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## Welcome to SKY for Providers -

- This training includes a high level overview of the SKY program and how provider collaboration is key to making systematic change in the foster care system.

*2nd Thursday each month 11am to 12pm EST*

## New Provider Orientation, includes SKY -

- This training is for all new providers. It will include an overview of billing, claims processing, prior authorizations and more. It also includes the Sky overview piece.

*3rd Thursday each month 10:30am to 12pm EST*

## Virtual Office Hours -

- Virtual Office hours were created to share information on from multiple sides of our house. More in depth claims processing, etc., as well and state required SKY trainings on more specific topics such as Supporting Transition Age Youth.

*Trainings on the last Thursday each month 11am to 12pm ET*



Visit our News  
and Events  
page for  
registrations  
and links to  
Join.

[News and  
Events](#)

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## High Fidelity WrapAround Overview

- Join the National Center for Innovation and Excellence in an overview of High Fidelity WrapAround. Wraparound is an intensive, team-based, person-centered care planning and management process. It is not a treatment or service per se. Wraparound is not a process for all; it is applicable and most effective for those with complex needs and histories of extensive and costly service utilization. The wraparound process aims to achieve positive outcomes by providing a structured, creative and individualized team planning process with four specific phases (engagement, plan development, implementation, and transition) that, compared to traditional treatment planning, results in plans that are more effective and more relevant to the child and family.

August 2<sup>nd</sup>, 2022: 11am – 1pm

[High Fidelity WrapAround Overview - August 2](#)

October 6<sup>th</sup>, 2022: 11am – 1pm

[High Fidelity WrapAround Overview - October 6](#)

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## Trauma Informed Care:

- Join the University of Kentucky as they provide a brief overview of the types of trauma children/adults may be exposed to and symptoms of traumatic stress. Participants will learn about the elements of a trauma-informed system and will increase their knowledge and practice of emotional regulation strategies that can reduce traumatic stress symptoms in clients.

[Trauma Informed Care Basics - September 8](#)

[Trauma Informed Care Basics - December 1](#)

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## Family Finding Overview

- Join Kevin Campbell, Model Author, and Elizabeth Wendel, Family Finding Expert, as they discuss a paradigm shift around participatory healing practice for families in child protection systems. This is an Overview of the practice and science behind the importance for connections on health and well-being.

[Family Finding Orientation and Overview with KY SKY 9 August 2022, 1 – 3 pm ET](#)

[Family Finding Orientation and Overview with KY SKY 12 October 2022, 1 – 3 pm ET](#)

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## Family Finding Bootcamp

- Join Kevin Campbell, Model Author, and Elizabeth Wendel, Family Finding Expert, as they discuss a paradigm shift around participatory healing practice for families in child protection systems. Experiential learning, real-time guided family engagement, and cross-system collaboration will set the stage for walking together in change.

17 October 2022 12.00 pm - 3.00 pm ET Lecture and Discussion

17 October 2022 3.00 pm Onward Practice with Families and Staff (Self-Supported Fieldwork)

18 October 12.00 pm - 3.00 pm Lecture and Presentation of Work

18 October 3.00 pm Onward Practice with Families and Staff (Self-Supported Fieldwork)

19 October No Formal Session (Self-Supported Fieldwork)

20 October 12.00 pm - 3.00 pm Lecture and Presentation of Work

20 October 3.00 pm Onward Practice with Families and Staff (Self-Supported Fieldwork)

21 October 12.00 pm - 3.00 pm Closing Presentation of Work and Closing Remarks from Kevin and Liz

## Family Finding Bootcamp

### We've Moved to Microsoft Teams

Please take note that our previous trainings in WebEx will now be executed using Microsoft Teams. For additional information using this platform, please visit:

[Getting Started With Microsoft Teams](#)



“All young people, regardless of what they look like, which religion they follow, who they love, or the gender they identify with, deserve the chance to dream and grow in a loving, permanent home.”

— President Obama, National Foster Care Month 2015 Presidential Proclamation

Learn More About  
SKY



CONNECT WITH US  
AND JOIN THE CONVERSATION



## Don't Forget

Send any Provider Directory Updates to  
[kyproviderupdates@aetna.com](mailto: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](http://AetnaMedicaidKY.com)



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