



FAX

To: All Aetna Better Health of Louisiana Providers

Date: March 31, 2016

Newsletter: Provider Relations Newsletter First Quarter—Winter 2016.

Quality is in all we do at Aetna Better Health!

Our Quality program focuses on improving medical care and the delivery of services to our members. We do this by using a formal process to monitor and evaluate the quality, appropriateness, safety and effectiveness of care and services provided by our organization. With this structure in place, ABHLA is able to focus on opportunities for improving processes as well as health outcomes and the satisfaction of members and providers.

Our quality department tracks our physicians' activities, and ensure members are provided safe care and services through prevention and wellness outreach, quality improvement projects (i.e. prematurity, HIV, ADHD), quality audits, and HEDIS.

Our goal is to provide more ways for our members to get care, start new programs to educate members with health information, and make sure members can get the care they need for better health.

We will keep you updated on information about our Quality management program through newsletters and by updating our website. For more information about our programs call us toll free 1-855-242-0802, TTY 711. You can also ask for a written description of our Quality Management Program.

Disaster Preparedness

In Louisiana, we need to be prepared year-round for disasters. Some of our most common natural hazards are flooding and high winds. Even communities outside of coastal Louisiana

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are susceptible to the effects of a hurricane in the form of heavy rains, flooding, high winds and even tornados.

It is important for any business to invest in a preparedness program. The Insurance Information Institute reports that up to 40% of businesses affected by a natural or human-caused disaster never reopen.

The goals of a preparedness program for any business, large or small, should include:

- Protect the safety of employees, patients, visitors and others at risk from hazards at the office or facility. Plan for persons with disabilities and functional needs.
- Maintain customer service by minimizing interruptions or disruptions of business operations, including the ability to access patient records through electronic health records (EHR).
- Protect facilities, physical assets and electronic information.

During a disaster, Aetna Better Health of Louisiana providers can contact Provider Services at (855)-242-0802 for information about Aetna support services. Providers are asked to report if they have limited availability or their offices are closed due to an evacuation or damages, as a result of an event. Aetna will work with you to notify members of your closures or limited hours.

Providers in areas of Louisiana that often host evacuees from coastal Louisiana are asked to work with Aetna Better Health of Louisiana to assure members continuous healthcare during their time away from home. Aetna has procedures in place during declared disasters to allow for out-of-network and/or out-of-state providers to deliver services to our members.

Businesses in Louisiana are encouraged to register with the Louisiana Business Emergency Operations Center (LA BEOC) at www.labeoc.org to receive business specific information about a declared disaster. The LA BEOC supports the coordination of activities, needs, and resources of businesses with state and local government.

The Louisiana Volunteers in Action Emergency Volunteer Registry (LAVA) is administered by the Louisiana Department of Health and Hospitals, Office of Public Health. LAVA works to recruit, credential, train, manage and deploy volunteer medical professionals to assist during emergencies. Visit <https://lava.dhh.louisiana.gov/> for information and to register.

For more information about preparing your business for a disaster, visit: <http://www.ready.gov/business>.

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Children’s Health: Why Body Mass Index (BMI) documentation is important

The Healthcare Effectiveness Data and Information Set (HEDIS) is one of the most widely used sets of health care performance measures in the United States. Health plans and providers alike can use HEDIS results to see where they need to focus their improvement efforts.*

HEDIS 2016 measures display continued monitoring of childhood weight and Body Mass Index (BMI) percentiles. It also focuses on nutrition and physical activity counseling for children and adolescents.

HEDIS requirements

To be compliant with the HEDIS measure, you **must** document the following for all children from birth to 17 years old **at least annually**:

- Height and weight
- BMI percentile
- Nutritional and physical activity counseling

BMI Percentiles

According to the CDC, the BMI-for-age cutoffs below the 5th percentile or above the 85th percentile may indicate a health risk. In these cases, further health screening and assessment (including nutrition, physical activity, and laboratory tests) is recommended.

Providers must document BMI percentiles on all members two years of age and older, regardless of BMI results or whether the child appears over or under weight. You can measure a BMI percentile at any well-child or sick visit, but you must complete it and **submit diagnosis codes at least annually**.

BMI Percentile Codes

Assessment	Range	Code
Underweight	• <5th percentile	• Z68.51
Normal range	• 5th to <85th percentile	• Z68.52
At risk for overweight	• 85th to <95th percentile	• Z68.53
Overweight	• ≥95th percentile for age	• Z68.54

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Bright Futures requirements

Beginning at two years of age, each child must have documentation of weight, height, and BMI plotted on the appropriate growth chart at every EPSDT visit.

There is a slight difference in the CDC Bright Futures requirement vs. the BMI percentile requirement for HEDIS. **Please note:** If you **document both the BMI percentile and the BMI**, in addition to the member's height and weight, you can cover both HEDIS and Bright Futures requirements.

Nutritional Counseling

HEDIS requires that you must provide nutritional counseling **at least annually**. You can do it at any well or sick visit. **Remember to submit diagnosis code Z71.3 to acknowledge that nutrition counseling was completed.** (Unfortunately, documenting "well nourished" is **not** acceptable.) Acceptable documentation includes:

- Discussion of current nutrition habits
- Referral for nutrition education or obesity education
- Documentation that the member received educational materials on nutrition during a face-to-face visit
- Anticipatory guidance for nutrition or a checklist indicating nutrition

Physical Activity Counseling

Again, HEDIS requires that you **must provide physical activity counseling at least annually**. You can do it at any well or sick visit. Documenting developmental milestones, notations of "cleared for gym," discussing screen time, or providing guidance related solely to safety (e.g. wearing a helmet or water safety) is **not** sufficient. Acceptable documentation includes:

- Discussion of current physical activity behaviors
- Weight or obesity counseling
- Referral for physical activity
- Anticipatory guidance for physical activity or a checklist indicating physical activity

Make sure you include a notation of the educational materials given to members (parents/guardians) during a face-to-face visit.

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Currently there is no ICD-10 specific to physical activity counseling, but we encourage you to use **Z7189** as mapped from the old ICD-9 exercise counseling code.

Thank you for everything you do to keep our youngest members well.

www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures.aspx

Adverse Childhood Experiences

Aetna Better Health of Louisiana's Care Management and Utilization Management teams attended two training sessions with the Louisiana ACE (Adverse Childhood Experiences) Educator Program. Louisiana is no stranger to traumatic events and communities well versed in violence and poverty. , to better understand not only ourselves, but more so the families and communities we serve, (This sentence should be first) This particular initiative, which fits perfectly in line with the trauma informed care model, is an ongoing, internal collaboration between the Health Care Equity program and Medical Management team.

The landmark Kaiser Adverse Childhood Experiences Study, examined the relationships between adverse childhood experiences (all types of abuse, neglect and other traumatic experiences,) and reduced health and well-being later in life. The LA ACE Educator program partnered with ACE Interface, an organization created by Dr. Robert Anda, co-principal researcher of the ACE study, and Laura Porter, the Director of ACE Partnerships in Washington State.

In response to the increasing statewide demand for education regarding ACE concepts; DHH, OPH, Bureau of Family Health and the Tulane Institute of Infant and Early Childhood Mental Health partnered with the support of the Louisiana ACE Initiative to create the Louisiana ACE Educator Program in the spring of 2015. The LA ACE Educator Program is part of an effort to incorporate an understanding of the impact of childhood adversity and trauma into policy and practice by building community awareness about ACEs, trauma, and resilience science across the state.

Louisiana is the 7th state to adopt the ACE Interface model and we are very excited to have incorporated this incredible tool into our model of care. In an effort to take the information out of classroom, the care managers and utilization consultants were "challenged" to share the information and bring forth an idea/suggestion as to how we can collectively put this into action and/or practice. These teams are actively exchanging information and ideas internally, in collaboration with the facilitators of our sessions (Mark Medina, Outreach and Education Coordinator for Metropolitan Center For Women and Children, and Gary Pate, Clinical Provider Trainer for Louisiana Healthcare Connections facilitated both sessions.)

Aetna Better Health of Louisiana is committed to continued education based on evidence based and best practice models, and the ACE Educator program is a perfect example of

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such. Therefore, we are pleased to share this exciting news as it is just the beginning of our relationship with the Louisiana ACE Educator Program! ABHLA's entire staff will participate in the LA ACE Educator Program in 2016 to truly embed this model of care throughout all facets of our health plan.

For more information about the Health Care Equity Program and/or information regarding Aetna's collaboration with the LA ACE Educator program, please contact: Arianna Baseman, Health Care Equity Director at BasemanA@aetna.com.

For more information about the LA ACE Educator Program, please contact Ana Bales, LA ACE Educator Program Project Coordinator, Bureau of Family Health @ ana.bales@la.gov

Preventive Health Guidelines

To help provide our members with consistent, high-quality care that uses services and resources effectively, we have chosen certain clinical guidelines to help our providers. These include treatment protocols for specific conditions, as well as preventive health measures.

These guidelines are intended to clarify standards and expectations. They should not:

- Take precedence over your responsibility to provide treatment based on the member's individual needs
- Substitute as orders for treatment of a member
- Guarantee coverage or payment for the type or level of care proposed or provided

You can find Preventive Health Guidelines specifically for:

- [Asthma](#)
- [Attention - Deficit/Hyperactivity Disorder](#)
- [Chronic Kidney Disease](#)
- [Chronic Obstructive Pulmonary Disease](#)
- [Coronary Artery Disease](#)
- [Crohns](#)
- [Diabetes](#)
- [Heart Failure](#)
- [Hemophilia](#)
- [HIV/AIDS](#)
- [Low Back Pain](#)

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- [Major Depressive Disorder](#)
- [Multiple Sclerosis](#)
- [American Academy of Pediatrics Periodicity Schedule](#)
- [Prenatal-postpartum](#)
- [Domestic violence screening](#) and [domestic violence screening tool](#)
- [Hepatitis C screening](#)
- [HIV screening](#)
- [CDC vaccine recommendations for pregnant women](#)

Just visit www.aetnabetterhealth.com/louisiana. The guidelines are listed in the “For Providers” section on our website under “Guidelines.”

Distribution of member rights and responsibilities statement (notification of how members and providers are notified of changes to member rights and responsibilities statement)

Office Hours of operation parity

The State of Louisiana requires us to ensure that network practitioners offer hours of operation that are no less (in number of scope) than the hours of operation offered to non-Medicaid members. As a contracted Medicaid managed care organization, Aetna Better Health of Louisiana also adheres to these requirements.

NCQA reviews Aetna Better Health of Louisiana practitioner materials such as contract templates, the practitioner manual and practitioner newsletters for language that the practitioner’s hours of operation are not less for Medicaid patients than for non-Medicaid patients.

Help us stop fraud!

Please remember that it is your responsibility as a Medicaid program provider (a requirement which can be subject to federal or state sanctions) to report suspected fraud and abuse.

To report fraud or abuse, call the Aetna Better Health of Louisiana (ABHLA) compliance hotline at 1-855-725-0288. We prefer, but do not require, that you leave your name. Please leave enough information to help us investigate, please include:

- Name of the member or provider you suspect of fraud
- Member's card number
- Name of doctor, hospital or other health care provider

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- Date of service
- Amount of money that was paid for service, if applicable
- Description of the acts you suspect involve fraud or abuse

You can also visit the ABHLA website at www.aetnabetterhealth.com/louisiana. Click on "Fraud & Abuse," and you can email us suspected fraud information. Thank you for your continued support!

ICD10

ICD-10 information Providers should not utilize Internal Classification of Diseases, 9th revision (ICD-9) as of September 30, 2015. The U.S. Department of Health and Human Services released the final ICD-10 compliance deadline of October 1, 2015. We encourage Aetna Better Health providers to access our Website and the following materials and resources:

- Internal Classification of Diseases, 10th revision (ICD-10)
- Centers for Medicare & Medicaid (CMS) ICD-10 Web Site
- Road to 10 Web Site
- CMS ICD-10 Industry Email Updates

You can visit the ABHLA website at www.aetnabetterhealth.com/louisiana/providers/icd10.

Preventing Premature Births

The State of Louisiana's premature birth rate was 15.1% in 2013, and the State pledged to reduce the preterm birth rate by 8% in 2014 (March of Dimes Foundation, 2014). Further, the Department of Health and Hospitals of the State of Louisiana targets a 15% reduction in the statewide prematurity rate by 2017.

In order to decrease the preterm birth rate, Aetna Better Health of Louisiana promotes the implementation of health plan, member and provider interventions that include:

- Increasing utilization of 17 alpha hydroxyprogesterone caproate (17P) to prevent recurrent preterm birth
- Increasing sexually transmitted infection (STI) screening of pregnant members
- Increasing postpartum use of most and moderately effective contraception to ensure appropriate birth spacing
- Increasing utilization of 17P in identified high risk pregnancies

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- Using the high risk registry to identify eligible members (prior preterm birth)
- Using the Notification of Pregnancy (NOP) form
- Promoting the use of postpartum long acting reversible contraceptives (LARCs)
- Linking your patients to care management for pre-natal and post-partum visit facilitation, services, and resources

Through a coordinated effort of implementing the above outlined interventions in practices, we can increase healthy pregnancy outcomes in Aetna's Better Health of Louisiana's members.

If you have any questions, please call our Provider Services department at 1-855-242-0802.

Notification of Pregnancy Form

Aetna Better Health of Louisiana has a new and updated notification of pregnancy form. The completion of this form as early as possible allows us to best service your patients to achieve healthy pregnancy outcomes. This new NOP form is an online fillable form and upon submittal it directly reaches our care management team in an expedited manner. The completion of this form will help to identify high-risk pregnancies and assist in linking these members to case management enrollment. This form is located on the Aetna Better Health of Louisiana website under For Provider; Resources; then Forms.

Website Link: www.aetnabetterhealth.com/louisiana/assets/pdf/providers/LA-NoticeofPregnancy.pdf

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Provider Relations Liaisons

If you have any issues or concerns, please contact your Aetna Better Health of Louisiana Provider Relations Liaison; listed here by their regional assignment.

Region	Provider Relations Liaison and Email Address	Phone number
1	Brandy Wilson WilsonB8@aetna.com	504- 264-4016
2	Aieta Davis DavisA12@aetna.com	225-316-3106
3	Brandy Wilson WilsonB8@aetna.com	504- 264-4016
4	Clarence Grant Grantjrc@aetna.com	504-220-1367
5	Clarence Grant Grantjrc@aetna.com	504-220-1367
6	Clarence Grant Grantjrc@aetna.com	504-220-1367
7	Aieta Davis DavisA12@aetna.com	225-316-3106
8	Aieta Davis DavisA12@aetna.com	225-316-3106
9	Brandy Wilson WilsonB8@aetna.com	504- 264-4016

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