

A young girl with dark hair, wearing a white and black plaid shirt and a blue backpack with yellow polka dots, is running towards a man. The man is kneeling on one knee, wearing a red long-sleeved shirt and blue jeans, with his hands outstretched towards the girl. They are outdoors, with a black metal fence and green foliage in the background.

Aetna Better Health Webinar Series Special Needs Unit

Provider Experience
Network Relations Team

Michelle Bogard, Network Relations Consultant
Andrea Bird, Special Needs Coordinator

July 2021

Housekeeping

- All lines will be muted to reduce background noise
- Use the Q & A to submit any questions to ALL PANELISTS
- The presentation will be available on our website under Past Provider Education Webinars within a week and here is the link:
<https://www.aetnabetterhealth.com/pennsylvania/providers/education>

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As a team, we are committed to supporting our providers and working together toward positive outcomes for your patient, our member.

— YOUR PROVIDER EXPERIENCE TEAM —



Experience:

Teresa has more than 20 years of experience in the health insurance industry. Her previous role was a Senior Network Contract Analyst for a major commercial insurance carrier in the Philadelphia area and her industry experience includes contract administration, auditing, network management, and provider data management.

Territory:

Teresa is currently the FQHC liaison and representative servicing FQHC/RHC providers across the entire state of Pennsylvania. Her former territory included Delaware and Philadelphia counties.

More about Teresa:

Teresa lives in Delaware County with her husband and youngest daughter but will soon be an empty nester as her daughter heads to Connecticut in the fall to attend college. Her passion is to help people to live better lives.



Teresa Washington

Network Relations Consultant

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Special Needs Unit

Agenda

What is the Special Needs Unit (SNU)?

How does SNU support members?

How does SNU support providers?

When and how to make referrals to SNU

SNU contact information

Questions

What is the Special Needs Unit?

What is the Special Needs Unit (SNU)?



All Pennsylvania MCOs have a Special Needs Unit; mandated by DHS since the inception of HealthChoices

- Separate unit within the Case Management department designed to assist members with access to care, coordination of care, and connection with community resources
- Internal advocates for members
- Mandated to respond to members' needs within 48 hours of contact
- Assist members directly through the SNU hotline and case management services

What is a special need?

- Non-categorical
- Generic
- Inclusive – not driven by diagnosis
- Circumstances/situations/needs
- Anyone/anytime
- Short term or long term



What are some indicators of a special need?

- Cancer
- Mental health issues
- Sickle cell
- Visual, hearing, speech impairment
- Physical disability
- HIV/AIDS
- Substance abuse
- Intellectual disabilities
- Substitute care
- Premature birth
- Domestic violence
- Traumatic brain injury
- Autism
- Family planning
- Homelessness
- Transportation barriers

Referral sources for SNU

- Members
- Family
- PCP Offices
- Specialty Offices
- Mental Health/Intellectual Disability/Substance Abuse providers
- Home care agencies
- Durable medical equipment and other vendors
- Children & Youth Services
- Schools
- Community agencies
- From other departments within Aetna Better Health

SNU Support for Members

How does SNU care for our members?

Primary purpose: support with coordination of care and access to care

- Assist with locating providers, obtaining authorizations, scheduling appointments
- Address barriers to care such as transportation, behavioral health needs, or need for community supports; coordinate with community resources
- Collaboration with providers to address member needs
- Disease management
- Assessment of physical, behavioral health, and social needs, including social determinants of health
- Short-term or long-term support



Internal Care Coordination



SNU collaborates with other departments within ABH to address member needs

- Utilization management and prior authorizations
- Provider relations
- Contracting
- Pharmacy
- Dental
- Claims
- Appeals and grievances

Case Management

“Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual’s and family’s comprehensive health needs through communication and available resources to promote patient safety, quality of care, and cost-effective outcomes.”
(CMSA, 2019)

- Staffed by nurses, social workers, and licensed counseling professionals
- Designed to identify and support our most bio-psycho-socially complex and vulnerable members
- Person-centered and goal-oriented
- Desired outcomes include decreasing avoidable inpatient and emergency room utilization and increasing the use of specialty care and services targeted to each member’s needs
- Focus on social determinants of health and addressing barriers to care
- In some cases, members may be connected with a Community Health Worker (CHW)

Source: Case Management Society of America (CMSA) <https://www.cmsa.org/who-we-are/what-is-a-case-manager/>

SNU Support for Providers

How can SNU assist providers?



- Outreach members to assess for needs and possible case management
- Educate members about diagnoses/conditions
- Share community resources with provider office and/or connect members directly with resources
- Locate par specialists
- Locate durable medical equipment
- Resolve medication issues

Special Needs Unit Referrals

When might a member be referred to SNU/Case Management?

Consider a referral to SNU/Case Management in the following circumstances:

- 1) Members who are identified to have unmet needs during HEDIS measure reviews.

- 2) Members that may need support with the following:
 - Psychosocial needs, including social determinants of health
 - Inconsistent attendance at appointments
 - Difficulty adhering to recommended medical care
 - Poorly managed physical conditions

How to refer to SNU/Case Management

1) Providers may call the SNU hotline directly and/or share the SNU hotline with members:

Aetna Better Health SNU Hotline: 855-346-9828

2) If you feel that a member would benefit from case management support, you may also complete and submit a Case Management Referral form.

- The form is located with the provider forms on the Aetna Better Health website. The direct link to the form is [here](#).
- Fax the completed referral form to 877-683-7354 or email the completed form to the Case Management Referral Mailbox: PACMReferralMailbox@aetna.com.

Special Needs Unit Contacts

SNU Contact Information

Aetna Better Health SNU Hotline
855-346-9828
Monday – Friday, 8:00-5:00

Members and providers may also call Member Services at 866-638-1232 and ask to be transferred to the Special Needs Unit.

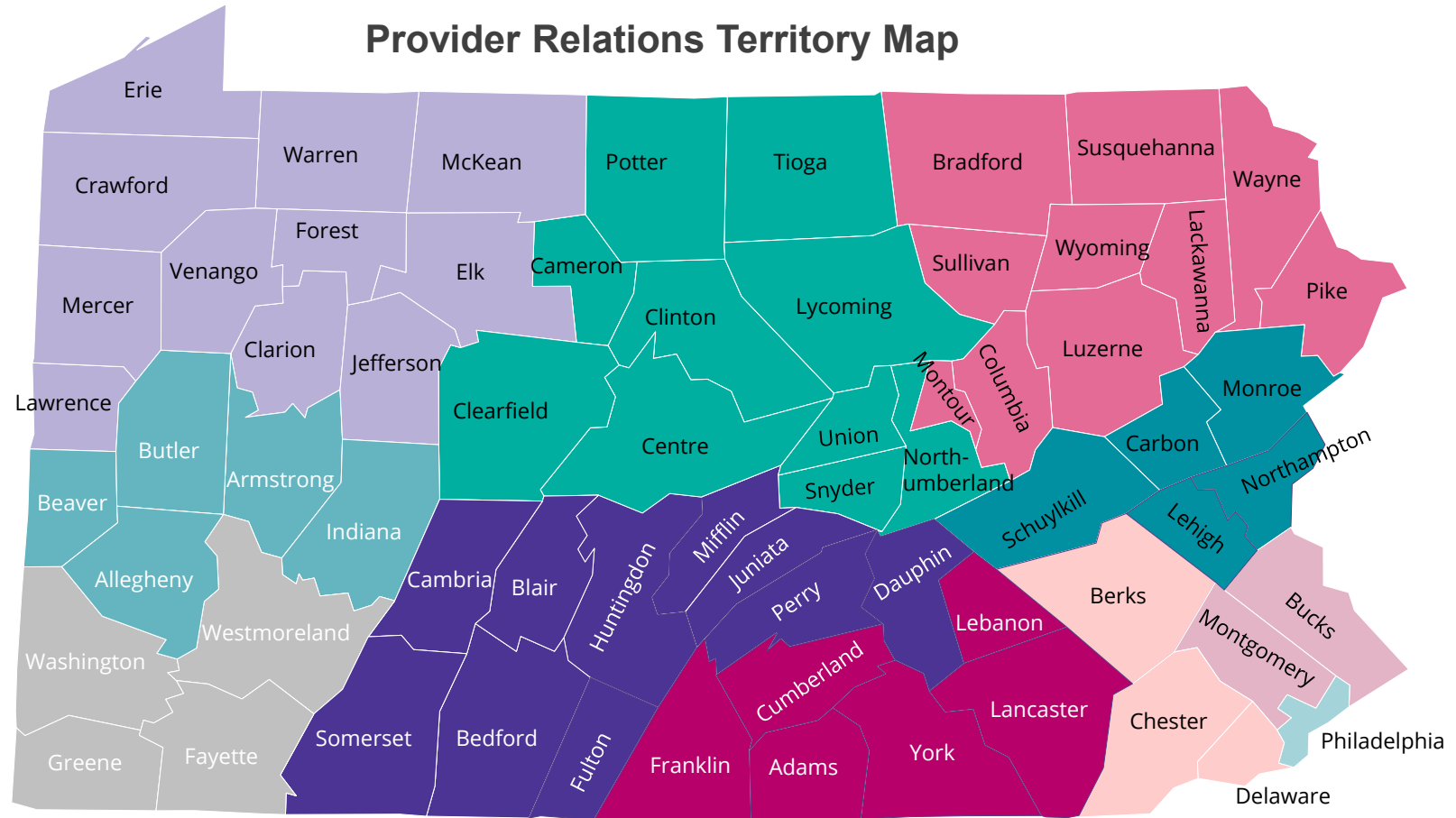


Questions?



Provider Relations Territory Information

Provider Relations Territory Map



Sherry Flannery	Melinda Roach	Kim Heggenstaller	Anna DiPietro
Vacant	Jacelyn Cressman	Kimberly Young	Kari Heggs
Vacant	Michelle Bogard	Michael Quinn	Teresa Washington (All FQHC's)

Large Group & Hospital Assignments

Provider Group	Representative
Advocare Pediatrics	Kari Heggs
Allegheny Health Network	Vacant
Children's Hospital of Phila.	La Shawn Bailey
Coordinated Health	Vacant
Crozer Keystone	Kimberly Young
CVS MinuteClinic	Kari Heggs
Detweiler Family Medicine	Kimberly Young
Drexel Medicine	La Shawn Bailey
Einstein Health Network	La Shawn Bailey
FQHC's	Teresa Washington
Geisinger	Kim Heggenstaller
Jefferson Health	La Shawn Bailey
Lehigh Valley Health Network	Jaclyn Cressman

Provider Group	Representative
Trinity (Mercy) Health	Kari Heggs
Nemours	Kimberly Young
Penn State/Hershey Health	Kimberly Young
Phoenix Rehabilitation & Health Services, Inc.	Vacant
Quest Diagnostics	Kari Heggs
St. Christopher's	Kimberly Young
St. Mary Medical Center	Kari Heggs
Tower Health	Kimberly Young
UPMC Cole	Melinda Roach
UPMC Pinnacle	Michelle Bogard
UPMC Susquehanna	Melinda Roach
UPMC – Western PA	Melinda Roach
WellSpan Health	Michelle Bogard

Satisfaction Survey

The annual ABH of PA provider satisfaction survey has begun.

If you have been randomly selected to take the survey, please take a moment to share your feedback.

We would appreciate your participation.



Important Links

Spring/Summer Newsletter

https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/notices/2021_provider_newsletter_spring_summer.pdf

Quick Reference Guide

<https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/packet/2019%20Quick%20Reference%20Guide%2020091.pdf>

Provider Experience Education Resources

<https://www.aetnabetterhealth.com/pennsylvania/providers/education>

Network Relations Consultant Territory Map

https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/Network%20Relations%20Consultant%20Territory%20Map_UA.pdf



