



Provider Newsletter

February, 2018

Aetna Better Health[®] of Illinois

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Employment First

In earlier member newsletters, we have provided information about Illinois Employment First. Illinois Employment First is supported by Illinois State Law, Executive Order and policies, which support the idea that ALL Illinois citizens, regardless of disability, are able to fully participate in their communities. That includes the ability to get a job. Employment can help individuals gain self-confidence, earn more income, make friends in the community, and provide meaningful activity. Essentially, work can help a member change their life.

The following information is provided by Employment First:

The IL Employment First Community of Practice is a group of people focused on bringing people together around employment. It is made up of people with disabilities, employers, community rehabilitation providers, teachers, Government representatives, family members, direct service staff, and advocacy groups. They focus on creating new educational opportunities and showing employment success around Illinois. 2018 Employment First work is beginning with a sense of comradery and solidarity. This path isn't always an easy one. Change can be difficult. Our goal is to give information about employment opportunities for people with disabilities. This takes many different people in the community working together. This also includes peer to peer conversations. That means involving people with disabilities in the discussion. We are looking forward to continue to reach for change, to overcome challenges, and to work toward progress in the coming year.

We are stronger together. We are working hard. We are trying to learn from one another. Together we can figure this out together. Teamwork makes the dream work.

If you would like to be added to the Employment First list serve which includes resource updates please contact Tania.Morawiec@ilinois.gov

Disability rights and awareness

In earlier newsletters we discussed how each month Prerak Mehta and the Community Outreach team send our staff a “Disability Advocacy” email. This email focuses on disability rights and awareness. Below is some information from the email that was sent in January, 2018.

Gainful employment in the community can raise one’s self-worth, self-esteem and have a positive impact on their overall health and wellbeing. According to the Office of Disability and Employment Policy, only 19.1 percent of persons with disabilities participate in the labor market as opposed to 68.1 percent of persons without disabilities. Findings show that persons with disabilities apply for jobs, however this low percentage of those who are actually employed suggest that there may be psycho-social factors that affect their ability to secure employment (such as stigma associated with persons who have disabilities, employer’s emphasis on an individual’s limitations as opposed to their strengths, lack of exposure to persons with disabilities and the need for additional supports that the employer is unwilling to accommodate).

Aetna Better Health Care Managers want members to be successful in the community; this reinforces the “independent living philosophy”. One of the factors that can influence long-term success in the community is by becoming gainfully employed. Leveraging member strengths can assist an individual in securing employment and consequently increase their quality of life. It is important to include this topic in our discussions with members about their goals and possibly in the development of their care plans. Once we have a clear idea of what a member wants and needs, we can begin to work with them to establish vocational goals that are both meaningful and match their skill set. Ultimately, our work with members can help them believe that they CAN.



Health Professionals Invited to LUNG FORCE Expo for Latest in Lung Disease, Cancer

Every five minutes, a woman in the U.S. is diagnosed with lung cancer. That’s why the American Lung Association in Greater Chicago is hosting hundreds of healthcare professionals, patients and caregivers at the **LUNG FORCE Expo**, to present them with the latest trends, resources and research surrounding lung cancer, COPD, asthma, pulmonary fibrosis and pulmonary hypertension. The Expo will take place April 24 at Drury Lane Theatre & Conference Center in Oak Brook, IL. Registration (includes lunch) is \$10 for patients (9 a.m.-2 p.m.) and \$75 for professionals (8 a.m.-4 p.m.).

It's HEDIS Season

Aetna Better Health is preparing for our annual HEDIS (Healthcare Effectiveness Data and Information Set) audit. The State of Illinois requires collection of data and reporting of HEDIS rates by all participating Medicaid Managed Care Plans to assess the quality of care their members receive. Aetna Better Health uses results from the annual HEDIS audit to guide our quality improvement initiatives. Our HEDIS® rates are also critical to achieving Health Plan Accreditation with the National Committee for Quality Assurance.

Between February and May 2018, Aetna Better Health will be collecting 2017 HEDIS data for ICP, FHP/ACA, and MMAI patients. As a participating Aetna Better Health provider, your patients may be randomly selected for review — we need your cooperation in collecting this important information.

To determine if recommended services reported in HEDIS were provided to our members, Aetna Better Health looks first at claims (or encounter) data. If we are unable to identify that a particular service (e.g., a prenatal care visit, well-child visit, immunizations) was provided from claims data, we then must review the member's medical record to determine if the service was actually provided but for some reason could not be found in the claims data.

If any of your Aetna Better Health members are part of the random samples selected for medical record review, representatives from Aetna Better Health will contact your office either to arrange an onsite visit, or to request this information by fax/mail (if you have a small number of charts to review or are remotely located). If an onsite visit is arranged, our representatives will conduct a chart review to collect the necessary information, and then copy the specific chart form(s) that validate the findings.

Aetna Better Health sincerely thanks you for your service to our members and for your assistance with our HEDIS audit.

Latest provider handbook

We update the provider handbook every year – the latest version is available online at **aetnabetterhealth.com/illinois**.