

# Provider Newsletter

First Quarter 2021



## IN THIS ISSUE

- SKY Program .....1
- Availity News .....2
- Screening for Social Determinants of Health .....3
- Remote Patient Monitoring .....3
- Pharmacy News .....4
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT) .....5
- Prior Auth and Coding Questions Answered.....6
- Important Information regarding Claims.....6
- A Pediatrician’s Take on Playgrounds in the Age of COVID-19: 7 Tips to Keep Your Kids Safe .....7
- Do Your Patients Need Integrated Care Management Services? .....8
- Network Relations Staff.....9

## SKY Program

Aetna Better Health of Kentucky is proud to serve all youth in Kentucky’s child welfare and juvenile justice systems. We help members get the care they need with a circle of support teams. Our approach includes a full spectrum of effective, community-based physical, behavioral, and oral health treatment services. We also provide a variety of psychosocial services and supports. Every SKY member is assigned to a care coordination team tailored to their needs. Plus we have a dedicated call center staff who understand the SKY program and can answer questions about benefits and services.

For our providers, we have training materials and support to help you understand how this program works. You can get started by downloading the [SKY Companion Guide](#)



We also have the [SKY Frequently Asked Questions and Answers - your resource for common questions.](#)

Have additional questions? - You can call Provider Relations at **1-855-300-5528 (TTY: 711)** or Email at [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com).

# Availity News

We have begun our transition from our current provider portal to Availity. Any provider office with a current login to Availity will be able to find Aetna Better Health under the payers tab. If your office does not have a login to Availity, you will receive notifications from us in April about how to sign up. 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



And best of all, we will continue to build upon this platform by rolling out enhanced functions in 2021 such as:

- Panel searches
- Review of G & A cases
- Eligibility and member look up

Be on the lookout over the next few weeks for co-branded emails directly from Availity as new products roll out and training plans are developed.

## [Availity FAQ's](#)

If you are already registered in Availity, you will simply select Aetna Better Health from your list of payers to begin accessing the portal and all of the above features.

If you are not registered, we recommend that you do so immediately.

- [Click here](#) to learn more about Availity Portal Registration
- [Click here](#) to register
- For registration assistance, please call Availity Client Services at 1-800-282-4548 between the hours of 8:00 am and 8:00 pm Eastern, Monday-Friday (excluding holidays)

For access to the following features, you will need to use the Medicaid Web Portal until the effective date displayed above.

- Prior Auth
- Eligibility & Benefits
- Panel Roster
- Remit PDF
- Secure Provider Web Portal - [Log in](#)
- [Provider Portal Registration Form](#)

Any questions? Please contact your network manager listed on page **9,10 &11** of this newsletter.

## Screening for Social Determinants 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 can help with resources. Reach out to Member Services at **1-855-300-5528** for assistance.



## Remote Patient Monitoring

Aetna members enthusiastically endorse remote patient monitoring programs sharing testimonials about how they feel better when they are more informed about their condition, that these programs increase their satisfaction with their provider, and that they are better able to manage their condition. We have two remote patient monitoring solutions available for our members:

- High- Risk OB
- Diabetes

Both offer a tablet and peripherals to monitor and capture data on their condition as well as provide informative education via the tablet.

Our clinical team monitors the data and can reach out to the member, the health plan, and/or the provider's office as needed to ensure interventions are implemented to address the member's concerns or questions. The goal is to empower the member, to improve their access and timeliness to care, as well as limit exacerbations of their condition. If you know of a patient that would benefit from this care or have questions, please reach out to us at [PHM\\_ABHKY@aetna.com](mailto:PHM_ABHKY@aetna.com).





There has been a change to the list of drugs that Medicaid covers. As a result, some drugs are no longer automatically covered.

If a member's medication is being rejected at the pharmacy, please call Aetna Member Services. They can help you either get the problem fixed or help with next steps.

Effective **January 1, 2021**, for Medicaid members, the list of covered drugs is the [Single Preferred Drug List \(PDL\)](#) from the Kentucky Department of Medicaid Services (DMS). Drugs designated as non-preferred on the PDL remain available to you when determined to be medically necessary through the prior authorization process. To see any Quantity Level Limits (QLL), please check the [QLL Document](#). For additional information, please click [here](#) to visit the Kentucky Department of Medicaid Services (DMS) website.

Aetna Better Health of Kentucky also covers drugs and products that are not on the Single Preferred Drug List. You can download the Supplemental Formulary. To view medications that are covered on the Supplemental Formulary, you can search for drugs using our [Supplemental Formulary Search Tool](#). Searches can be performed by drug name or by drug class. The tool will provide formulary status, generic alternatives and if there are any clinical edits (Prior Authorization, Quantity Limits, Age Limits etc.).

Please review the DMS Single PDL, DMS Quantity Limits Document, and/or Supplemental Formulary for restrictions or recommendations regarding prescription drugs before prescribing a medication to an Aetna Better Health of Kentucky member.

### Other drug lists

- [Home Infusion](#)
- [Preferred Diabetic List](#)
- [What is a Smart Edit](#)
- [Single Preferred Drug List \(PDL\) Formulary and the Aetna Supplemental Formulary](#)
- [Single PDL Smart Edit Notification RX](#)

# Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is a comprehensive preventive health program for children under the age of 21 who are enrolled in Medicaid. In the Commonwealth of Kentucky, it can be divided into both EPSDT Screenings and EPSDT Special Services.

## EPSDT Screenings

The areas of health checked include:

- Preventive check-ups
- Growth and development assessments
- Vision
- Hearing
- Dental
- Immunizations
- Laboratory test

## Special Services

EPSDT special Services may be preventive, diagnostic/treatment or rehabilitative. All EPSDT special services require prior authorization. Examples of services covered include:

- Additional pairs of eyeglasses after the Medicaid vision benefit has paid for the first two pair in a year.
- Additional dental cleanings after the Medicaid dental benefit has paid for one cleaning.
- Nitrous oxide used in dental treatment.
- Nutritional products used as supplements rather than as the child's total nutrition.

All eligible members should receive EPSDT services in accordance with state guidelines. We have included the periodicity schedule for your reference. A complete list of components required to meet the EPSDT regulations can be found in our Provider Manual. We can also train your office on requirements for the EPSDT program, please call member services at **1-855-300-5528** and ask to speak with the EPSDT coordinator for more information.

Periodicity Schedule			
Infancy	Early	Middle	Adolescence
<1 month	15 months	5 years	11 years
2 Months	18 months	6 years	12 years
4 months	24 months	8 years	13 years
6 months	30 months	10 years	14 years
9 month	3 years		15 years
12 months	4 years		16 years
			17 years
			18 years
			19 years
			20 years



# Prior Auth and Coding Questions Answered

**Mammograms** – screening mammograms don't require a PA with the following conditions:

Age: 35+

Codes: 77061, 77062, 77063, G0279

Diagnosis: Includes - V76.10, Z12.13, Z12.39

Visit Limit: One per calendar year

**TEE 93306** – this indicates a complete TEE, which includes the color flow analysis (93321, 93325). Claims that list the color flow analysis separately will receive a denial for no authorization.

**Telehealth visits** – according to state guidance, all telehealth visits should be billed as if they were a regular visit, but with the telehealth POS of 02.

## Important Information regarding Claims

Aetna Better Health uses claims editing software, which follow National Correct Coding Initiative (NCCI), AMA and CMS guidelines. Claim edits are designed to evaluate the appropriate billing information and CPT coding accuracy on procedures submitted for reimbursement. Claim editing applications review claims submitted with CPT-4 HCPCS level 1 and 2 codes to analyze the appropriate set of procedures for reimbursement.

The major areas reviewed as part of claim editing include:

- **CPT Unbundling** – Procedural unbundling occurs when two or more procedure codes are used to bill for a service when a single, more comprehensive procedure exists that more accurately describes the complete service. When this occurs, the component procedures will be denied and re-bundled to pay the comprehensive procedure.
  - If the comprehensive procedure has been submitted along with the component procedures, either on a single claim or on multiple claims, all component codes will be denied and re-bundled to the comprehensive code.
  - If only the component codes are billed either on a single claim or on multiple claims, all component codes will be denied, and the comprehensive code will be added to the claim for payment.
- **Incidental procedures** – Procedures that are performed at the same time as a more complex procedure, however, the procedure requires little additional physician resources and/or is clinically integral to the performance of the primary procedure.
- **Mutually-exclusive procedures** – Two (2) or more procedures that are billed, by medical practice standards, should not be performed or billed for the same member on the same date of service.
- **Duplicate procedures** – Procedures that are billed more than once on a date of service.
- **Assistant surgeon utilization** – Determination of reimbursement and coverage.
- **Evaluation and management service billing** – Review the billing for services in conjunction with procedures performed.
- **Emergency room evaluation and management services** – Review the billing of high-level evaluation and management services against ACEP guidelines.

If you have any questions on your claims, please contact your Network Manager listed on page **9, 10 & 11**, or call **1-855-300-5528**.

# A Pediatrician's Take on Playgrounds in the Age of COVID-19: 7 Tips to Keep Your Kids Safe

By Diane Arnaout, M.D.

At my house, the 4- and 6-year-old natives are growing restless. The backyard isn't cutting it anymore, biking up and down the street is growing old, and running around in the sprinkler now holds as much joy as a root canal. The parks are calling our name.

But is it safe?

Let me let you in on a little secret – there's so much we still don't know about this virus.

And by "don't know" I mean, there are no great, large, long-term studies about the virus out there. My guidance for you is, at best....educated guessing. So bear with me.

In my office, I'm constantly asked "well....what are YOU doing with YOUR family, Dr. Diane?"

Well, I've read a lot. And it seems like the conditions ripest for catching the virus are in enclosed spaces with a large number of unmasked people, within areas of poor ventilation.

So...playgrounds and parks seem low risk. With some planning.

What is my family doing?

1. We have a heart-to-heart each and every time we go. If a playground has more than 1-2 families presently playing, we will try again later, or try a different park. My kids no longer melt down if a park is too full; it's part of the game plan to be as safe as possible. They know this is part of the deal.
2. Also – we talk about keeping distance from other families. The CDC recommends keeping 6 feet between households if possible. In most playgrounds this is feasible, if not too many folks are there. My kids have adapted to the idea of "well, the swings are full, so it's see-saw time until that family is done using the swings!"
3. This may not be easy for little ones, like those under age 3, so it's important to watch over your kids and gently guide their curiosity to other parts of the park if they seem to drift towards new friends.
4. The CDC says if you can't keep 6 feet of distance between your family and another, to wear masks if over age 2. In the Texas heat, my kids just wouldn't be able to deal with this. Also, I'm just not comfortable with crowded parks yet. So we leave the playground if lots of people arrive – and again, that's part of the heart-to-heart talk we have before we go.
5. We pee before we go. Using public restrooms ups your risk. If you have to use them, wash hands thoroughly afterwards.
6. Some news sources are telling you to "wipe down surfaces before your kid plays on it." I feel like park time is so chaotic, this would be really difficult for me to do. Constant movement and large playground pieces make me feel like this is near impossible. Studies show that the virus can live anywhere from 5 hours to 3 days on metals, which is worrisome, but the virus degrades pretty quickly on hot surfaces (thank you Texas sun). I think if you have wipes and your child is super focused on a favorite piece of playground equipment, absolutely, wipe away. But I think handwashing at the end of your trip is more important.



## A Pediatrician's Take on Playgrounds in the Age of COVID-19: 7 Tips to Keep Your Kids Safe (cont.)

I know it's sad to think of all this THINKING for something as simple as a trip to the playground. But it won't be this way forever, you guys. Being careful like this buys us time, resources, education, medications, and possibly a vaccine soon. It's not forever – but why not keep things as safe as possible in these uncertain times? Get outside and enjoy this summer safely.

Source: <https://www.checkupnewsroom.com/a-pediatricians-take-on-playgrounds-in-the-age-of-covid-19-7-tips-to-keep-your-kids-safe/>

### Do Your Patients Need Integrated Care Management Services?

The Aetna Medicaid Integrated Care Management (ICM) Program is a collaborative process of bio psychosocial assessment, planning, facilitation, care coordination, evaluation, and advocacy for service and support options to meet a member's needs. We offer Disease Management (DM) programs to patients with asthma, diabetes, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), depression, and chronic renal disease (CRD).

We believe it is important to have a program to promote the engagement of pregnant women who have significant opiate use or opiate addiction in prenatal care management. Care management will continue with the same Case Manager (CM) for the mother and baby for the first year of the baby's life. The goal of the program is to identify pregnant woman with Substance Use Disorder (SUD) and refer them for treatment to reduce the incidence of neonatal abstinence syndrome.



We also have a Foster Care Case Management Team that works collaboratively with the Department for Community Based Services (DCBS), state agencies and service providers to improve the quality of care for plan members and their families.

The care management team provides behavioral and medical support for children who are medically fragile, currently hospitalized, and those at medical risk. A Case Manager will work with DCBS focusing on member's inpatient status at a behavioral health facility and members who are being decertified. These coordination services are individualized, member-centered and comprehensive.

If you have patients that need integrated care management or if you have any questions about these services, call Customer Service at **1-855-300-5528**, Monday through Friday, 7 a.m. to 7 p.m., ET. Just ask to speak to a Case Manager Involvement



# Network Relations Contact Information & Coverage Areas

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all of our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1-855-300-5528 Monday through Friday 7 AM-7 PM.

<p><b>Region 3</b> Behavioral Health Providers</p> <p><b>All Regions</b> Community Mental Health Centers</p>		<p><b>Dustin Johnson</b> Network Manager 502-648-6526 <a href="mailto:Johnsond38@aetna.com">Johnsond38@aetna.com</a></p>
	<p><b>Region 5, 6, &amp; 7</b> Behavioral Health Providers</p>	<p><b>Holly Smith</b> Network Relationship Manager 815-641-7411 <a href="mailto:Smithh3@aetna.com">Smithh3@aetna.com</a></p>
<p>Kentucky Primary Care Association (KPCA) Association of Primary Care Physicians (APCP) The Physicians Network (TPN) Ephraim McDowell Cooperative Care Network</p>		<p><b>Sammie Asher</b> Network Relationship Manager 606-401-1573 <a href="mailto:Ashers@aetna.com">Ashers@aetna.com</a></p>
<p>Supporting Kentucky Youth, SKY Liaison</p>	<p><b>Michelle Marrs</b> Network Relationship Manager, SKY Program 859-221-4737 <a href="mailto:MarrsM@Aetna.com">MarrsM@Aetna.com</a></p>	

**Regions 1**

Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken

**Regions 2**

Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster



**Gina Gullo**  
Network Relationship  
Manager  
502-612-9958  
[Rlgullo@aetna.com](mailto:Rlgullo@aetna.com)

**Providers in the state of Indiana**



**Region 3A**

Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington

**Norton Healthcare System**

**University of Kentucky System**

**Trista Gibson**  
Network Manager  
606-305-2705  
[GibsonT1@aetna.com](mailto:GibsonT1@aetna.com)

**Region 3B**

Jefferson County



**Connie Edelen**  
Network Relationship  
Manager  
502-240-2122  
[Czedelen@aetna.com](mailto:Czedelen@aetna.com)



**Region 4**

Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne

**Providers in the state of Tennessee**

**Abbi Wilson**  
Network Manager  
270-816-0893  
[Wilsona8@aetna.com](mailto:Wilsona8@aetna.com)

**Region 5A**

Anderson, Bourbon, Fayette, Franklin, Harrison, Jessamine, Mercer, Nicholas, Owen, Scott, Woodford

**Baptist Health System**



**Cristy Sheppard**  
Network Manager  
502-263-8420  
[SheppardC1@aetna.com](mailto:SheppardC1@aetna.com)



**Region 5B**

Boyle, Clark, Estill, Garrard, Jackson, Lincoln, Madison, Montgomery, Powell, Rockcastle

All other states excluding: IN, OH, TN, VA, &

**Becky Bowman**  
Network Relationship  
Manager  
502-214-0399  
[BowmanB@aetna.com](mailto:BowmanB@aetna.com)

### Region 6

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

### Region 7

Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

CHI Saint Joseph Medical Group (Kentucky One)  
Providers in the state of Ohio and West Virginia



**Jacquelyne Pack**  
Network Manager  
606-331-1075  
[Jmpack@aetna.com](mailto:Jmpack@aetna.com)



### Region 8

Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe

Providers in the state of Virginia

**Krystal Risner**  
Network Relationship  
Manager  
606-687-0310  
[Risnerk@aetna.com](mailto:Risnerk@aetna.com)

### Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

### Health Plan Website

The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website.

Visit the Website at: <https://www.aetnabetterhealth.com/kentucky/>



### Secure Provider Portal

The Secure Provider Portal is a web-based platform which connects providers with real-time member information anytime. With a secure log on, providers can perform many functions within the web-based platform. The following information can be obtained from the Secure Provider Portal:

- Member Eligibility Search
- Panel Roster
- Provider List
- Claims Status Search

### Access the Portal:

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

