



New Aetna Better Health of Louisiana appeals address

Effective 1/1/20 the new appeals address is as follows:

- **Member appeal**
PO BOX 81139, 5801 Postal Rd, Cleveland, OH 44181
(If a provider is filing on behalf of the member, it is important that they use this address instead of the provider address)
- **Provider appeal**
PO BOX 81040, 5801 Postal Rd, Cleveland, OH 44181

A provider may file an appeal. A formal request to reconsider a decision (e.g. a utilization review recommendation or administrative action) with Aetna Better Health of Louisiana within 30 calendar days from the date of the Aetna Better Health of Louisiana notice of adverse benefit determination. The expiration date to file an appeal is included in the notice of adverse benefit determination.

You can also file an appeal by calling Aetna Better Health of Louisiana at **1-855-242-0802**.

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2020 provider workshop schedule

Region: Provider Relations Liaison	Location	Date
Region 1: Kathleen Dickerson	Daughters of Charity Health Center 5630 Read Blvd, 2nd Floor New Orleans, LA 70127	January 17, 2020 10 AM – 2 PM
Region 1 Jefferson Parish Westbank: Adrian Lozano	West Jefferson Medical Center Hospital Auditorium 1101 Medical Center Boulevard Marrero, LA 70072	January 23, 2020 10 AM – 2 PM
Region 1 Jefferson Parish Eastbank: Adrian Lozano	East Bank Regional Library A/V Conference Room, 2nd Floor 4747 W. Napoleon Avenue Metairie, LA 70001	January 29, 2020 9 AM – 2:30 PM
Region 2: Eve Serbert	Oak Lodge 2834 S. Sherwood Forest Boulevard Suite E-1 Baton Rouge, LA 70816	February 6, 2020 12:30 PM – 3:30 PM
Region 3: Adrian Lozano	East Houma Library 778 Grand Caillou Road Houma, LA 70363	January 22, 2020 9 AM – 1 PM
Region 4: Brandy Wilson	Holiday Inn and Suites 2219 NW Evangeline Thruway Lafayette, LA 70501	January 28, 2020 9:30 AM – 1:30 PM
Region 5: Eve Serbert	Calcasieu Parish Public Library Central Library (Main Branch) DeBakey Meeting Room 301 W Claude Street Lake Charles, LA 70605	January 30, 2020 10 AM – 2 PM
Region 6: Jennifer Thurman	Rapides Parish Library Westside Regional Library 5416 Provine Place Alexandria, LA 71303	January 22, 2020 9 AM – Noon
Region 7: Chemeka Turner	Shreve Memorial Library Broadmoor Branch 1212 Captain Shreve Drive Shreveport, LA 71105	January 10, 2020 10 AM – 2 PM
Region 8: Jennifer Thurman	Comfort Suites Monroe 1401 Martin Luther King Dr Monroe, LA 71202	January 15, 2020 9 AM – Noon
Region 9: Marion Dunn	Madisonville Library Meeting Room 1123 Main Street Madisonville, LA 70447	January 3, 2020 10 AM – 1 PM

Member rights and responsibilities

Members, their families, and guardians have the right to information related to Aetna Better Health of Louisiana, its services, its providers and member rights and responsibilities in a language they can understand.

Members have the following rights:

- Be treated with respect and with consideration for your dignity and privacy.
- Participate in decisions regarding your health care, including the right to refuse treatment for religious reasons or for any other reason.
- Talk about appropriate or medically necessary treatment options for your conditions. This should happen even if it's not a covered benefit and no matter how much it costs.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Be able to request and receive a copy of your medical records, (one copy free of charge) and request that they be amended or corrected.
- Receive health care services that are accessible, are comparable in amount, duration and scope to those provided under Medicaid Fee For Service, and are sufficient in amount, duration and scope to reasonably be expected to achieve the purpose for which the services are furnished.
- Receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness, or medical condition.
- Receive all information in a manner and format that you can understand.
- Receive assistance from both LDH and Healthy Louisiana in understanding the requirements and benefits of Aetna Better Health of Louisiana.
- Receive oral interpretation services free of charge for all non-English languages.
- Be notified that oral interpretation is available to you free of charge and how to access those services.
- As a potential member, to receive information about the Healthy Louisiana program, which populations may or may not enroll in the program, and Aetna Better Health of Louisiana's responsibilities.
- To receive information on Aetna Better Health of Louisiana's services, such as:
 - Benefits covered;
 - What to do to get benefits, including any authorization requirements;
 - Any amounts you must pay (co pays);
 - Service area;
 - Names, locations, telephone numbers of and non-English language spoken by current contracted providers;
 - How and when you can change PCPs or see other providers;
 - Providers not accepting new patients; and
 - Benefits not offered by Aetna Better Health of Louisiana but that you can get under Medicaid.
- Receive information about your disenrollment rights at least annually.
- Receive notice of any changes in your benefits and services. You will be informed at least 30 days before the change takes place.
- Receive information on grievance, appeal, and State Fair Hearing procedures.
- Voice complaints, grievances, or file appeals about Aetna Better Health of Louisiana or the care you get.
- Receive information on emergency and after hours coverage, such as:
 - What are emergency medical conditions, emergency services, and post-stabilization services;
 - That emergency services do not require prior authorization;
 - The process and procedures for obtaining emergency services; The locations of any emergency settings and other locations where providers and hospitals provide emergency services and post stabilization services covered under the contract;
 - Your right to use any hospital or other setting for emergency care; and
 - Post-stabilization care services rules.

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- Receive our policy on referrals for specialty care and other benefits not provided by your PCP.
- Tell us what you think about our rights and responsibilities policy.
- Have your privacy protected.
- Exercise these rights without being treated negatively by Aetna Better Health of Louisiana, our providers, or LDH.

Member responsibilities

- Use your ID cards when you go to health care appointments or get services and do not let anyone else use your cards. Let us know if you lose your ID card or if it is stolen.
- Know the name of your PCP and your case manager if you have one.
- Know about your health care and the steps to take to get care.
- Do not utilize the emergency room for non-emergent services.
- Tell us when you make changes to your address or telephone number.
- Tell LDH when there are changes in your family size or income.
- Understand your health problems and participate in setting your health goals.
- Let your providers know if your health changes.
- Be respectful to the health care providers who are giving you care.
- Schedule your appointments during office hours when you can. Be on time. Call if you are going to be late to or miss your appointment.
- Give your health care providers all the information they need.
- Tell the plan and LDH about your concerns, questions, or problems.
- Ask for more information if you do not understand your care or health condition.
- Talk to your providers about the care you need. Ask if there are other options and how they can help. Ask about risks and costs of other options.
- Follow your provider's advice. If you do not want to, let your provider know why.
- Tell us about any other insurance you have. Tell us if you are applying for any new benefits.
- Give your doctor a copy of your living will or advance directive.
- Get all the preventive care you need to stay healthy. Live a healthy lifestyle. Avoid unhealthy activities
- If you don't agree with a provider and want to complain, follow the steps to file a grievance.

Questions?

For questions, please call Aetna Better Health of Louisiana at **1-855-242-0802** and follow the prompts; Monday–Friday, 7 AM–7 PM CT, or visit us online at **[AetnaBetterHealth.com/Louisiana](https://www.AetnaBetterHealth.com/Louisiana)**.

Self-referrals

Aetna Better Health of Louisiana does not require referrals from primary care providers (PCP) or treating providers. Members may self-refer access some services without an authorization from their PCP. These services include behavioral health care, vision care; Medicaid approved alcohol and drug addiction facilities, adult dental care, family planning, and women's health care services. The member must obtain these self-referred services from Aetna Better Health of Louisiana's provider network, except in the case of family planning.

Members may access family planning services from any qualified provider. Members also have direct access to women's health care provider (WHCP) services. Members have the right to select their own women's health care provider, including nurse midwives participating in Aetna Better Health of Louisiana's network, and can obtain maternity and gynecological care without prior approval from a PCP.

The ASAM Treatment of Opioid Use Disorder Course

What is it?

This course covers all medications and treatments for opioid use disorder and provides eight hours of required education needed to obtain the waiver to prescribe buprenorphine in an office-based setting.

Who should participate?

- Physicians, nurse practitioners, physician assistants, certified nurse midwives, certified registered nurse anesthetists, and clinical nurse specialists who wish to obtain a waiver to prescribe buprenorphine in an office-based setting for opioid use disorder.
- Clinicians and healthcare team members working with providers who prescribe buprenorphine in an office-based setting to treat opioid use disorder

FREE for Aetna Health Louisiana providers with discount code "AetnaLA2019"

You will learn how to:

- Assess patients for the full spectrum of harmful opioid use including misuse and use disorder.
- Summarize the clinical pharmacology, efficacy and safety of methadone, buprenorphine and naltrexone in treating opioid use disorder.

- Identify and assess patients who are appropriate for treatment with medications for an opioid use disorder in an office-based setting.
- Describe procedures for initiating, stabilizing, maintaining, monitoring and modifying treatment of patients on buprenorphine or naltrexone.

For more information or to register visit

<https://elearning.asam.org/p/TOUDOnline>

Are you an NP or PA? ASAM also provides the additional 16 hours required for NPs and PAs to qualify for a waiver free of charge.

Contact: Email: **education@ASAM.org**

Call: **301-656-3920**

The American Society of Addiction Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Credit information

The American Society of Addiction Medicine designates this material for a maximum of 8 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Quality improvements at Aetna Better Health of Louisiana

Our Quality Management department wants to make sure our members get good care and services. That includes:

- Health management programs that work for members
- Easy access to quality medical and behavioral health care
- Help with any complex or chronic conditions or illnesses
- Support when members need it most

Our quality improvement activities each year include:

- Contacting members to remind them to get care (like well-child checkups)
- Sending members postcards or newsletters about health topics

- Reviewing the number, quality and kinds of services members receive
- Reminding doctors and the members about preventive health care
- Making sure members continue to get the care they need
- Checking that members' calls are answered quickly and that they get the right information
- Ensuring that the member's doctor has all the information needed to care for them or their child

We have many more quality programs

You can call Member Services at **1-855-242-0802** to learn more about what we do to improve our members' care. We're also happy to give you a printed copy of our program goals and how we're doing.

Integrated Care Management

Aetna Better Health of Louisiana’s Integrated Care Management (ICM) program uses a bio-psycho-social (BPS) model to identify and reach our most vulnerable members. The approach matches members with the resources they need to improve their health status and to sustain those improvements over time.

We use evidence-based practices to identify members at highest risk of not doing well over the next 12 months and offer them intensive care management services built upon a collaborative relationship with a single clinical case manager, their caregivers and their primary care provider (PCP). This relationship continues throughout the care management engagement. We offer members who are at lower risk supportive care management services. These include standard clinical care management and service coordination and support. Disease management is part of all care management services that we offer.

Aetna Better Health also accepts referrals (by mail, fax, phone, email) for care management from practitioners, providers, members, caregivers, health information lines, facility discharge planners, and plan staff such as those from Member Services, Care Management and Utilization Management.

ICM interventions and services are detailed below:

ICM service level / ICM interventions and services	Care management interventions
<p>Intensive Complex case management and chronic condition management (disease management)</p>	<ul style="list-style-type: none"> • Outreach/enrollment • Welcome letter • Face-to-face visits • PCP notification of enrollment, education about the program and services and how they can best support their patient • Encourage members to communicate with their care and service providers • Comprehensive bio-psychosocial assessment including behavioral health and substance abuse screening • Condition-specific assessments for physical and behavioral health • Case formulation/synthesis (summary of the member’s story) • Integrated plan of care and service plans (if member is LTSS-eligible) • Chronic condition management • Member education and coaching to self-manage their conditions and issues • Monthly (minimum) care plan updates based on progress toward goals • Member contacts as clinically indicated and face to face if indicated • Complex care coordination with both internal and the member’s multi-disciplinary care team which includes the member’s identified support system • Case rounds • Integrated care team meetings (duals & LTSS) • Bi-annual newsletter for primary chronic condition
<p>Supportive Supportive standard care management and chronic condition management (disease management)</p>	<ul style="list-style-type: none"> • Outreach/enrollment • Welcome letter • Face-to-face visits (LTSS only) • PCP notification of enrollment, education about the program and services and how they can best support their patient • Condition specific assessments for conditions of focus

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ICM service level / ICM interventions and services	Care management interventions
<p>Supportive Supportive standard care management and chronic condition management (disease management) (continued)</p>	<ul style="list-style-type: none">• Bio-psychosocial care plan which includes activities for chronic conditions and service plans• Chronic condition management• Coaching on the management of conditions and issues and self-care• Encouraging members to communicate with their care and service providers• Education on disease process, self-management skills, and adherence to recommended testing and treatment• Quarterly (minimum) care plan updates• Member contacts as clinically indicated• Care team coordination• Case rounds• Integrated care team meetings (duals & LTSS)• Bi-annual newsletter for primary chronic condition• Krames educational sheets
<p>Population health Monitoring, follow-up and education for low risk members</p>	<ul style="list-style-type: none">• Low/no risk pregnant members: Quarterly screening to identify risk factors• Dually enrolled Medicare-Medicaid: annual HRQ, low risk care plans, Krames materials• Welcome letter and bi-annual newsletter for low risk chronic condition management• Special populations: monitoring/tracking per state requirements• PCP notification of enrollment, education about the program and services and how they can best support their patient• Not applicable for LTSS

Care management & disease management services

You can refer your Aetna Better Health patients for care management or disease management services by calling **1-866-638-1232**. You can also contact the Aetna Better Health inpatient concurrent review nurse for patients residing in an inpatient facility.

How we identify members for care management and disease management

Aetna Better Health uses the following sources to identify members for care management and disease management:

- Enrollment data from the state
- Predictive modeling tools
- Claim/ encounter information including pharmacy data if available
- Data collected through the utilization management processes
- Laboratory results
- Hospital or facility admissions and discharges

- Health risk appraisal tools
- Data from health management, wellness, or health coaching programs

We may also use referrals from our health information or special needs lines, members, caregivers, providers, or practitioners to identify members appropriate for care management and stratification levels for case-managed members.

For more information about our care management and disease management programs, visit our website at **[AetnaBetterHealth.com/Louisiana/providers/medmgmt](https://www.aetna.com/better-health/louisiana/providers/medmgmt)**, or email our care management team at **AetnaBetterHealthofLA-CMReferral@aetna.com**.



Has your information changed?

Aetna Better Health of Louisiana is committed to having the most accurate and up-to-date information in our system for you and your group. Please contact Provider Relations with **updates to your phone or fax numbers, physical or mailing address**, and to add your email address to our system.

For updates or changes to your demographic information, call Provider Relations at **1-855-242-0802** or email us at **LAProvider@aetna.com**

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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

To access and review our guidelines visit **AetnaBetterHealth.com/Louisiana**. The guidelines are listed in the “For Providers” section on our website under “Guidelines.”

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Aetna Better Health mobile app

Our members can get on demand access to tools they need to stay healthy with the Aetna Better Health mobile application. Members can find a doctor, view or request a member ID card, change their primary care physician (PCP), see their medical and pharmacy claims, view the member handbook, send us secure messages at any time, from anywhere.

The mobile app uses the same login ID and password as our website’s secure member portal. There’s no cost for the app and it’s easy to use. Members can download the app to their smart phone or tablet from the Apple App Store or Google Play Store.

Clinical policy bulletins

Our clinical policy bulletins (CPBs) explain the medical, dental and pharmacy services we may or may not cover. They are based on objective, credible sources, such as the scientific literature, guidelines, consensus statements and expert opinions.

Our medical clinical policy bulletins (CPBs) detail the services and procedures we consider medically necessary, cosmetic, or experimental and unproven. They help us decide what we will and will not cover. CPBs are based on:

- Peer-reviewed, published medical journals
- A review of available studies on a particular topic
- Evidence-based consensus statements
- Expert opinions of health care professionals
- Guidelines from nationally recognized health care organizations

You can find clinical practice guidelines – medical or behavioral health for:

Disease	Resources
Asthma	National Heart, Lung and Blood Institute (NHLBI) – Expert Panel Report 3: Guidelines for the Diagnosis and Management of Asthma Full report (2007)
Attention deficit/hyperactivity disorder	American Academy of Pediatrics (AAP): Diagnosis, Evaluation and Treatment of Attention-Deficit/Hyperactivity Disorder (ADHD) in Children and Adolescents (2011)
Chronic kidney disease	Clinical Practice Guideline for the Evaluation and Management of Chronic Kidney Disease (2017)
Chronic obstructive pulmonary disease	Global Strategy for the Diagnosis, Management and Prevention of COPD, Global Initiative for Chronic Obstructive Lung Disease (GOLD) (2018)
Diabetes	American Diabetes Association (ADA) Standards of Medical Care in Diabetes (2018)
Eating disorder	American Psychiatric Association • Practice Guidelines (2006) • Guideline Watch (2012) • Quick Reference Guide
Heart failure	ACCF/AHA Guidelines for the Diagnosis and Management of Heart Failure (2017)
HIV/AIDS	Primary Care Guidelines for the Management of Persons Infected With HIV. Updated by the HIV Medicine Association of the Infectious Diseases Society of America (2013)
Low back pain	Institute for Systems Clinical Improvement, Executive Summary: Adult Low Back Pain (2012)
Major depressive disorder	American Psychiatric Association (APA) Guideline for the Treatment of Patients with Major Depressive Disorder, Third Edition
Obsessive-compulsive disorder	American Psychiatric Association • Practice Guidelines (2007) • Guideline Watch (2013) • Quick Reference Guide
Panic disorder	American Psychiatric Association • Practice Guidelines (2009) • Quick Reference Guide
Schizophrenia	American Psychiatric Association • Practice Guidelines (2004) • Guideline Watch (2009) • Quick Reference Guide
Substance use disorder	American Psychiatric Association • Practice Guidelines (2006) • Guideline Watch (2007) • Quick Reference Guide
Suicidal behaviors	American Psychiatric Association • Practice Guidelines (2003) • Quick Reference Guide

Provider Relations liaisons

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

For any questions or to contact your Provider Relations liaison, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802** and selecting **option 2** then **option 6**.

Region	Contact name	Email	Phone
1	Kathleen Dickerson	DickersonK2@aetna.com	504-462-9986
Jefferson Parish	Adrian Lozano	LozanoA@aetna.com	504-402-3417
2	Eve Serbert	SerbertE@aetna.com	504-220-1413
3	Adrian Lozano	LozanoA@aetna.com	504-402-3417
4	Brandy Wilson	WilsonB8@aetna.com	504-264-4016
5	Eve Serbert	SerbertE@aetna.com	504-220-1413
6	Jennifer Thurman	ThurmanJ@aetna.com	318-413-0725
7	Chemeka Turner	TurnerC7@aetna.com	318-349-6493
8	Jennifer Thurman	ThurmanJ@aetna.com	318-413-0725
9	Marion Dunn	DunnM7@aetna.com	504-444-6569

