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Provider Newsletter

Summer 2020

Letter from the CEO

Thank you, now and always.

Dear Providers:

Thank you—from everyone at Aetna Better Health of New Jersey—for the sacrifices you make now and every day to keep our communities safe and healthy. These past few months have not been easy, but your care and service has improved the lives of many. New Jersey has been hit harder than most states due to COVID-19 and every day you continue to prove your dedication, commitment, and courage by fighting this fight. You are the true heroes!

I want to check-in on you and your team during these uncertain times. I hope you are all staying safe and healthy. The Aetna Better Health of New Jersey team and I want to let you know that we are here to help in any way possible. If there is anything we can do to support you and your patients — our members, please do not hesitate to reach out to me directly.

We are here to help and I am optimistic that by working together, we can preserve the safety of our communities and help stop the spread of coronavirus.

Glenn



Glenn MacFarlane

*Chief Executive Officer
Aetna Better Health of New Jersey*

Our Response to COVID-19

As the COVID-19 pandemic continues to impact our world, we at Aetna Better Health of New Jersey are appreciative of the providers on the front lines working around the clock to keep our members healthy. The following are some of our Plan's responses to COVID-19:

- Waiving all co-pays for members
- Allowing for 90-day prescription refills
- Reimbursing for telemedicine/telehealth performed within the provider's scope of practice as regulated by the State of New Jersey
- Proactively reaching out to high-risk members to educate on COVID-19 safety
- Temporarily changing policies related to prior authorizations.



These responses are in effect for the duration of the COVID-19 public health emergency only.

Enhancing our Dental Network

On May 1, 2020, ABH NJ went live with a new dental vendor, **LIBERTY Dental Plan**, from DentaQuest. To view LIBERTY's network, visit the [online provider directory](#).

Telehealth Guidance

We are reimbursing for telemedicine/telehealth performed within the provider's scope of practice as regulated by the State of New Jersey. This is in effect for the duration of the COVID-19 public health emergency only.

ABH NJ will authorize and reimburse for any service provided by a health care provider who is validly licensed, certified, or registered with the Department of Health (annually) to provide such services in the State of New Jersey so long as either the provider or patient are located in New Jersey at the time the services were provided. Services must be provided in compliance with existing requirements under law or regulation. Reimbursement payments under this section may be provided either to the individual practitioner who delivered the reimbursable services, or to the agency, facility, or organization that employs the individual practitioner who delivered the reimbursable services, as appropriate.

[Click here](#) for **billing procedures and codes**.



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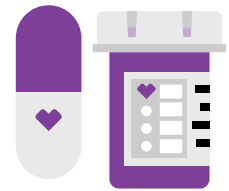
Pharmacy Guidelines

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Click below to view more detailed information on the listed pharmacy articles:

- [Adult Immunization Schedule](#)
- [Antidepressants and Breastfeeding](#)
- [Cannabinoid Oil and Drug Interactions](#)
- [Drug Recalls](#)
- [FDA Approval Process: “Follow-on” Drugs](#)
- [HIV and Pre-Exposure Prophylaxis Therapy](#)
- [Monitoring Metabolic Risks of Antipsychotic Medications](#)
- [Tuberculosis: A brief review](#)



Lead Screening Reminder

Despite progress in reducing lead poisoning, New Jersey residents continue to face increased risk for lead exposure. Exposure to lead is a risk for multiple socio-economic and cultural groups in New Jersey due to different potential sources. Aetna Better Health of New Jersey is committed to addressing this public health issue together with our providers.

Screening Requirements

Every child enrolled in Medicaid or NJ FamilyCare, regardless of risk, must be tested between nine (9) months and eighteen (18) months, preferably at twelve (12) months of age **AND** again at 18-26 months, preferably at twenty-four months (24) of age. Learn more by visiting the Aetna Better Health of New Jersey provider directory or [click here](#).



Provider Incentive Program

We are offering a special incentive to providers who send us a completed blood lead test for our members who are between the ages of **9 and 72 months**. Earn \$25 per completed lead test result.

- One (1) blood lead test per member per calendar year
- Blood lead test must be completed in **2020**
- Send all blood lead test results to our secure fax line at **959-282-1622** and be sure to include your provider or practice **NPI** and **TIN** with all submissions.

Verbal Risk Assessment

At **every** visit with children at least **6 months** of age and less than **72 months** of age, the provider should do a verbal risk assessment for lead exposure. Questions should be asked at every subsequent visit since risk can change. For a list of questions you can ask your patients [click here](#).

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Lead Case Management Program

Remember to refer lead burdened children to the plan's Lead Case Management Program, which emphasizes prevention, continuity of care, coordination of care, and links members to services as necessary across providers and settings.

All children with elevated blood lead levels of **5 or greater** should be reported to the plan. You can report a member with an elevated blood lead level to the plan by:

- Calling Provider Services at **1-855-232-3596** or
- Faxing the completed lead test(s) to the plan directly at **959-282-1622**. When faxing, please include a note indicating that you are referring the member for Lead Case Management.

CAHPS and Member Satisfaction



The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey is a measure of member satisfaction that examines the percentage of members “satisfied” with the health plan. It empowers prospective members to benefit from the experience of others. Overall levels of satisfaction provide an indication of whether a health plan is meeting member expectations. Aetna Better Health of New Jersey uses the NCQA HEDIS CAHPS 5.0H Membership Satisfaction Survey to assess member satisfaction. Members surveyed were selected from a random sample of all eligible members.

As participating providers, the care you give our members impacts their satisfaction with Aetna Better Health of New Jersey.

The following physician-related measures provide opportunities for future improvement:

- Personal MD Overall
- Specialist MD Overall
- Getting Care Quickly
- Getting Needed Care
- Health Care Overall

Here are a few tips that may enhance your time with Aetna Better Health of New Jersey members and help to improve their healthcare experience:

- Be an active listener.
- Ask the member to repeat in their own words what instructions were given to them.
- Rephrase instructions in simpler terms if needed.
- Clarify words that may have multiple meanings to the member.
- Limit use of medical jargon.
- Be aware of situations where there may be cultural or language barriers.

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Take advantage of these helpful resources

Aetna Better Health of New Jersey continuously works to improve member satisfaction with our health plan and with the health care our members receive. To help you take care of our members, we have several resources:

- **Case managers** are available to assist you in arranging timely care/services for our members. You can call us at **1-855-232-3596** and ask to be transferred to a case manager.
- **Member service representatives** are available to assist with general member issues including claims and billing questions. You can reach Member Services at **1-855-232-3596**.
- Your **provider relations representative** is available to assist you with any questions or issues. Call **1-855-232-3596** and select **option 2** for Provider Relations.

Applied Behavioral Analysis Services

ABA services available for members with a diagnosis of Autism Spectrum Disorder under the age of 21

Effective April 1, 2020 Applied Behavioral Analysis (ABA) services are available through Aetna Better Health of New Jersey for members with a diagnosis of Autism Spectrum Disorder under the age of 21. [Click here](#) to learn more.

Medical Nutrition Therapy (MNT) for Diabetic Patients

Medical Nutrition Therapy (MNT) can aid in your patient's diabetes care management

MNT is a covered benefit with Aetna Better Health of New Jersey. MNT can reduce and prevent complications associated with chronic illness and short-term illness. MNT can help your patient meet their treatment goals through an individualized nutrition plan.

Help your patients:

- Make smarter good choices for meal planning, eating out, and grocery shopping.
- Teach them how to read labels.
- Set nutrition goals.
- Understand the importance of physical activity and portion control.

Aetna Better Health of New Jersey members are eligible for Medical Nutrition Therapy and access to a licensed dietician. This is a covered benefit.

If you would like to learn more about MNT or to enroll, contact Member Services at 1-855-232-3596 (TTY 711) and ask for care management.



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HEDIS Measure Description

The percentage of children newly prescribed attention deficit/hyperactivity disorder ADHD medication who had at least three follow-up care visits within a 10-month period, one of which was within 30 days of when the first ADHD medication was dispensed. Two rates are reported.

Initiation Phase

The percentage of members 6-12 years of age with an ambulatory prescription dispensed for ADHD medication, who had one follow-up visit with a practitioner with prescribing authority during the 30 days following the prescription start date.

Continuation and Maintenance (C&M) Phase

The percentage of members 6-12 years of age with an ambulatory prescription dispensed for ADHD medication, who remained on the medication for at least 210 days and who, in addition to the visit in the initiation phase, had at least two follow-up visits with a practitioner within 270 days (nine months) after the initiation phase ended. [Click here](#) to learn more.

Regulatory Compliance Addendum (RCA)

We have updated our New Jersey Medicaid Regulatory Compliance Addendum in accordance with the State of New Jersey. Visit the Provider Notices page on our website or [click here](#) to read the RCA.

Caring for the Elderly and Disabled

Aetna Better Health of New Jersey has dedicated Care Management programs for our members who are elderly or disabled.

Members who are elderly, have disabilities or both (including those in Managed Long-Term Services and Supports [MLTSS]) have special service needs and risks, such as:

- Need for additional services to improve and maintain quality of life
- Increased risk for institutionalization
- Increased risk of falls, injuries (including fractures) and adverse events
- Increased risk of cognitive impairment
- Higher prevalence of polypharmacy and medication interactions
- Risks for abuse, neglect and exploitation
- Higher vulnerability to influenza and pneumococcal disease
- Under-recognition and under-treatment of depression
- Need for cancer surveillance.

Visit our [website](#) to learn more.

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Elder Abuse

Abuse can happen to anyone no matter age, gender, income, race, or religion. Abuse among the elderly is more common than you think. When treating your elderly patients, be sure to look out for abuse and take the necessary measures to keep your patients healthy. For a list of warning signs and types of abuse [click here](#).

Remember, it's not your role to verify that abuse is occurring, only to alert others of your suspicions. Contact the [New Jersey Adult Protective Service Providers](#) if you suspect abuse.

Depression Among the Elderly

Depression among older adults may be difficult to recognize, as symptoms differ compared to those seen in younger adults. Although depression is common in older adults, it is not a normal part of aging. Older adults may face depression for a number of reasons including loss of a loved one, social transition, or dealing with other stressful life changes. It is important for providers to check-in with their elder patients and recognize the symptoms of depression in order to determine the best approach.

If you identify a patient who might benefit from behavioral health care management, we can help. Call **1-855-232-3596** to refer the patient to our Integrated Care Management Program.

Cognitive Decline

As the provider, you are often the first to address the complaints of your patient and their family's concerns. Having a discussion with your patients and encouraging early assessment and intervention can help improve the health and well-being of many older adults. Thinking, memory, and language tests can help in determining if your patient is dealing with cognitive decline.

A Dementia Screening Indicator can help guide clinician decisions about when to screen for cognitive impairment in the primary care setting. [Click here](#) to view or download the Dementia Screening Indicator.

Cognitive impairment screening is recommended if:

- The person, family members, or others express concerns about changes in his or her memory or thinking
- You observe problems or changes in the patient's memory or thinking
- The patient is age 80 or older.



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Share the following tips with caregivers to aid in caring for their loved ones facing cognitive decline:

- Turn off the radio or TV or move to a quiet room. You want to lessen distractions.
- Avoid surprise. Look the person in the eyes before touching or speaking to him or her.
- Call the person by name. (You might want to identify yourself too.)
- Speak slowly in a calm voice. Avoid talking to the person like he or she is a child.
- Remember the power of body language. For example, don't cross your arms. Keep your face friendly.
- Ask simple questions that can be answered with a yes or no. If the person doesn't seem to understand, repeat the question using the same wording.
- Use familiar names for people instead of "she" or "they." Pronouns can confuse someone with dementia.
- Be patient. If it seems the person is trying to answer, it's OK to suggest words.
- Use touch and other nonverbal cues. It can help keep the person focused on you and what you're saying.

Source: Family Caregiver Alliance; National Institutes of Health

State Resources for Individuals and Caregivers

Without assistance, taking care of loved ones while managing personal responsibilities can be difficult. Share the following resources with your patients and their families to ensure they are aware of the services available to them.

The Jersey Assistance for Community Caregiving Program (JACC) — The Jersey Assistance for Community Caregiving Program (JACC) provides in-home services to enable an individual, at risk of placement in a nursing facility and who meets income and resource requirements, to remain in his or her community home. By providing a uniquely designed package of supports for the individual, the JACC delays or prevents placement in a nursing facility. Call toll-free at **1-877-222-3737** or visit the [website](#).

Stress-Busting Program for Family Caregivers — It is a nine-week program that consists of weekly, 90-minute sessions with a small group of caregivers. Caregivers learn many new skills, including information about the disease process, stress management techniques and a variety of other content. It is designed to improve the quality of life of family caregivers who provide care for persons with chronic diseases and to help caregivers manage their stress and cope better with their lives. To find a class in your area, call the Division of Aging Services (DoAS) at **609-588-6654** or visit CaregiverStressBusters.org.

Statewide Respite Care Program — This program provides respite care services for elderly and functionally impaired persons age 18 and older to relieve their unpaid caregivers of stress arising from the responsibility of providing daily care. A secondary goal of the program is to provide the support necessary to help families avoid making nursing home placement of their relatives. To reach the Statewide Respite Care Program in your county, call toll-free at **1-877-222-3737** or visit ADRCNJ.org.

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Project Healthy Bones — This 24-week exercise and education program for people with, or at risk of, osteoporosis includes exercises that target the body’s larger muscle groups to improve strength, balance and flexibility. Call **609-588-6654** or visit the [website](#).

Move Today — This programs is a 30-minute to 45-minute non-aerobic exercise class designed to improve flexibility, balance and stamina. Participants assess their health, physical well-being and intent to make behavior changes before and upon completion of the program. The exercises and guidelines are based on current nationally recognized standards and science. Please visit the [website](#).

Member Care Information

Helping you care for your patients

Instantly connect to your patients and their care teams with Member Care Information. This secure, online portal gives Aetna Better Health of New Jersey primary care providers advanced tools to assist with patient care.

You get access to:

- A real-time listing of your patients
- Your patient’s clinical profiles
- Gaps in care for your patients
- Information on your practice.



Please [visit our website](#) for more information and to find the registration form.

Helpful Reminders

Click on the links below to be directed to the corresponding ABH NJ webpages for the following helpful reminders:

- [Advanced Directives Identified via MRR](#)
- [Telephone Accessibility Standards](#)
- [Cultural Competency](#)
- [Member Rights and Responsibilities](#)
- [How to Prevent Falls](#)
- [Appointment Availability Standards](#) (Refer to page 14 of the Provider Manual.)