



# Aetna Better Health<sup>®</sup> of Texas

Provider Informational Webinar

LTSS Billing Matrix



# Agenda

- **Welcome & Introduction**
- **Provider Relations Team**
- **LTSS Billing Matrix**
- **MDCP**
- **Billing & Prior Authorization**
- **Demonstration**
- **Resources**
- **Q&A**
- **Adjourn**

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# Provider Relations Team

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# Provider Relations Team

**Jared Balliet**

Executive Director Network Management

**Linda Graves**

Lead Director, Network Management

**Amanda Vasquez**

Senior Provider Relations Manager

## Dallas & Tarrant Service Delivery Area

**Juana Quintero-Castro**

Senior Network Analyst

[castro-quintero@etna.com](mailto:castro-quintero@etna.com)

**Fernando Hernandez**

Senior Network Analyst

[hernandezf@etna.com](mailto:hernandezf@etna.com)

**Georgette Fogle**

Senior Network Analyst

[Georgette.fogle@cvshealth.com](mailto:Georgette.fogle@cvshealth.com)

**Priscilla Romero**

Senior Network Analyst

[romerop1@etna.com](mailto:romerop1@etna.com)

## Bexar Service Delivery Area

**Rebecca Mendez-Aguilar**

Senior Network Analyst

[Mendez-AguilarR@etna.com](mailto:Mendez-AguilarR@etna.com)

**Frances Perez**

Senior Network Analyst

[PerezF@etna.com](mailto:PerezF@etna.com)

**Mary Ballard**

Senior Network Analyst

[mary.ballardstx@etna.com](mailto:mary.ballardstx@etna.com)

# Mailboxes



[EVVMailbox@Aetna.com](mailto:EVVMailbox@Aetna.com)

EVV related requests

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# LTSS Billing Matrix

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# Medically Dependent Children Program-(MDCP)

## How can you identify an MDCP member?

- Aetna Better Health of Texas is identifying MDCP members when reissuing or processing a new authorization for dates of service on or after 12/1/2022.
- PDN/PPECC providers can see modifier U6 on the determination letter as an indicator for MDCP.
- For LTSS Services such as MDCP respite or MDCP CFC all authorizations spanning 12/1/2022 have been re-issued with the correct Codes and Modifiers.
- Always reference the authorizations received.

# Billing and Prior Authorization

## Billing:

- Providers are expected to utilize the link below for services provided on or after Dec. 1, 2022
  - [https://www.hhs.texas.gov/sites/default/files/documents/star\\_kids\\_appendix\\_iii\\_billing\\_matrix\\_final\\_eff\\_dec\\_2022.xlsx](https://www.hhs.texas.gov/sites/default/files/documents/star_kids_appendix_iii_billing_matrix_final_eff_dec_2022.xlsx)
- For prior authorizations and claims regarding services provided prior to December 1, 2022, providers must use the code and modifier combinations without the NCCI-related edits (published April 2022):      Link: [Appendix III, LTSS Billing Matrix and Crosswalk](#).

## Prior Authorizations:

All updated authorizations have been re-issued. If you have not received an updated authorization or feel a correction is needed, please contact us. 1-844-STRKIDS



# **Provider Portal and Website Demonstration**

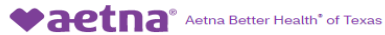
# Provider Website

Link:

<https://www.aetnabetterhealth.com/texas/providers/index.html>

Go to our website for providers <https://www.aetnabetterhealth.com/texas/providers/index.html>

- Click on Resources
- Click on the left under Policies and guidelines
- Click Electronic Visit Verification
- EVV resources
- 2022



Working with us   Programs and services   **Resources**   Join our network

Tools and materials >

News and updates >

Policies and guidelines >

Education >

Clinical guidelines and policy bulletins

[Electronic Visit Verification](#)

HEDIS

**EVV resources** ^

2022

- ↓ Updated: LTC Online Portal Deployment of Corrections to align with LTSS Billing Matrices and Provider Education on LTSS Billing Matrices (PDF)
- ↓ EVV service bill codes table (PDF)
- ↓ STAR PLUS, STAR Kids, and STAR Health LTSS Billing Matrix and Service Authorization Updates for EVV-Required Services (PDF)



# Electronic PA Submission Tool – landing page

Medicaid Web Portal Home Page and highlighted link which will launch the new electronic prior authorization form.

Hello Lastname,Firstname (Provider - Staff) [Home](#) | [Help](#) | [FAQ](#) | [Sign Out](#)

[Home](#) | [My Account](#) | [Tasks](#)

# aetna™

## Aetna Better Health® of Texas

**News feed**

Aetna Better Health of Texas Plan Claim Alert for August 5 2019

Aetna Better Health of Texas Plan identified an issue with the taxonomy rejection responses that were sent to the clearing house. Rejections were incomplete, it showed a denial message but did not confirm REJECTION. Upon identification of this issue, all rejections were resent on August 4 2019 and providers should have the correct response along with an explanation detailing the rejection reason. Please resubmit the claim with taxonomy issues corrected and regular processing will resume.

**Messages**

- You have [0 Message\(s\)](#) in your Inbox.
- You have [0 Document\(s\)](#) in your Posts.

**Contact Us**

Questions? We're here to help. Just call Member/Provider Services at 1-800-306-8612 (Tarrant), 1-800-248-7767 (Bexar), 1-844-787-5437 (TX STAR Kids) or hearing impaired (TTY/TDD): 711. For Medicare Dual Core (HMO SNP), please call Member/Provider Services at 800-371-8614.

You can [contact us](#).

**About your secure benefits center**

Welcome to the Aetna Better Health of Texas secure web portal. The purpose of this website is to provide you with immediate access to your health plan information.

**Resources**

- [Provider Documents](#)
- Join our network
- Medicaid provider directories
- CHIP provider directories
- Medicaid Manual
- Medicaid Behavioral health
- Medicaid Pharmacy
- Medicaid Vision
- Medicaid Information

Download the latest version of Adobe Acrobat Reader [contact us](#)

**My Account**

- User Details
- Provider Details
- Change Password
- Change Secret Question
- Inbox
- Attachments
- E-Referral

**Tasks**

- Authorization Search
- Claims Search
- Search Remittances
- Search Members
- Panel Roster
- Search Providers

**Health Tools**

- PA Requirement Search Tool
- Submit Authorizations**
- Case Management/Service Coordination
- Provider Deliverable Manager (with Provider Report Management Tool)
- Register for EFT
- Register for ERA
- Business Intelligence Reports
- Submission of electronic

**Important Links**

- Aetna Better Health of Texas FAQ
- Aetna Medicare Dual Core (HMO SNP) FAQ
- Disclaimer
- Sitemap

**Contact Us**

Questions? We're here to help. Just call Member/Provider Services at 1-800-306-8612 (Tarrant), 1-800-248-7767 (Bexar), 1-844-787-5437 (TX STAR Kids), 1-800-371-8614 (Aetna Medicare Dual Core (HMO SNP)) or hearing impaired (TTY/TDD): 711. You can [contact us](#).

# Authorization Search Criteria

Home | My Account | Tasks | Administration

Home ▶ Tasks ▶ Authorization Search ▶ Authorization Results

**Tasks**

- Authorization Search
- Claims Search
- Search Remittances
- Search Members
- Search Panel Roster
- Search Providers

**Health Tools**

- PA Requirement Search Tool
- Submit Authorizations
- Case Management/Service Coordination

**About Authorization Search**

This page lists authorization records matching your input criteria. Select the Authorization ID to display the details of the authorization. You can Print or Download the authorizations list using the icon links on the page.

**Search Authorizations**

Note: Please select a Provider Name

**Member/Provider Information**

Member Last Name  🔍

Provider Name \*  ▾

**Authorization Information**

Authorization ID

Authorization Status  ▾


**Authorization Date Range**

Date From (mm/dd/yyyy)  📅

Date To (mm/dd/yyyy)  📅

Testing Page/Test Environment

# Authorization Search Results



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Home ▶ Tasks ▶ Authorization Search ▶ Authorization Results

About Authorization Search

Search Authorizations

Search Results (20)

Authorization ID	Authorization Header Status	Authorization Type	Member Name	Requesting Provider Name	Servicing Provider Name	Effective Date
AC1396843197	APPROVED	Outpatient	BERST, KHADAR C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC1822300889	APPROVED	Outpatient	BERST, KHADAR C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC2007135847	APPROVED	Outpatient	BERST, KHADAR C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC847098661	APPROVED	Outpatient	BERST, KHADAR C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC521011886	APPROVED	Outpatient	COWANS, KYLE C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC227122772	APPROVED	Outpatient	COWANS, KYLE C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC316600716	APPROVED	Outpatient	COWANS, KYLE C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC1707161280	APPROVED	Outpatient	COWANS, KYLE C	ELEOS COMMUNITY CARE	ELEOS COMMUNITY CARE	11/01/2016
AC1227305315	APPROVED	Outpatient	HASSAN, NOEL C	ELEOS	ELEOS	11/01/2016

**Tasks**

- Authorization Search ▶
- Claims Search
- Search Remittances
- Search Members
- Search Panel Roster
- Search Providers

**Health Tools**

- PA Requirement Search Tool
- Submit Authorizations
- Case Management/Service Coordination
- Provider Deliverable Manager(with Provider Report Management Tool)
- Register for EFT

Test Page/Test Environment

# Authorization Search Results



Home ▶ Tasks ▶ Search Authorizations ▶ Authorization Results ▶ Authorization Details

## About Authorization Details

This page displays details of a single authorization.

### Tasks

- Authorization Search ▶
- Claims Search
- Search Remittances
- Search Members
- Search Panel Roster
- Search Providers

### Health Tools

- PA Requirement Search Tool
- Submit Authorizations
- Case Management/Service Coordination
- Provider Deliverable Manager(with Provider Report Management Tool)
- Register for EFT
- Register for ERA
- Business Intelligence Reports
- Submission of electronic claims

### Authorization Details

#### Authorization Information

Authorization ID	AC1396843197	Authorization Submission Date	11/01/2016
Authorization Status	APPROVED	Submitted By	0
Authorization Type	Outpatient	Date of Decision	New Feature Coming Soon

#### Member Information

Member Name	BERST, KHADAR C	Member ID	864497522
Date of Birth (MM/DD/YYYY)	12/24/2008	Member Policy Benefit	Texas STAR Kids - Tarrant County
Gender	M	Eligibility Effective Date	11/01/2016
		Eligibility Termination Date	12/31/2078

#### Requesting Provider

Name	ELEOS COMMUNITY CARE
Provider NPI	1386830081
Provider ID	QMX000000045370

#### Servicing Provider

Name	ELEOS COMMUNITY CARE
Provider NPI	1386830081
Provider ID	QMX000000045370

#### Medical Indications

Diagnosis Code	Diagnosis Description
No Data Found	


#### Service Line Information

Service Line No.	Service Group	Start Date	End Date	Admit Date	Status	CPT Code	CPT Description	Rev Code	Units	Unit Type (New Feature coming soon)
1		11/01/2016	02/28/2017	11/01/2016	APPROVED	92507	SPEECH/HEARING THERAPY		440	


Test Page/Test Environment

# Submission of Prior Authorization

User: ksprov62 [Logout](#)



Aetna Better Health<sup>®</sup> of Texas



Auth Queue Auth Request

**Authorization Queue**

**Auto Authorization Queue**

Submission History

Filter By:

And:

Submission Status:

1 (Results 1 - 7 of 7)

Summary of Submitted Requests

Authorization	Attending Provider	Requesting Provider	Patient	Service Code	Facility Name	Date of Submission	Date of Service	Status
EPS00000115	eunyoung, warden	eunyoung, warden	DANBURG, ADRIANA C	CPT(64615), ICD10-D(G43.001)	eunyoung, warden	9/25/2019 8:41 AM EDT	11/2/2019	Pended
EPS00000114	eunyoung, warden	eunyoung, warden	DANBURG, ADRIANA C	CPT(E0163), CPT(T4540), ICD10-D(G82.20)	eunyoung, warden	9/25/2019 8:31 AM EDT	10/16/2019	Pended
EPS00000113	eunyoung, warden	eunyoung, warden	DANBURG, ADRIANA C	CPT(81405), CPT(65175), ICD10-D(A19.2)	eunyoung, warden	9/25/2019 8:14 AM EDT	10/1/2019	Pended
EPS00000112	eunyoung, warden	eunyoung, warden	DANBURG, ADRIANA C	CPT(K0814), ICD10-D(G82.20)	eunyoung, warden	9/24/2019 7:55 PM EDT	9/30/2019	Pended
EPS00000111	eunyoung, warden	eunyoung, warden	DANBURG, ADRIANA C	ICD10-D(G43.109)	eunyoung, warden	9/24/2019 6:23 PM EDT	9/25/2019	Pended
EPS00000110	eunyoung, warden	eunyoung, warden	DANBURG, ADRIANA C	ICD10-D(G43.119)	eunyoung, warden	9/24/2019 6:16 PM EDT	9/28/2019	Pended
EPS00000109	eunyoung, warden	eunyoung, warden	GERMAN, BRENDA C	ICD10-D(G43.111)	eunyoung, warden	9/24/2019 6:15 PM EDT	9/28/2019	Not Submitted

1 (Results 1 - 7 of 7)

Test  
Page/Test  
Environment

# Submission of Prior Authorization cont'd

After clicking on 'Auth Request', following electronic form loads to electronically capture PA request:

Questions 1 through 5

User: ksprov62 Logout

Auth Queue Auth Request

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mcb

Authorization Request - Request Form

### Authorization Request

**1 . Who is the provider requesting pre-authorization?**

\* Provider:  Name:   
Address:   
Contact Phone:

**2 . What is the Request Type?**

\* Request Type:

**3 . Who is the patient requiring the pre-authorization?**

\* Patient:  Name:   
Date Of Birth:  Eligibility:  Address:   
Benefit Plan:

**4 . What is the patient's diagnosis?**

Code	Code Type	Description	
<input type="text"/>	ICD-10 Diagnosis	<input type="text"/>	Add

Primary	Code	Type	Description	Documentable Action
---------	------	------	-------------	---------------------

**5 . What procedure(s) are requested in this Authorization?**

Code	Code Type	Description	
<input type="text"/>	CPT/HCPCS	<input type="text"/>	Add

Primary	Code	Type	Description	Documentable Action
---------	------	------	-------------	---------------------

Test Page/Test Environment



# Submission of Prior Authorization cont'd

Questions 6 through 9

**6 . At which facility does the service need to be performed?**

\* Facility:  Name:   
\* Date of Service:  m/d/yyyy Address:   
\* Requested Level of Care:   
Requested Length of Stay:   
Mark as Urgent:

**7 . Who is the servicing (or facility) provider for the service?**

\* Provider:  Name:   
Address:

**8 . Are there any other details?**

10000 Characters Left for Notes

**Note History**

Note	By	Date
------	----	------

**9 . Please provide the following additional information**

\*Acuity:   
\*Authorization Start Date:  m/d/yyyy  
\*Authorization End Date:  m/d/yyyy  
\*Typing provider full name serves as e-signature:

\* Required Fields

Cancel Next

Test Page/Test Environment

# Submission of Prior Authorization cont'd

After submitting required information and hitting next, following page loads:

The screenshot shows the 'Authorization Request Review' page. At the top, there is a blue header with 'User: TIC2Prov2 Logout' and 'Home'. Below the header, there are buttons for 'Auth Cancel' and 'Auth Request'. The main content area is titled 'Authorization Request Review' and includes the following information:

- Authorization Request: Request Review
- Auto-Authorization: **EPS0000066** (Annotated with 'Authorization #')
- Request Type: IP-Acute Inpatient Rehabilitation
- Request Status: NoDecisionYet
- mcg logo

Below this information are several rows of data:

- Patient: 478298262, Name: ARREOLA, JASON, Date of Birth: 4/26/1997
- Auto-Authorization: EPS0000066
- Requesting Provider: PROV0000A01762, Name: \*\*\*\* JILL A GRAMFR DO \*\*
- Servicing (Or Facility) Provider: QM0000000047143, Name: BROWN, AARON
- Place of Service: PROV0000P04478, Name: COOK CHILDRENS MEDICAL C...
- Date of Service: 11/29/2019
- Diagnosis Code: p99 (Primary), Code Type: ICD-10 Diagnostic

At the bottom of the form, there is an 'Attach File' button (Annotated with 'Attach any documentation as applicable') and a 'Document Clinical' button (Annotated with 'Document Clinical (MCG)'). There are also 'Submit', 'Cancel Request', and 'Back' buttons at the bottom right.

DISCLAIMERS:  
ICD-10 Diagnosis (P90):  
The servicing provider you have selected is not in the members network.



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After adding the clinical documentation, entering full name, provider can click 'SUBMIT'

Test Page/Test Environment

# Prior Authorization Submission Confirmation

After clicking 'Submit', user is redirected to home page with the recently submitted authorization being shown with a reference number and time stamp of when it was submitted:

User: ksprov62 Logout



Auth Queue
Auth Request

**Authorization Queue**

**Auto Authorization Queue**

Submission History

Filter By:

And:

Submission Status:

1 (Results 1 - 8 of 8)

Summary of Submitted Requests

Authorization	Attending Provider	Requesting Provider	Patient	Service Code	Facility Name	Date of Submission	Date of Service	Status
EPS00000125	KS, SCR 592302 reg 1	eunkeyoung, warden	UATLAST04130101, UATFIRS...	ICD10-D(A17.83), REVENUE(0200)	SCR 593552 REG 04	10/22/2019 12:30 PM EDT	10/25/2019	Pended
EPS00000115	eunkeyoung, warden	eunkeyoung, warden	DANBURG, ADRIANA C	CPT(64615), ICD10-D(G43.001)	eunkeyoung, warden	9/25/2019 8:41 AM EDT	11/2/2019	Pended
EPS00000114	eunkeyoung, warden	eunkeyoung, warden	DANBURG, ADRIANA C	CPT(E0163), CPT(T4540), ICD10-D(G82.20)	eunkeyoung, warden	9/25/2019 8:31 AM EDT	10/16/2019	Pended
EPS00000113	eunkeyoung, warden	eunkeyoung, warden	DANBURG, ADRIANA C	CPT(81405), CPT(65175), ICD10-D(A19.2)	eunkeyoung, warden	9/25/2019 8:14 AM EDT	10/1/2019	Pended
EPS00000112	eunkeyoung, warden	eunkeyoung, warden	DANBURG, ADRIANA C	CPT(K0814), ICD10-D(G82.20)	eunkeyoung, warden	9/24/2019 7:55 PM EDT	9/30/2019	Pended
EPS00000111	eunkeyoung, warden	eunkeyoung, warden	DANBURG, ADRIANA C	ICD10-D(G43.109)	eunkeyoung, warden	9/24/2019 6:23 PM EDT	9/25/2019	Pended
EPS00000110	eunkeyoung, warden	eunkeyoung, warden	DANBURG, ADRIANA C	ICD10-D(G43.119)	eunkeyoung, warden	9/24/2019 6:16 PM EDT	9/28/2019	Pended
EPS00000109	eunkeyoung, warden	eunkeyoung, warden	GERMAN, BRENDA C	ICD10-D(G43.111)	eunkeyoung, warden	9/24/2019 6:15 PM EDT	9/28/2019	Not Submitted

1 (Results 1 - 8 of 8)

CareWebQI Version: 11.2 Content Version: 23.0  
MCG Health  
Copyright © 2019 MCG Health, LLC  
All Rights Reserved.  
CPT Copyright © 2018 American Medical Association. All rights reserved.

Test Page/Test Environment

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# Resources

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# Resources

- ❖ **New LTSS codes and modifiers (Excel) effective December 1, 2022**  
[https://www.hhs.texas.gov/sites/default/files/documents/star\\_kids\\_appendix\\_iii\\_billing\\_matrix\\_final\\_eff\\_dec\\_2022.xlsx](https://www.hhs.texas.gov/sites/default/files/documents/star_kids_appendix_iii_billing_matrix_final_eff_dec_2022.xlsx)
- ❖ STAR Kids Handbook Appendix III, STAR Kids LTSS Billing Matrix and Crosswalk:  
<https://www.hhs.texas.gov/handbooks/star-kids-handbook/appendix-iii-ltss-billing-matrix-crosswalk>
- ❖ Refer to, “CBT Module 6: EVV Claims Submission,” in the TMHP LMS for training on EVV claims submission and the EVV claims matching process. [TMHP Electronic Visit Verification \(EVV\) CBT : TMHP Learning \(exceedlms.com\)](#)
- ❖ Aetna Better Health of Texas Provider Website <https://www.aetnabetterhealth.com/texas/providers/index.html>
- ❖ Aetna Better Health of Texas Provider Portal [Aetna Better Health of Texas Provider Portal](#)

# Frequently Asked Questions(FAQ)-



## Aetna Better Health of Texas

### PROVIDER NOTIFICATION

#### FAQ Billing Matrix Update

Long Term Services Supports (LTSS Matrix) for STAR Kids includes Personal Care Services (PCS), Minor Home Modifications, Respite, Community First Choice, Adaptive Aids, Vehicle modifications, Camp, etc.

1. When does the new STAR Kids LTSS Billing Matrix go into effect?

*The new matrix goes into effect on 12/1/2022.*

2. Who do I contact with STAR Kids LTSS authorization questions?

*Please reach out to the member's assigned Service Coordinator at STAR Kids: 855-243-3226.*

3. How do I request a new authorization if a STAR Kids member's current authorization is expiring?

*Please reach out to the member's assigned Service Coordinator at STAR Kids: 855-243-3226.*

4. Does the STAR Kids Current Procedural Terminology (CPT) billing modifier code need to match the approved CPT codes on the authorization?

*Yes, the billing modifier code needs to match the approved CPT codes on the authorization.*

5. What happens if the STAR Kids member uses all their PCS hours prior to the end of the authorization?

*Please reach out to the member's assigned Service Coordinator at STAR Kids: 855-243-3226*

6. Can a provider submit a request for a new STAR Kids PCS/Respite authorization?

*Please reach out to the member's assigned Service Coordinator at STAR Kids: 855-243-3226.*

7. Will providers/agencies receive all new authorizations with the new updated CPT codes?

*The provider/agency will receive a letter detailing the updated authorization modifier changes and CPT codes.*

8. When does the updated CPT codes take effect?

*These updates take effect on 12/1/22.*

9. If the agency uses the old CPT codes after 12/1/22 will the claim be denied?

*After this date, prior authorizations for services to be rendered on or after December 1, 2022, using old codes will not be accepted.*



# CI/CR (Claims Inquiry/Claims Research)

SDA	Medicaid STAR	Medicaid STAR Kids	CHIP
Dallas/Tarrant	1-800-306-8612	1-844-787-5437 1-844-STRKIDS	1-800-245-5380
Bexar	1-800-248-7767		1-866-818-0959

## When to Contact CICR

Contract Disputes	Pay Denial Recons	Billing and Coding
Address Changes	Check Tracers	COB
Data Entry	Voided Claims	Pay To Issues
Prior Auth	Project Identity	Remits
System Issues	Appeal Status	Claim Status

**NOTE:** It is imperative to receive the ticket number (which begins with a P or a Q followed by a series of letters and numbers) as well as representative's name before ending the call.



**Questions?**



# How Did We Do?

Please fill out our survey by visiting the link below:



<https://www.surveymonkey.com/r/25QZQ9T>

