

# Welcome to Aetna Better Health<sup>®</sup> of Illinois

Winter 2021



## Payment on Your Claims: The Benefits of EFT and ERA

### Electronic Funds Transfer (EFT)

An electronic funds transfer, or EFT, is a health plan's request to a financial institution to transfer funds electronically to a provider's account to pay for health-care services. An EFT includes information such as the

- Amount being paid.
- Name and identification of the payer and payee.
- Bank accounts of the payer and payee.
- Routing numbers.
- Date of payment.

EFT makes it possible for us to deposit electronic payments directly into your bank account. You can get an EFT form on our secure Provider Portal. Some of the benefits of setting up EFT are

- Improved payment consistency.
- Fast, accurate and secure transactions.
- Payments sent directly into your bank account.

### Electronic Remittance Advice (ERA)

An electronic remittance advice, or ERA, is an electronic file sent to your office that contains claim payment and remittance information. An ERA explains how a health plan has adjusted claim charges based on factors such as

- Contract agreements.
- Secondary payers.
- Benefit coverage.
- Expected copays and co-insurance.

Sometimes, we'll refer to ERA by its HIPAA transaction number: 835. You can get an ERA form on our Provider Portal. The benefits of ERA include

- Reduced manual posting of claim payment information, which saves you time and money, allowing you to manage your resources more efficiently.
- Elimination of the need for paper Explanation of Benefits (EOB) statements.

Aetna Better Health of Illinois is part of the CVS Health<sup>®</sup> family of companies.

[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/betterhealth/illinois-medicaid)



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# COVID-19 Vaccine: Facts and Myths

## FACTS

**It's a fact:** vaccinating as many people as possible is the only way to end this pandemic. Without a vaccine, the pandemic could go on for two to three more years or longer.

Everyone who wants a vaccination should be able to get one in the next few months as large quantities of the vaccine become available. All eligible members of the community are strongly encouraged to get the vaccination.

Trials showed the Pfizer vaccine was 95% effective in preventing COVID-19 and the Moderna vaccine was 94% effective. There were no serious safety concerns reported with either.

Some trial participants reported side effects including pain at the injection site, tiredness, headache, muscle pain, chills, joint pain and fever. Side effects such as these often indicate a person's immune system is responding to the vaccine.

The Pfizer vaccine is administered in two doses given 19-25 days apart. The Moderna vaccine is also administered in two doses but given 26-32 days apart. It's important to get both doses to get full protection. And you must get two doses of the same vaccine—you can't get one of each.

## MYTHS

While mass vaccination is the only way to end the pandemic, many myths circulate about this scientific success.

### **Myth #1: The vaccine will give me COVID-19.**

**Fact:** It won't. It is impossible to contract the virus from the vaccine, which is created using mRNA technology and not a live virus. mRNA is a piece of harmless genetic material that triggers the body to make the coronavirus spike protein. Your body then recognizes this protein and makes antibodies which prevent you from getting sick from the virus. It's also important to know that the vaccine contains no preservatives. There is no mercury or heavy metal in the vaccine, and it is not derived from fetal cells.

### **Myth #2: Once I get the vaccine, I'm protected, so I can stop taking precautions against the virus.**

**Fact:** We need to continue to wear masks, social distance, and wash our hands frequently. Eventually, once enough people are vaccinated, we can start to return to normal, but for now we must continue to take precautions. It is possible those vaccinated could continue to spread the virus even if they don't get sick. It will also take time for enough people to be vaccinated in our communities to reduce transmission of the virus.

### **Myth #3: The vaccine will alter my DNA or has a microchip that will be used to track me.**

**Fact:** This is false. There is a big disinformation campaign circulating on social media that is not based in science. While we strongly encourage use of the vaccine, we want to make sure that people who decline the vaccine are using accurate information to help them make that decision.

*Source: Dr. Robert Citronberg, Executive Medical Director of Infectious Disease and Prevention for Advocate Aurora Health*





## Coming Soon: We are Joining Availity

We are eager to announce that we will be transitioning from our current provider portal to the Availity Provider Portal in Q2. 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 are

- 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 in 2021 by rolling out enhanced functions, such as

- Panel searches.
- A new robust prior-authorization tool.
- Review of G & A cases.
- Eligibility and member look-up.

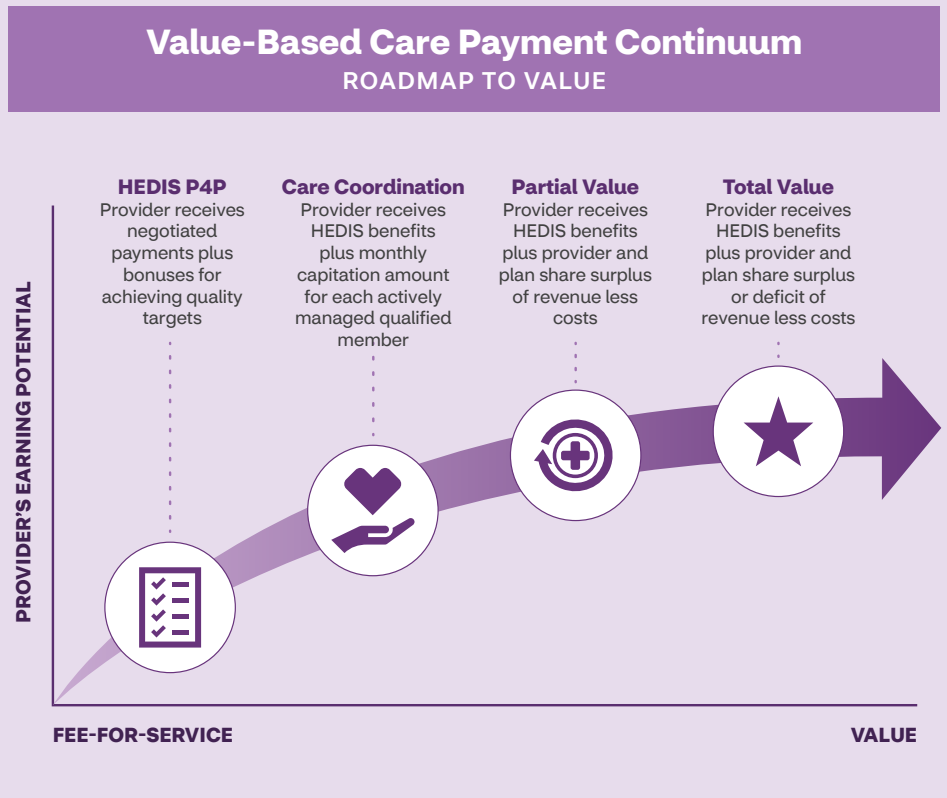
Be on the lookout over the next few months for co-branded emails directly from Availity as new products roll out and training plans are developed.

## Value-Based Care: Better Health at Lower Costs

Just as every Aetna Better Health of Illinois (ABHIL) member has unique needs, so too do the providers who care for them. Because of this, ABHIL offers providers a continuum of Value-Based Care (VBC) payment models to promote excellent outcomes for our members and reward providers for those outcomes.

Value-Based Care has also become a point of focus for the Illinois Department of Healthcare and Family Services (HFS), as they are moving toward innovative approaches to care coordination, population health management, and value-based payment. VBC's quadruple aim is to improve the member's health care experience, improve the health of individuals and populations, reduce the costs of health care, and increase provider satisfaction. To do this, VBC moves beyond sick care and adopts a proactive, comprehensive, and data-driven approach to keeping people healthy.

**HEDIS** is the **H**ealthcare **E**ffectiveness **D**ata and **I**nformation **S**et, a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) for the managed care industry. Aetna Better Health of Illinois offers all providers the opportunity to participate in its HEDIS pay for performance (P4P) program, which pays providers annual bonuses based on the measures completed by the provider.



## Spotlight: Your Provider Experience Team

Your experience matters to us. Our Provider Experience Team is responsible for the overall management of the Aetna Better Health® of Illinois Network. Our team approach to meeting your needs is one way we make sure you can get your issue resolved when you need to.

The team works on project management and problem resolution by

- Educating providers on administrative policies and procedures.
- Communicating changes and updates to assist providers in efficient plan administration.
- Advocating on behalf of providers to resolve issues and manage demographic changes.

To ensure the best service to our provider partners, we set carefully chosen goals for the coming year. Our goals for 2021 include

- Adapting people, processes, and technology to optimize member and provider experience.
- Strengthening partnerships with providers through Value Based Arrangements that yield high quality care for our members.
- Making it easy for members and providers to work with us through collaboration and innovation.

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### NEED MORE INFORMATION? WE'RE HERE FOR YOU!

Please contact the Provider Experience Team at [ABHILProviderRelations@Aetna.com](mailto:ABHILProviderRelations@Aetna.com) or at **1-866-329-4701** Monday through Friday, from 8:30 a.m. to 5:00 p.m., if you have any questions or need more information.

You can also use the links below to access additional helpful resources:

[NRC List](#)

[Aetna Better Health of Illinois Provider Site](#)

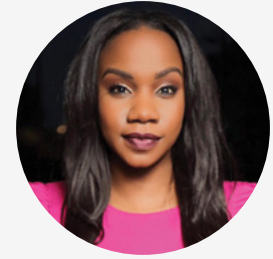
[Provider Manual](#)

[QRG Quick Reference Guide](#)

### OUR PROVIDER EXPERIENCE TEAM LEADERS



**Fallon C. Moore**  
Senior Director of  
Provider Experience



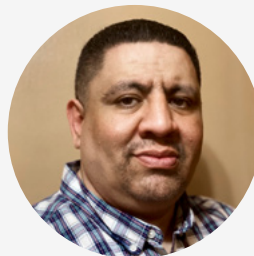
**Shatina Jackson-Edwards**  
Manager,  
Network Relations



**Robin McClellan-Dixon**  
Supervisor,  
Provider Relations



**Chip Loghry**  
Supervisor,  
Provider Relations



**Luis Montalvo**  
Supervisor,  
Provider Relations



**Chere Wise**  
Supervisor,  
Provider Relations

### COMING SOON!

2021 P4Q Quality program  
details will be shared in Q1.