

Aetna Better Health® of Illinois Provider E-Newsletter

Fall 2022



Annual provider satisfaction survey

Aetna Better Health® of Illinois values your opinion. We're seeking your feedback about your experience with our Medicaid health plan. This helps us expand on what we're doing well and find opportunities to improve.

Our 2022 Provider Satisfaction Survey is being conducted from September through November by SPH Analytics, an independent research firm. Your office may be contacted by SPH Analytics by phone, internet or mail.

We look forward to hearing from you!

What's new?

988 for mental health support

You may have heard about **988** — a new resource for immediate mental health support. Dialing **988** connects callers to mental health support 24/7. Trained, local counselors provide support and resources to help callers manage their mental health.

Added services are available for veterans and Spanish-speaking individuals.

Our Provider Experience leadership team



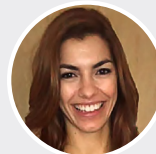
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Chief Network Officer



Brandi Williams
Senior Director,
Provider Experience



Steve Inzerello
Senior Director,
Provider Experience



Anxhela Mile
Manager,
Provider Relations



Angelique Momon
Manager,
Provider Relations

The latest on monkeypox

Health care providers continue to monitor the spread of monkeypox (MPV).

Two vaccines — JYNNEOS and ACAM2000 — are currently used to prevent MPV infection. The CDC recommends vaccination for those who have been exposed to the virus or are more likely to get MPV. People at greatest risk include those who:

- Have been identified by public health officials as a contact of someone with MPV
- Had a sexual partner in the past 2 weeks who has been diagnosed with MPV
- Had multiple sexual partners in the past 2 weeks in an area with known MPV
- Have jobs that may expose them to MPV, such as health care providers and laboratory workers

[Aetna monkeypox FAQs](#)

[FDA monkeypox response](#)

[CDC resources for providers](#)

[Illinois Department of Public Health](#)

Connecting members to findhelp

We now offer our members access to the findhelp platform — an easy way to connect with a large network of services and programs. These programs can help members with their finances, food, medical care and other free or reduced-cost help.

[Use findhelp](#)

Therapeutic treatment for COVID-19

With a surge in COVID-19 activity possible during fall and winter, therapeutics are considered key to helping high-risk patients with COVID-19 stay out of the hospital.

Currently available treatment options for mild to moderate COVID-19 illness in ages 12 and older are:

- Paxlovid
- Remdesivir
- Bebtelovimab
- Molnupiravir

Treatment guidelines from the National Institutes of Health (NIH) include Paxlovid as the preferred treatment for most high-risk, non-hospitalized patients with mild to moderate COVID-19.

The [Illinois Department of Public Health](#) encourages providers to assess patients with COVID-19 within 5 days of symptom onset to determine if they're eligible for treatment.

[NIH clinical decision aid](#)

[Therapeutics locator](#)

Give members their best shot against flu

You can help members be healthier during flu season by reminding them to get their yearly flu shot. Key reminders to share with members include:

- Getting a flu shot reduces the risk of serious illness and hospitalization from flu.
- Flu shots help protect others from getting sick, including babies, children and those with serious health issues.
- Getting a shot by the end of October helps provide protection when seasonal flu activity is at its peak.
- A flu shot can be given at the same time as a COVID-19 vaccine or booster.

Flu shots are covered at no cost to Aetna Better Health® of Illinois members.



Eligible members ages 18 and older who get a flu shot between September 15, 2022, and March 31, 2023, can receive a \$15 gift card. A limited number of gift cards are available. Cards will be mailed to eligible members by June 30, 2023, while supplies last.

Supporting our members

Breast cancer screenings

Breast cancer screening (BCS) is one of the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) performance measures. HEDIS measures ensure our members receive timely and quality care. The [BCS measure for 2022](#) evaluates women ages 50 to 74 who had at least one mammogram to screen for breast cancer in the past two years.

Members who receive their breast cancer screenings may be eligible for incentives through the Aetna® Better Care Rewards program. Providers are eligible for incentives through our [Pay for Performance \(P4P\)](#) program.

BCS data can be collected and reported through Electronic Clinical Data Systems (ECDS).

Helping members get off to a good start

Aetna Better Health® of Illinois offers support to members who are expecting a child. Members who complete the Notification of Pregnancy form by the end of the second trimester can receive a \$25 incentive through the Aetna® Better Care Rewards program. We'll send them information to help with the pregnancy. Value-added benefits include a car seat or booster seat. Members can also receive a \$50 incentive when they complete a postpartum doctor visit (1-12 weeks after delivery).

Providers can earn incentives through our P4P program for completing the [Notification of Pregnancy form](#).

Provider reminders

HEDIS chart review to begin

Between January and May, our Quality team reviews medical records for any care that was not captured on claims in the prior year for [HEDIS measures](#).

After the medical record review, HEDIS rates are calculated for our health plan and provider network. These rates may help the public choose a health plan or provider. Some Pay for Performance (P4P) incentives or penalties are based upon HEDIS rates. For information, ask your Quality Practice Liaison (QPL) or [email our Quality Management Department](#).

[Learn more about HEDIS](#)

HEDIS tips

Some strategies to assist with HEDIS data gathering:

- Fully code on claims submitted to the health plan, using NCQA-approved codes.
- Attend one of our HEDIS webinars.
- Consider ways to capture administrative data such as data feeds or health information exchanges (HIEs).
- Identify members who frequently miss appointments and let us know so our team can reach out to them.

What is value-based care?

Value-based care (VBC) is a health care delivery model that offers incentives for providing high-quality, efficient care. Traditional fee-for-service models pay providers separately for each medical service. VBC pairs earnings with the way care is managed to provide opportunities for health improvements and savings.

The goal of VBC is to:

- Improve the member's health care experience
- Improve the health of individuals and populations
- Reduce the costs of health care
- Increase provider satisfaction

In 2021, 12 participating provider groups earned \$12 million in bonus payments for outstanding quality and financial performance.

[Learn more about VBC models](#)

Disputes, reconsiderations and appeals

We have updated our reconsideration form to ensure all submissions are processed efficiently. **You don't need to submit a copy of the original claim when filing a reconsideration.**

[Claims reconsideration, member appeals and provider dispute process](#)

[New reconsideration form](#)

Availity Essentials

Availity Essentials is the preferred provider portal for Aetna Better Health® of Illinois. As a registered Essentials user, you can work with our plan and other participating payers in your region. The portal includes these tools:

- Eligibility and benefits
- Claim submissions and status
- Prior authorizations submission and status
- Appeals and grievances
- Panel rosters
- Reports/PDM
- Payer space
- Contact us messaging

To get started with Availity, your organization should designate an administrator who can set up your office's account and add new users.

[Register for Availity Essentials](#)

Already have an Availity account? Log in and go to Crosswalk to access Aetna Better Health of Illinois tools and resources.

Availity Essentials is for physical medicine and behavioral health providers. Dental and vision providers should use their existing portal.

Orientation for new providers

We want to be sure new providers have the resources they need to work with Aetna Better Health of Illinois. Join our team for an orientation session from 12-1 PM on these dates:



October 26, 2022
November 9, 2022
November 23, 2022
December 7, 2022
December 21, 2022

Help members get ready for the next redetermination process. Remind them to be sure HFS has their current contact information on file. This will ensure they receive important mail about the redetermination process.

[Register for orientation](#)

We're here to help

Contact Aetna Better Health® of Illinois Provider Services if you need assistance.



Email

ABHILProviderRelations@aetna.com



Phone

1-866-329-4701 (TTY: 711)

Monday through Friday

8:30 AM to 5:00 PM



Online

AetnaBetterHealth.com/Illinois-Medicaid/providers