

## AETNA BETTER HEALTH® OF KENTUCKY

### Fax Blast

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To: All Network Providers                      Fax: <<location\_fax>>

From: Provider Relations                      Date: February 19, 2016

Re: One Check Run Next Week              Pages: 3 including cover  
New Lock Box Address  
Directprovider.com  
OB Ultrasounds (OBUS)  
Taxonomy Reminder  
Member Incentives

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#### Notes:

We appreciate your participation in the Aetna Better Health of Kentucky provider network. Please review the attached information.

Our best regards,

**Aetna Better Health® of Kentucky**

This document may contain confidential or privileged information. If you think you have received this message in error, please contact the sender and then destroy this document immediately. Thank you, Aetna Inc.

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1. **Please be advised that there will be only one check run the week of February 22<sup>nd</sup>.** Aetna Better Health of Kentucky will only process a check run on Friday 26<sup>th</sup>. We will resume our normal Wednesday and Friday check processing the week of March 1<sup>st</sup>.
2. **Aetna Better Health of Kentucky has a new mailing address for refunds.** Please use the following address:  
Aetna Better Health of Kentucky  
Attn: Finance  
P.O. Box 842605  
Dallas, TX 75284-2605
3. **Direct Provider should be used only to review remittances that have been processed previous to 2/1/16.** Any resubmissions of claims will need to be dropped to paper with the Reconsideration form and mailed to the new address. Any claims paid subsequent to 2/1/16 will be reflected on the new web portal.
4. **Any retro requests for OBUS should be requested within (1) business day from the date of service through eviCore healthcare.** Retro requests will be reviewed for medical necessity only. All requests for OBUS will be reviewed by the Imaging Guidelines located at [www.medsolutions.com](http://www.medsolutions.com). If you have questions or encounter any issues, please contact the Client Services department at [clientservices@evicore.com](mailto:clientservices@evicore.com).

eviCore is hosting additional Provider Orientation Webinar Sessions to familiarize you with the pre-certification process. We highly encourage you to attend one of the below sessions. Each session is an hour long.

- **February 22   Monday       11:00 AM CST**
- **February 23   Tuesday       3:00 PM CST**
- **February 24   Wednesday   11:00 AM CST**
- **February 25   Thursday     3:00 PM CST**
- **February 26   Friday       11:00 AM CST**

To register for a session, please follow the below instructions:

1. Go to <http://medsolutions.webex.com/>
2. Click on the "Training Center" tab at the top of the website.
3. Find the session on Date/Time for **Aetna Better Health-KY OB US**
4. **Provider Orientation Session**, and click on it.
5. Click "Register," and enter the registration information.

After you have registered for the conference, you will receive an e-mail containing the toll-free phone number/pass code, a link to the web portion, and the conference password.

For program training resources, Clinical Guidelines, and a full list of CPT Codes requiring authorization, please visit the ABH KY implementations site: <http://www.medsolutions.com/implementation/abhky/index.html>

5. **Taxonomy/NPI Rejection changes effective February 1, 2016** - As a reminder, effective **February 1**, the taxonomy and NPI numbers that do not match the DMS file will no longer be a rejection through the Clearinghouse. Disposition codes will be utilized to deny the claim back to the provider for correction action to be taken with the claim. The denied claims will be reflected on the remittance advice with the following codes:

<b>Description</b>	<b>Disposition Code</b>
<i>Billing Provider NPI is not found in the state data</i>	208
<i>Rendering Provider NPI is not found in the state data</i>	208
<i>Billing Provider Taxonomy is not found with the valid NPI</i>	16
<i>Rendering Provider Taxonomy is not found with the valid NPI</i>	16
<i>Billing Provider NPI is found but not effective for the DOS</i>	208
<i>Rendering Provider NPI is found but not effective for the DOS</i>	208
<i>Billing Provider Taxonomy is found with the valid NPI but is not effective for the DOS</i>	16
<i>Rendering Provider Taxonomy is found with the valid NPI but is not effective for the DOS</i>	16
<i>The Billing Provider found with the NPI and Taxonomy does not have a Medicaid Id active</i>	208
<i>The Rendering Provider found with the NPI and Taxonomy does not have a Medicaid Id</i>	208

6. **Aetna Better Health of Kentucky has initiated a Member Incentives Program.** This program is meant to encourage members to complete visits with their health provider and obtain specific screenings. Although Aetna conducts outreach calls and sends appointment reminders, it has been noted that members are more likely to get the health services they need if they are given a reward that is of monetary value or an item that they need.

Member incentives are not only beneficial for the member, but they are also of value to Aetna as the visits and screenings increase the Plan’s HEDIS® rates.

Incentive items are only given to members for specific health provider visits and specific screenings. Not everyone qualifies for a member incentive, so it is important to know who does qualify and what HEDIS® measures are positively impacted. Aetna Better Health of Kentucky has three incentive programs:

- **The Portable Cribs Program**
- **The Promise Rewards Program**
- **Aetna Better Way to Health Incentive Program**

You can find full details on the Member Incentives on our website at [www.aetnabetterhealth.com/kentucky](http://www.aetnabetterhealth.com/kentucky). Go to For Providers, and click Document Library, details are under “Member Incentive Programs”.