



# AETNA BETTER HEALTH® OF KENTUCKY

## PROVIDER NEWSLETTER

VOLUME 2, ISSUE 2 • WINTER 2018

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### AETNA BETTER HEALTH® OF KENTUCKY Meet our new chief medical officer

#### Welcome aboard

Let's welcome Dr. Vaughn Payne, who recently joined us as our new chief medical officer (CMO). A Kentucky native, Dr. Payne comes to us from Florida where he served as an associate cardiologist in a private practice.

#### No stranger to Kentucky

Dr. Payne hails from Louisville and has a deep and passionate understanding of the Kentucky health care community. He received his doctor of pharmacy degree from the University of Kentucky. He then earned his medical degree from the University of Missouri-Kansas City. He continued his post-graduate training in cardiology at the University of Louisville.

#### Strong ties with the local health care community

Dr. Payne spent 20 years in private practice in the Louisville and Frankfort areas. He also served as director of utilization management for several years at the Kentucky Heart Institute.

#### Proven dedication to the practice

Dr. Payne is involved with a number of professional groups, including the:  
Kentucky Medical Association  
Greater Louisville Medical Society  
American College of Cardiology

In 2014, he received the Lisa Murrell award as a member of the Leadership Kentucky class.

In his spare time, he enjoys biking, golfing and (as he admits) "goofing" off.

Welcome aboard, Dr. Payne!

# FLU SEASON

## FLU VACCINE REMINDER

No more excuses: Your patients need a flu vaccine. Everyone 6 months and older should get a flu vaccine. We have brochures to give to your patients, download a copy from our website at [aetnabetterhealth.com/kentucky/providers/library](http://aetnabetterhealth.com/kentucky/providers/library) and click on “Flu Shot Reminder”. CPT and NDC codes to use: Page 4



## AETNA BETTER HEALTH COVERS MEDICINE ON THE PREFERRED DRUG LIST



Aetna Better Health of Kentucky covers the medicines included on our Preferred Drug List. This is the list of drugs that we cover when they're medically necessary. This list can be accessed online [aetnabetterhealth.com/kentucky/members/pharmacy](http://aetnabetterhealth.com/kentucky/members/pharmacy). Aetna Better Health doesn't pay for drugs that haven't been approved by the U.S. Food and Drug Administration (FDA).

## CASE MANAGEMENT HEPATITIS C

Aetna Better Health of Kentucky has expanded our policy and formulary medications for the treatment of Hepatitis

C. Please see our web site for the updated policy:

[aetnabetterhealth.com/kentucky/assets/pdf/Pharmacy/pa-guideline/Hep\\_C\\_Guideline\\_KY.pdf](http://aetnabetterhealth.com/kentucky/assets/pdf/Pharmacy/pa-guideline/Hep_C_Guideline_KY.pdf)

We also have a revised Prior Authorization form that will assist with the submissions of the information specified in the policy.

[aetnabetterhealth.com/kentucky/assets/pdf/Pharmacy/ABH-KY\\_Hepatitis\\_C\\_Fax\\_Form.pdf](http://aetnabetterhealth.com/kentucky/assets/pdf/Pharmacy/ABH-KY_Hepatitis_C_Fax_Form.pdf)

Members who have Hepatitis C will continue to be eligible for Case Management support. The Hep C Program will provide specialized case management services and support for your patient. Throughout your patient's plan of care, our nurse case managers are in regular contact with them providing updates, reminders, and assistance with their holistic healthcare needs. Our goal is to support optimal health status for each member.

**How to send a Hepatitis C referral to Case Management Services at Aetna Better Health of KY:**

Please email or fax the member name and phone number along with your provider name and phone number, and any pertinent clinical information.

DIRECT FAX: **1-855-454-5044**

PHONE NUMBER: **1-855-300-5528**

EMAIL: [KentuckyAetnaBetterHealthHepC@AETNA.com](mailto:KentuckyAetnaBetterHealthHepC@AETNA.com)



## CASE MANAGEMENT AND ER UTILIZATION

Aetna Better Health of Kentucky believes that members should receive the right level of care, which leads to proper care and placement for our members. Members who seek care in an Emergency Room may not be receiving the benefit of a medical home and the continuity and familiarity that a Primary Care Provider or the appropriate specialist provider can offer. Our Care Management team reaches out to these members and identifies barriers that prevent the member from receiving care in their medical home or outpatient specialist office. We also collaborate with providers to help identify the care and treatment issues that your members have identified.

Together we can help our members receive the most appropriate care to support their optimum level of health.

Please feel free to contact us if you have a member that needs support and assist with their health care utilization.

Please email or fax the member name and phone number along with your provider name and phone number, and any pertinent clinical information.

DIRECT FAX: **1-855-454-5044**

EMAIL: [CCofKYCaseMGMT@aetna.com](mailto:CCofKYCaseMGMT@aetna.com)

## COLLABORATE WITH AETNA BETTER HEALTH TO INTEGRATE HOLISTIC MEMBER CARE

Integrated care is a model that addresses your patient's medical, behavioral and social needs in an integrated fashion. We recognize that full integration is not always possible, but you have the opportunity to improve coordination of care across disciplines by collaborating with members and outreaching their behavioral health provider and/or their primary care provider (PCP).

According to the National Institute of Mental Health, people with serious mental illness (SMI) die 14 to 32 years earlier than the general population. The Patient Protection and Affordable Care Act outlines a specific model of integrated care, which provides a holistic patient centered approach and is believed to improve patient's health.

You can improve your patient's health outcomes by working closely together to address their mental health disorders in conjunction with their other physical conditions. If you are a behavioral health provider ask your patient to sign an authorization to exchange information with their PCP. Let's improve your patient's health and wellbeing by collaborating across disciplines to day. Please ask your member to sign the ROI form at link below and fax it to case management at: **1-855-454-5044**.

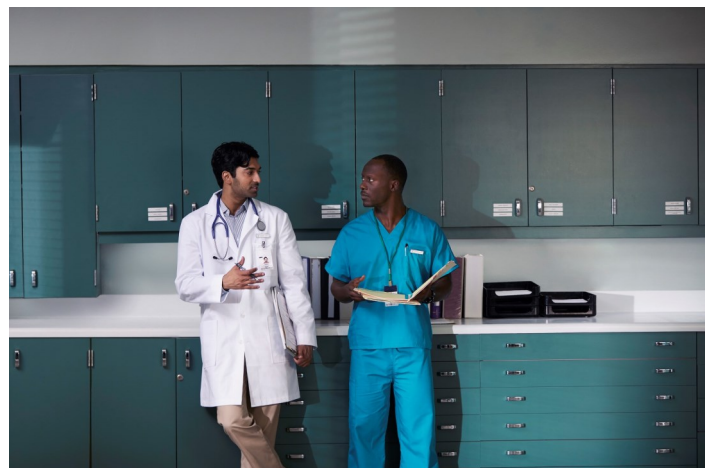
[https://teams.sp.aetna.com/sites/MedicaidHub6/HP/KY/MM/CM/\\_layouts/15/WopiFrame.aspx?sourcedoc=/sites/MedicaidHub6/HP/KY/MM/CM/SharedDocuments/HIPAA%20Privacy%20Request%20Form.docx2.2.2016.docx&action=default](https://teams.sp.aetna.com/sites/MedicaidHub6/HP/KY/MM/CM/_layouts/15/WopiFrame.aspx?sourcedoc=/sites/MedicaidHub6/HP/KY/MM/CM/SharedDocuments/HIPAA%20Privacy%20Request%20Form.docx2.2.2016.docx&action=default)



## UTILIZATION MANAGEMENT

The Utilization Management department will be changing to InterQual from MCG in the first quarter of 2018.

InterQual is reliable, evidenced based clinical content that provides the appropriateness of care decision support covering medical and behavioral health across all levels of care. Aetna Better Health of Kentucky wants our members to receive the highest quality, most appropriate level of care while eliminating waste. Clinical criteria review is completed by a panel of more than 800 independent multidisciplinary experts, which provides a multi-level peer review and a rigorous evidenced-based development process.



## FLU SHOT CPT AND NDC CODES

| Trade Name                    | Valency      | How supplied                               | CPT   | NDC           |
|-------------------------------|--------------|--|-------|---------------|
| Afluria (IIV3)                | Trivalent    | 5.0 mL (multi-dose vial)                   | 90658 | 33332-0116-11 |
| Afluria (IIV3)                | Trivalent    | 5.0 mL (multi-dose vial)                   | 90658 | 33332-0116-10 |
| Afluria (IIV3-PF)             | Trivalent    | 0.5 mL (single-dose syringe)               | 90656 | 33332-0016-02 |
| Afluria (IIV3-PF)             | Trivalent    | 0.5 mL (single-dose syringe)               | 90656 | 33332-0016-01 |
| Fluvirin (IIV3)               | Trivalent    | 5.0 mL (multi-dose vial)                   | 90658 | 70461-0119-11 |
| Fluvirin (IIV3)               | Trivalent    | 5.0 mL (multi-dose vial)                   | 90658 | 70461-0119-10 |
| Fluvirin (IIV3-PF)            | Trivalent    | 0.5 mL (single-dose syringe)               | 90656 | 70461-0119-12 |
| Fluvirin (IIV3-PF)            | Trivalent    | 0.5 mL (single-dose syringe)               | 90656 | 70461-0119-02 |
| Afluria (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose syringe)               | 90686 | 33332-0316-01 |
| Afluria (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose syringe)               | 90686 | 33332-0316-02 |
| Fluarix (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose syringe)               | 90686 | 58160-0905-41 |
| Fluarix (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose syringe)               | 90686 | 58160-0905-52 |
| FLUCELVAX (ccIIV4-no egg; PF) | Quadrivalent | 0.5 mL (single-dose syringe)               | 90674 | 70461-0200-01 |
| FLUCELVAX (ccIIV4-no egg; PF) | Quadrivalent | 0.5 mL (single-dose syringe)               | 90674 | 70461-0200-11 |
| FluLaval (IIV4)               | Quadrivalent | 5.0 mL (multi-dose vial)                   | 90688 | 19515-0903-01 |
| FluLaval (IIV4)               | Quadrivalent | 5.0 mL (multi-dose vial)                   | 90688 | 19515-0903-11 |
| Fluzone (IIV4)                | Quadrivalent | 5.0 mL (multi-dose vial)                   | 90688 | 49281-0625-78 |
| Fluzone (IIV4)                | Quadrivalent | 5.0 mL (multi-dose vial)                   | 90688 | 49281-0625-15 |
| Fluzone (IIV4-pediatric) (PF) | Quadrivalent | 0.25 mL (single-dose syringe)              | 90685 | 49281-0516-00 |
| Fluzone (IIV4-pediatric) (PF) | Quadrivalent | 0.25 mL (single-dose syringe)              | 90685 | 49281-0516-25 |
| Fluzone (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose syringe)               | 90686 | 49281-0416-50 |
| Fluzone (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose syringe)               | 90686 | 49281-0416-88 |
| Fluzone (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose vial)                  | 90686 | 49281-0416-10 |
| Fluzone (IIV4-PF)             | Quadrivalent | 0.5 mL (single-dose vial)                  | 90686 | 49281-0416-58 |
| Fluzone Intradermal (IIV4-PF) | Quadrivalent | 0.1 mL (single-dose microinjection system) | 90630 | 49281-0708-48 |
| Fluzone Intradermal (IIV4-PF) | Quadrivalent | 0.1 mL (single-dose microinjection system) | 90630 | 49281-0708-40 |

## ADHD



Do you diagnose ADHD in your practice? If a child is to begin ADHD medication therapy, remember to schedule a follow up appointment within 30 days before they leave the office to assess the effectiveness of the medication. Two additional follow-up appointments are needed within 270 days (9 months) after the end of the initiation phase. If additional resources are needed, please call **1-888-604-6106** for a behavioral health service referral.

## Lead Screening Recommendations

The Centers for Medicare and Medicaid Services (CMS) requires serum lead testing for all Medicaid enrolled children at 1 and 2 years of age or at 3 years of age if not previously tested. High levels of lead exposure can lead to serious neurological complications – for more information please see <https://stacks.cdc.gov/view/cdc/11422/>.

## Aetna Better Health of Kentucky Pharmacy

### Vaccines

Certain vaccines are covered for adults aged 19 and above at local, participating pharmacies at no charge. Please see the list below:

- Injectable Influenza Vaccine (\*\*excludes Nasally administered Flumist and High Dose Flu Vaccine\*\*)
- Pneumonia Vaccine
- Zostavax (\*\*ages 60 and above\*\*)
- Human Papillomavirus (\*\*ages 19-26\*\*)
- Meningococcal
- Tetanus
- Tetanus, Diphtheria, & Pertussis

### Pharmacy & Therapeutics Committee 2018 Schedule

Locations and Times will be posted to the website at:

[aetnabetterhealth.com/kentucky/providers/pharmacy/committee](http://aetnabetterhealth.com/kentucky/providers/pharmacy/committee)

1Q18 January 24, 2018

3Q18 July 24, 2018

2Q18 April 25, 2018

4Q18 October 24, 2018

### Pharmacy Formulary

For a complete and up to date list of the pharmacy formulary, please visit our website at: <https://www.aetnabetterhealth.com/kentucky/providers/pharmacy/>



## CMS FINAL RULE ON MEDICAID MANAGEMENT

As a result of CMS's Final Rule on Medicaid Managed Care, managed care organizations must provide updated paper provider directories to members on a monthly basis. The provider directory must also be available in an electronic format. The provider directory must contain the following information: the provider's name and any group affiliation; the provider's street address, telephone number, and website address, if applicable; the provider's specialty; whether the provider will accept new enrollees; the provider's cultural and linguistic capabilities; and whether the provider's office or facility has accommodations for people with physical disabilities.

In order to provide accurate information to members on a regular basis, it is important to Aetna Better Health of Kentucky to receive and maintain the most current demographic information for every provider in our network. If your demographic information has changed, please let us know so that we can update our records and provide our members with the most up-to-date information possible.



## CAHPS AND MEMBER SATISFACTION—2017

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. Aetna Better Health of Kentucky uses the NCQA HEDIS CAHPS 5.0H Membership Satisfaction Survey to assess member satisfaction.

Our CAHPS® 2017 member satisfaction scores revealed a positive response in the following area:

- Rating of Personal Doctor
- Rating of Specialist
- Getting Care Quickly



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

- Easy to Get Appointment w/ Specialist
- Get Routine Appointment as Soon as Needed
- Doctor Discussed Reasons Not to Take Medication

Here are a few tips that may enhance your time with Aetna Better Health of Kentucky 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

Contact your provider relations representative, customer services or a case management associate for more information and/or assistance at **1-855-300-5528**.



# CLINICAL PRACTICE AND PREVENTIVE HEALTH



Aetna Better Health adopts evidence-based clinical practice guidelines (CPGs) and preventive health guidelines (PHGs) from nationally-recognized sources. CPGs and PHGs are tools intended to optimize patient care based on a systematic review of evidence. The Aetna National Guideline Committee reviews these guidelines every two years or more frequently if national guidelines change within the two year period.

CPGs and PHGs are provided for informational purposes only and are not intended to direct individual treatment decisions. All patient care and related decisions are the sole responsibility of providers. These guidelines do not dictate or control a provider’s clinical judgment regarding the appropriate treatment of a patient in any given case.

You will find links to our adopted clinical practice and preventive health guidelines on our website, at [aetnabetterhealth.com/kentucky](http://aetnabetterhealth.com/kentucky). Click on “**For Providers**”, and “**Clinical Practice Guidelines.**” A hard copy can be obtained by contacting your provider relations representative.

| IMPORTANT TELEPHONE NUMBERS       |                       |
|-----------------------------------|-----------------------|
| Member Services Department        | <b>1-855-300-5528</b> |
| Prior Authorization Department    | <b>1-888-725-4969</b> |
| Provider Relations Department     | <b>1-855-454-0061</b> |
| State Eligibility Verification    | <b>1-855-824-5615</b> |
| Behavior Health 24/7 Service Line | <b>1-888-604-6106</b> |
| 24-Hour Informed Health Line      | <b>1-855-620-3924</b> |

**NOTICE:** Aetna Better Health of Kentucky employees make clinical decisions regarding healthcare based on the most appropriate care, service available and existence of benefit coverage. Aetna does not reward providers or other employees for any denials of service.

Aetna does not use incentives to encourage barriers to care and service. Aetna prohibits any employee or representative of Aetna from making decisions regarding hiring, promoting, or termination of providers or other individuals based upon the likelihood or perceived likelihood that the individual or group will support or tend to support the denial of benefits.

**Notice:** Aetna Better Health of Kentucky does not reward practitioners or other employees for any denials of service. Aetna Better Health of Kentucky does not encourage or reward clinical decisions that result in decreased services.

## Aetna Better Health® of Kentucky

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