



**Aetna Better Health<sup>®</sup>  
of Kentucky**

# PROVIDER NEWSLETTER

2nd Quarter 2024



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## It's ALL ABOUT YOU!!!!

ABHKY has updated and streamlined our communication platform. We want to provide you, in conjunction with your individual needs, the information you need, when you need it.

Please take a moment and click the following link to ensure the contact information for you and all in your organization is accurate in our system.

**CLICK  
HERE**

# QUESTIONS??? We've Got Your Back

Our Network Relations  
help center is always available at  
1-855-300-5528 (TTY: 711).

3 dates left to join us for

## Provider Palooza

This is an opportunity for our team to engage with you and your office, to collaborate, share information, hear fresh perspectives, and show our appreciation. This new format will allow you to get all the updated and information in a fun and personal setting.

- Anyone from your office can by stop by from 10am - 2pm. *Come Anytime!*
- This is a self-guided event that takes approximately one hour to complete.

### FREE LUNCH

- Opportunity to meet the ABHKY Network Relations team. Do you know your rep?
- Most up to date information on what is new with ABHKY.
- Talk with leadership, quality, and our community outreach TEAMS.
- Spend time talking to folks on the **topics that matter most to you!**

Click or scan below for registration. We look forward to seeing everyone there.



July 10, 2024  
10am – 2pm EST

**ASHLAND**  
Ashland Train Depot 99  
15<sup>th</sup> Ashland, KY

Lunch by  
Hillbilly Hibachi's



August 9, 2024  
10am – 2pm EST

**LEXINGTON**  
Bluegrass Stock Yard  
4561 Iron Works Pike #100  
Lexington, KY

Lunch by



September 26, 2024  
10am – 2pm CST

**SOMERSET**  
The Virginia  
214 E. Mt. Vernon St.  
Somerset, KY

Lunch by



## Don't Forget....

You can stay up to date on the latest provider news and helpful info.

<https://www.aetnabetterhealth.com/kentucky/providers/newsletters.html>

# Integrated Behavioral Health

Whole health means focusing on the whole person. So it just makes sense to integrate medical, mental and behavioral health as equal parts on the health care continuum.

### Whole health is the goal

We help members and their families by making key connections between medical, mental and behavioral health, as well as disability, wellness and prevention. These are the connections that help members take steps toward whole health.

### Everyone wins with coordination of care

Working closely with providers to coordinate medical and behavioral care for members ensures appropriate screening, evaluation, treatment and referral for:

- Physical health
- Behavioral health or substance use disorders
- Dual or multiple diagnoses
- Developmental disabilities

### Sharing information for healthier members

When medical and behavioral health providers work together, members benefit. Our behavioral health and medical providers share information with that goal in mind. This results in appropriate and effective coordination between medical and behavioral health care.

We ask primary care physicians (PCPs) and behavioral health providers to share:

- Pertinent history and test results within 24 hours of receipt in urgent or emergent cases
- Results for nonurgent or non-emergent lab results within 10 business days of receipt

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 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.*



## Use “988” for Mental Health Support

In support of providers delivering care that improves healthcare equity and fosters immediate access to critical behavioral health services, information on the nationwide 988 Suicide and Crisis Lifeline is being shared as a resource for immediate use.

On July 16<sup>th</sup>, 2022, dialing “988” replaced the National Suicide Prevention Lifeline (800-273-8255) to meet the demand nationwide for access to urgent and emergent mental health care. 988 elevates early intervention and suicide prevention to the same level which emergency medical services has in addressing life threatening illness or physical injury.

### How 988 works

- Similar to the “National 911 Program” for emergency services.
- Calls are routed to a local crisis center based on the caller’s location.
- Special routing is available for both veterans and Spanish-speaking individuals.

### What you need to know

- The 988 Suicide and Crisis Lifeline is available in three formats:
  - Dialing 988 on any phone; Text to 988 ; Chat [988lifeline.org](https://988lifeline.org)
- If you have referred in the past to National Suicide Prevention Lifeline, or have it listed in resource directories, make sure to update it to “988” on July 16, 2022 or as soon as possible thereafter.
- The National Suicide Prevention Lifeline temporarily remains in effect after July 16 to ease the transition; all calls will be routed to 988.
- 988 aligns with CVS Health’s ***commitment to make mental well-being*** services more accessible and less complicated.

988 is a major step toward a transformed crisis care system in America. Detailed information

# Appeal and Grievance

## REMINDERS

### APPEAL AND GRIEVANCE

Resubmissions: If you are mailing hard copy claims or claim resubmissions, please direct those to:

**Aetna Better Health of Kentucky Claims and Resubmissions**  
**PO Box 982969**  
**El Paso, TX 79998-2969**

Claim Resubmissions should be clearly marked on the envelope and the first page of the request.

### Appeals and Grievances

Whenever possible please submit your appeal, complaint or grievance electronically. It is preferred that you submit through the Availity provider portal using the direct application for Appeals, Complaints and Grievances:

[Log In to Availity](#)

or you may submit by fax to: **855-454-5585**

Please include all documentation you would like reviewed for the appeal, including member name, ID#, claim number, date of service, amount billed, etc. when submitting via the portal

Member appeals- pre service- can also be faxed to 855-454-5585 or email to:

[KYAppealandGrievance@aetna.com](mailto:KYAppealandGrievance@aetna.com)

**Aetna Better Health of Kentucky**  
**PO Box 81139**  
**5801 Postal Road**  
**Cleveland, OH 44181**

Provider appeals- post service- can also be faxed to 855-454-5585 or email to:

[KYAppealandGrievance@aetna.com](mailto:KYAppealandGrievance@aetna.com)

**Aetna Better Health of Kentucky**  
**PO Box 81040**  
**5801 Postal Road**  
**Cleveland, OH 44181**

External Review appeal requests- can also be faxed to 844-359-6670 or email to [AetnaExternalReview@aetna.com](mailto:AetnaExternalReview@aetna.com)

**Aetna Better Health of Kentucky**  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181

If you are submitting appeals for multiple claims in one mailing you must use physical barriers (elastic, paper clip, binder clip, sheet of blank colored paper etc.) for each claim in the submission to maintain the original received date.

**Please remember to include all documentation you would like reviewed with your appeal request.**

## PRIOR AUTHORIZATION CONTACT INFORMATION

### Medical:

Phone 1-888-725-4969

Fax 1-855-454-5579

### Transplant Services:

Phone 1-959-299-7433

Fax 855-301-1567

### Behavioral Health:

Phone 1-855-300-5528

Fax 1-855-301-1564

### Pharmacy: MedImpact

Phone 1-844-336-2676

Fax 1-858-357-2412

**Psychological Testing:** 1-844-885-0699

<https://kyportal.medimpact.com/provider-forms/provider-forms>

Prior Authorization –

### SKY Members Only

SKY Medical: 1-833-689-1422

SKY Concurrent Review: 1-833-689-1423

SKY Behavioral Health: 1-833-689-1424



Concurrent Review Inpatient Medical Requests

Fax: 1-855-454-5043

Phone: 1-888-470-0550

Submission also available through Availity

*If you have a **retrospective review request** where the services have already been rendered, Please send these your request to:*

***Kentucky Medical Retrospective review @ 855-336-6054***

# HEDIS

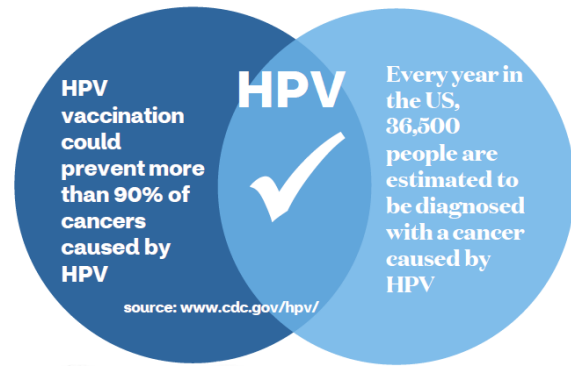
## Priority HEDIS Measure: IMA

## Immunizations for Adolescents



By **13th birthday**, complete the following:

- One dose of meningococcal vaccine
- One Tdap
- Completed the HPV series



### Improve Your HPV Vaccination Rates - Implement strategies to increase your vaccine rates

#### Consistent Message

Train all office staff to communicate with parents and patients about HPV

#### Use Every Opportunity to Vaccinate

Check immunization status at every visit and always recommend and give vaccines needed

#### Answer Questions

Effectively - Be prepared to answer questions and concerns around the vaccine. Be accurate and empathetic

source: [www.cdc.gov/hpv/](http://www.cdc.gov/hpv/)

### Tell Your Aetna Medicaid Patients About Their Incentives:

#### \$25 for completion of HPV vaccine series before 13th birthday

Category	Code	Vaccine
CPT	90715	Tdap
CPT	90733-90734	Meningococcal
CPT	90649-90651	HPV

## Priority HEDIS Measure: CIS

### Childhood Immunization Status

Children turning **2 years of age**, must have the following vaccinations, with different dates of service, on or by their second birthday.

- **MMR** (One measles, mumps, rubella)
- **HepB** (Three hepatitis B)
- **VZV** (One varicella zoster)
- **HepA** (One hepatitis A)
- **Influenza** (Two Flu)
- **DTaP** (Four diphtheria, tetanus, and acellular pertussis)
- **IPV** (Three polio)
- **HiB** (Three haemophilus influenza type B)
- **PCV** (Four pneumococcal conjugate)

- **RV** (One of the two-dose rotavirus and Two of the three-dose rotavirus)

## Provider Best Practice to Improve Childhood Immunization Rates

### Patient Reminders

- Social Media
- Reminder Postcards
- Patient portals
- Texts and calls
- Auto-dialers

### Catch-Up Schedule

Use the catch-up schedule for missed immunizations

[Click for Catch-up Schedule](#)

### Answer Questions Effectively

Be prepared to answer questions and concerns around the vaccine. Be accurate and empathetic

source: [www.cdc.gov/hpv/](http://www.cdc.gov/hpv/)

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## Why Flu Vaccine?

- Young children, especially under 2 years old, are higher risk of developing serious flu-related complications
- CDC estimated from 2010-2020, children younger than 5 ranged between 6,000-27,000 flu related hospitalizations in the US

## Complications from flu among children

- Pneumonia
- Dehydration
- Worsening of long-term medical problems such as heart disease or asthma
- Brain dysfunction
- Sinus problems and ear infections

## Closing HEDIS Gaps

Please click on the ABHKY HEDIS toolkit for more information on:

- Measure description
- Immunizations
- Strategies for Improvement
- Closing the care gaps

[ABHKY HEDIS](#)





# What is EPSDT

The Early and Periodic, Screening, Diagnostic and Treatment (EPSDT) program is Medicaid's federally mandated comprehensive and preventive health program for individuals younger than 21. EPSDT was defined by law as part of the Omnibus Budget Reconciliation Act of 1989 and requires states to cover all services within the scope of the federal Medicaid program.

The intent of the EPSDT program is to focus on early prevention and treatment. Requirements include periodic screening, vision, dental and hearing services.

## **Services include:**

- Preventive screening
- Diagnosis and treatment
- Transportation and scheduling assistance
- Follow-up care with specialists
- Immunizations

## **Screening must include:**

- Comprehensive health history
- Comprehensive un-clothed physical exam
- Mental developmental history
- Physical developmental history
- Health education, including anticipatory guidance
- Appropriate immunizations
- Lead toxicity screening
- Laboratory tests
- Dental services
- Hearing services
- Vision services

## EPSDT Billing/Reporting

EPSDT screening services must be reported with the age-appropriate evaluation and preventative medicine CPT Codes (99381-99385 and 99391-99395) along with the EP modifier. An appropriate procedure code must be submitted on the CMS 1500 form.

Please contact your Network Relations Manager to determine if there are any exceptions for EPSDT special services. The primary diagnosis should be submitted as the first diagnosis in field 21 of the CMS claim form. Additionally, this same primary diagnosis must be reflected on the appropriate line-item diagnosis item (field 24 E). The appropriate services associated with the EPSDT screening must be rendered and the codes for these services included in the claim with an EP modifier accompanying each code. EPSDT claims must be billed on a CMS 1500 form.

Please refer to the billing instructions at [www.chfs.ky.gov](http://www.chfs.ky.gov). Aetna Better Health will provide coverage for an office visit performed at the same time as the EPSDT screening if the child was seen for a reason other than the EPSDT screening (i.e., sick child visit). Additionally, Aetna Better Health will provide coverage for an EPSDT screening performed during a prenatal visit for member 20 and under.

### Modifier – EP (EPSDT Services)

Modifier EP is available for use with evaluation/ management codes when the member is under age 21 on the date of service. Using the EP modifier is required for EPSDT services provided to a member.

Modifier SL must be used when billing Vaccines for Children (CFC) immunizations. Refer to Section 2, I., for more information on billing VFC services.

Modifier 26 is no longer used.

# Bringing Support

## Meeting our Members' Language Needs

Aetna Better Health of Kentucky serves many counties within the state of Kentucky. Our membership is diverse and constantly growing. While most of our members have English as their primary language, we'd like to provide you an overview of other languages spoken by our members. As indicated by the chart below, Spanish is the prevalent non-English language spoken by members of Aetna Better Health of Kentucky.

Language	2022		2023	
	#	% of Total	#	% of Total
English	262,637	98.16%	271,040	97.59%
French	12	0.00%	29	0.01%

Spanish	4,647	1.74%	6,126	2.21%
None Listed	214	0.08	274	0.10%
Russian	18	0.01%	28	0.01%
Vietnamese	5	0.00%	7	0.00%
Unknown	29	0.01%	223	0.08%
<b>Total</b>	<b>267,562</b>	<b>100%</b>	<b>277,727</b>	<b>100%</b>

*Table 1 Medicaid Enrollment Form – Primary Language Reported for Eligible Members as of December 2022 and December 2023*

We realize that a critical element to providing quality service involves developing and maintaining culturally and linguistically appropriate services that address diverse cultural and ethnic backgrounds and disabilities regardless of gender, sexual orientation, or gender identity. This diverse membership requires translation of written materials, telephonic and face-to-face interpreter services.

Aetna Better Health provides telephonic and face-to-face interpretation services upon request. Aetna Better Health also uses the 711-relay service for members that use a TDD/TTY device for hearing and speech impaired members.

The Aetna Better Health 24-Hour Nurse Line employs bilingual staff, supplemented as needed, by a third-party interpretation service vendor. The nurse line also supports members needing TDD/TTY services via a local TTY access number.

**Did you know?** Practitioners can access member educational materials by visiting our website. Krames and Medline Plus have member materials available in English and Spanish for a variety of disease conditions. Follow the link to get access to these resources.

<https://www.aetnabetterhealth.com/kentucky/health-wellness.html>

**If you need language services for your patients, contact our Member Services Department at: 1-855-300-5528 (TTY users dial 711, TDD users dial 1-800-627-4702).**

### **Community Health Workers**

Aetna Better Health of Kentucky employs Community Health Workers (CHWs). Our CHWs are members of the community who serve as a bridge between the member and the healthcare system through outreach and education. Their role is meant to facilitate access to services and improve the quality and cultural competence of service delivery. For questions about how to access Aetna CHW services email us at [PHM\\_ABHKY@aetna.com](mailto:PHM_ABHKY@aetna.com).

### **Integrated Care Management**

If you have patients that need care management or if you have any questions about these services, call Member Services at 1-855-300-5528, Monday through Friday 7 AM to 7 PM Eastern time and ask to speak to Care Management.

## **Pharmacy Benefits**

Check out the provider handbook online at <https://www.aetnabetterhealth.com/kentucky/providers> for information about Aetna Better Health of Kentucky's pharmacy benefits and pharmaceutical management procedures.

## **Shared Decision Making (SDM)**

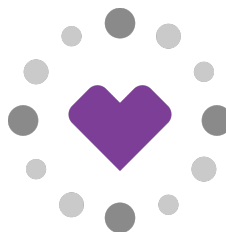
SDM is not about information but conversations, not about empowerment or choice, but to respond well to patient problems. Shared decision-making aids are communication tools used as a way for providers and patients to make informed health care decisions based on what is important to the patient. They do not replace physician guidance but are intended to help complement the discussions between patients and physicians on treatment decisions.

Purpose: To create care that best responds medically, practically, emotionally, and existentially to each patient's problems

- Personalize care with person centered care conversations
- Develop a partnership based on empathy, exchanging information about the available options,
- Deliberate while considering the potential consequences of each one,
- Make a decision by consensus

**Below are evidence-based aids from Mayo Clinic Shared Decision Making National Resource Center that provide information about treatment options, lifestyle changes, and outcomes that can be used during a clinical encounter.**

- ***Mayo Clinic | Care that fits***
  - ***Statin Choice | Mayo Clinic***
  - ***Depression Medication Choice | Mayo Clinic***
  - ***Cardiovascular Primary Prevention Choice | Mayo Clinic***
  - ***My Life My Healthcare Toolkit and Conversation Guide***





# SKY

## We Are Better Together

**As we celebrate our Supporting Kentucky Youth (SKY) Program's 3rd Birthday, we are grateful for your partnership. Together, we have supported our members and families on their path toward better health. Our collective efforts to improve the system of care for the youth of Kentucky are making a difference and we look forward to continued collaboration and success in 2024!**

- 58%** of Members Placed Out of State Were Returned to In-State Placements
- 56%** of Members Referred to Out of State Facilities Were Diverted to In-State Placements
- 78%** of Special Placement and Treatment Needs Members Were Placed In-State
- 961** Training and Education Sessions Offered
- 72** Governance and Advisory Councils Hosted
- 30,119** Individuals Trained or Engaged with SKY Training, Education, SOC, and Outreach Teams
- 410** Individualized Psychotropic Polypharmacy Member Case Rounds and Consults
- 12** Categories on the Child Medicaid CAHPS Survey Exceeded National Medicaid Average
- 6** Categories on the Adult Medicaid CAHPS Survey Exceeded National Medicaid Average
- 10** SKY HEDIS Rates for MY 2022 Exceeded National Average: Childhood Immunization Status (CIS), Chlamydia Screening in Women (CHL), Follow-Up Care for Children Prescribed ADHD Medication (ADD), Follow-Up After Emergency Department Visit for Mental Illness (FUM), Follow-Up After Hospitalization for Mental Illness (FUH), Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM), Annual Dental Visit (ADV), Well-Child Visits in the First 30

# This is how we "ROLE" Trainings to support our Providers



The Aetna® provider network is designed to support the complex needs of SKY members beyond traditional facilities, clinics and providers.

It also includes community advocates, peer support, specialty pharmacies and family/caregivers. Our network of hospitals and specialists, including both physical and behavioral health providers, serves as the foundation to meet the needs of SKY members.

We offer **special trainings** to providers serving SKY members. We'll help you understand how to serve our members receiving adoption assistance or Involved with the Department of Juvenile Justice. These training are also available upon request to any network provider.

Please reach out to Michelle Marrs, [marrsm@aetna.com](mailto:marrsm@aetna.com) for additional SKY information or to schedule trainings for your individual group or practice.

For additional information on SKY, please visit:

<https://www.aetnabetterhealth.com/kentucky/supporting-kentucky-youth.html>

## Welcome to SKY for Providers -

- This training includes a high level overview of the SKY program and how provider collaboration is key to making systematic change in the foster care system.

*2nd Thursday each month 11am to 12pm EST*

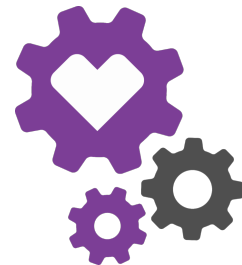
## New Provider Orientation, includes SKY -

- This training is for all new providers. It will include an overview of billing, claims processing, prior authorizations and more. It also includes the Sky overview piece.

*3rd Thursday each month 10:30am to 12pm EST*

## Virtual Office Hours -

- Virtual Office hours were created to share information on from multiple sides of our house. More in depth claims processing, etc., as well and state required SKY



Visit our News  
and Events page  
for registrations  
and links to Join.

News and  
Events

*Trainings on the last Thursday each month 11am to 12pm ET*



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July 10, 2024

**Bounce Free 3-Part Trauma-Informed Care Training Series  
for Parents, Providers and Partners: ACEs and Building  
Resilience**

Time: 12:00 PM - 1:30 PM

Aetna SKY is excited to announce this FREE 3-part Trauma Informed Care training series for parents, providers and partners on Adverse Childhood Experiences and Building Resilience in Children and Families – created by Bounce and presented by Dawn Burke, MS.Ed. with Aetna Better Health of Kentucky.

This is a wonderful opportunity for parents and providers to become fully informed about trauma and the effects on children, adults and families.

During this 3-part series, participants will learn about Adverse Childhood Experiences (ACEs); the causes and impact of childhood trauma; how to identify signs and symptoms of traumatic stress; what are Positive Childhood Experiences and steps to build resilience in children and families.

This training is not eligible for foster parent credits.

How to join this event:

To register or if you have any questions, contact Dawn Burke at [BurkeD3@aetna.com](mailto:BurkeD3@aetna.com).

August 22, 2024

**Kentucky Center for Grieving Children and Families Training  
Series**

Topic: Grief in Early Childhood: How to Support Our Youngest Grievers

Time: 1:00 PM - 2:30 PM

- Specifically addresses grief in early childhood.
- Provides strategies for supporting the youngest griever in a sensitive, age-appropriate, and effective manner.
- Following this session, participants will be able to:
  - Gain a deep understanding of how grief manifests in early childhood.
  - Learn communication techniques tailored for supporting the youngest griever.
  - Develop interventions that are age-appropriate for supporting grieving children in early childhood.

How to join this event:

Register prior to the event using [this link](#).

If you have questions, you can reach out to Andrea Polk at [PolkA@aetna.com](mailto:PolkA@aetna.com).

August 22, 2024

## The Trevor Project Ally & CARE Training

Time: 1:00 PM - 3:00 PM

The Trevor Project will be presenting their Ally and CARE Training.

Ally Training brings to the forefront the importance of diverse and inclusive workplaces while empowering attendees to ask questions without fear of judgment.

Attendees will participate in a facilitated discussion about what it means to be an authentic ally of LGBTQ+ people, learn the latest terminology used to describe LGBTQ+ communities, explore the ins and outs of “coming out”, learn about the importance of pronouns, and discuss the challenges faced by LGBTQ+ youth and adults in their homes, schools, workplaces, and communities.

CARE (Connect, Accept, Respond, Empower) Training is an interactive and intensive training that provides adults with an overview of suicide among lesbian, gay, bisexual, transgender, queer & questioning (LGBTQ) youth, and the different environmental stressors that contribute to their heightened risk for suicide.

How to join this event:

Register prior to the event using [this link](#).

If you have questions, you can reach out to Courtney Ham at [MaryM@aetna.com](mailto:MaryM@aetna.com)





“All young people, regardless of what they look like, which religion they follow, who they love, or the gender they identify with, deserve the chance to dream and grow in a loving, permanent home.”

— President Obama, National Foster Care Month 2015 Presidential Proclamation

Learn More About  
SKY



CONNECT WITH US  
AND JOIN THE CONVERSATION



### Don't Forget

Send any Provider Directory Updates to  
[kyproviderupdates@aetna.com](mailto:kyproviderupdates@aetna.com)

- NEW OFFICE ADDRESS
- NEW OFFICE PHONE NUMBER
- CHANGES IN PANEL INFORMATION

We rely on your communication of changes to keep our directory updated.

Aetna Better Health of Kentucky | 9900 Corporate Campus Drive Suite 1000 | Louisville, KY  
40223 US

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