

Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey



Provider Newsletter

Fall 2020

MLTSS Nursing Facility Transitions

Members who reside in a Nursing Facility setting have the right to choose to transition to a community setting at any time. Once the decision is made, an IDT shall commence with the participation of the Member, the Member's MCO Care Manager, the facility Social Worker or designee, and the Office of Community Choice Options or its designee. Nursing Facility providers must contact the health plan to notify the MLTSS case manager of the members choice to transition to the community in order to ensure a safe discharge.

Critical Incident Reporting for MLTSS Members

The maximum timeframe for reporting a critical incident to the health plan is one business day. The initial report of an incident within one business day may be submitted verbally, followed by a written report within two business days. The critical incident form for providers may be found by [clicking here](#).

Affirmative Statement About Incentives

Utilization Management decision making is based only on appropriateness of care and service and existence of coverage. Aetna does not specifically reward practitioners or other employees/individuals for issuing denials of coverage. Financial incentives for utilization making decision makers do not encourage decisions that result in underutilization.

Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey

Many of your patients have skipped routine physicals and screenings due to the fear of coronavirus. It is important to reach out to your patients and remind them of the precautions you and your team are taking to keep them healthy. Care delayed is care denied and now more than ever, routine checkups are important.

Patient reminders

- Even if you feel healthy, having a primary doctor you see regularly means having an expert you can trust to answer your health questions.
- You can see your doctor virtually or in person.
- Make sure your children are up to date on their vaccines. Pediatric checkups and well child visits are important in keeping your children healthy.
- Preventative measures such as mammograms, Pap tests, colonoscopies and other tests and screenings are essential to good health.

MCG Guidelines

Aetna Better Health of New Jersey uses the MCG Guidelines[®] to ensure consistency in utilization practices for both physical health and behavioral health (see exception below). The guidelines span the continuum of member care and describe best practices for treating common conditions. The MCG Guidelines[®] are updated regularly as each new version is published. A copy of individual guidelines pertaining to a specific case is available for review upon request.

Behavioral Health Guidelines

In accordance with DMAHS requirements, the American Society of Addiction Medicine (ASAM) guidelines are applied to requests for substance use disorder services covered by Aetna Better Health of New Jersey, for both inpatient and outpatient services.

21st Century Cures

Reminder to enroll in the NJFC Medicaid FFS program

The Division of Medical Assistance and Health Services (DMAHS) has asked that we ensure Aetna Better Health of New Jersey providers are aware that they must enroll in the NJFC Medicaid FFS program. [Click here](#) to view the notice.

Aetna Better Health of New Jersey providers currently enrolled in the NJFC Medicaid FFS program or who have already obtained a New Jersey Medicaid Provider ID number need not take any action in response to this Newsletter.

Compliance is mandatory. Failure to comply may result in a provider's contract with Aetna Better Health of New Jersey being terminated.

If you have questions about this mandate or an application, please contact DXC Technology Provider Enrollment Unit at **609-588-6036**.

Lead Screening

Every child enrolled in Medicaid or NJ FamilyCare, regardless of risk, must be tested at 12 months of age AND again at 24 months of age.

[Click here](#) to learn more about:

- The screening requirements
- The verbal risk assessment
- Lead screening questions
- Our Lead Care Management Program



The provider incentive program

We are offering a special \$25 incentive to provider's who send us a completed blood lead test for our members who are between the ages of 9 and 72 months.

- One (1) blood lead test per member per calendar year
- Blood lead tests must be completed in 2020

Send all blood lead test results to our secure fax line at **959-282-1622** and be sure to include your provider or practice NPI and TIN with all submissions.

Opioids: Clinical Pharmacy Topics of Consideration

In 2017, more than 47,000 Americans died as a result of an opioid overdose, including prescription opioids, heroin, and illicitly manufactured fentanyl. That same year, an estimated 1.7 million people in the United States suffered from substance use disorders related to prescription opioid pain relievers.

[Click here](#) to read pharmacy articles detailing CDC guidelines, along with recommendations from Aetna Better Health of New Jersey.

Topics include:

- Use of opioids at high doses and the risk of continued opioid use
- Options beyond opioids
- Use of opioids from multiple providers.

References:

- Prescribing Opioids New Jersey ([click here](#))
- CDC Prescription Drug Monitoring Programs (PDMPs) ([click here](#))
- New Jersey Division of Consumer Affairs: NJ Prescription Monitoring Program ([click here](#))
- CDC Guideline for Prescribing Opioids for Chronic Pain ([click here](#))
- Calculating Total Daily Dose of Opioids For Safer Dosage ([click here](#))
- CDC Guideline for Prescribing Opioids for Chronic Pain Factsheet ([click here](#))
- National Institute on Drug Abuse Opioid Overdose Crisis ([click here](#))
- Doctor hopping and doctor shopping for prescription opioids associated with increased odds of high-risk use ([click here](#))

Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey

Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey

Appropriate Testing for Pharyngitis (CWP)

HEDIS measure description: Most cases of pharyngitis are due to viral infections. Physical examination is unreliable in distinguishing streptococcal pharyngitis from viral pharyngitis. As a result, many children are given unnecessary antibiotics for presumed strep infection. A simple lab test available in the office can detect whether there is strep pharyngitis. Rapid antigen detection test (RADT), also referred to as a “rapid strep test,” can help you to avoid prescribing unnecessary antibiotics. This HEDIS measure looks at the percentage of children who had a rapid strep test prior to prescription for antibiotics for pharyngitis. [Click here](#) to download a complete description of the measure.



Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)

HEDIS measure description: The percentage of members 18 years of age and older during the measurement year with schizophrenia or schizoaffective disorder who were dispensed and remained on an antipsychotic medication for at least 80% of their treatment period. [Click here](#) to download a complete description of the measure.

Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

HEDIS measure description: The percentage of members 18–64 years of age with schizophrenia, schizo-affective disorder, or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year. [Click here](#) to download a complete description of the measure.

Follow-up Care for Children Prescribed ADHD Medication (ADD)

HEDIS measure description: The percentage of children newly prescribed attention-deficit/hyperactivity disorder ADHD medication who had at least three follow-up care visits within a 10-month period, one of which was within 30 days of when the first ADHD medication was dispensed. [Click here](#) to learn more.



You're invited!

As a participating provider with Aetna Better Health of New Jersey, we would like to invite you and your office staff to join us for a very important training session about our program and services. These webinars will provide valuable information on the following:

Authorization, Claim processing, Cultural competency, Credentialing, Nursing and Assisted Living and more.

Please visit our website [AetnaBetterHealth.com/newjersey/providers/training/](https://www.aetna.com/newjersey/providers/training/) to choose a date and time that works best for your practice.

Aetna Better Health of New Jersey values our partnership with your practice to serve the people in the state of New Jersey by providing quality health care and accessible medically necessary services. Our providers are one of the most critical components of our service delivery approach and we are grateful for your participation. We look forward to speaking with you.

Flu Shot Reminder

Remind your patients: It's not too late for a flu shot

This year, with the ongoing pandemic, it's more important than ever to remind your patients to get their flu shot. By reminding your patients to get an influenza vaccine, you are decreasing their risk of getting the flu. Remind your patients that getting a flu shot is one more step we can all take to protect ourselves and our families. The same precautions that slow the spread of the coronavirus—hand washing, face coverings, and physical distancing—can protect us from the flu as well.



The Center for Disease Control and Prevention (CDC) suggests using the SHARE method when recommending the influenza vaccine to your patients:

- **SHARE the reasons** why the influenza vaccine is right for the patient given his or her age, health status, lifestyle, occupation, or other risk factors.
- **HIGHLIGHT positive experiences** with influenza vaccines (personal or in your practice), as appropriate, to reinforce the benefits and strengthen confidence in the influenza vaccination.
- **ADDRESS patient questions and any concerns** about the influenza vaccine, including side effects, safety, and vaccine effectiveness in plain and understandable language.
- **REMIND patients that influenza vaccines protect** them and their loved ones from serious influenza illness and influenza-related complications.
- **EXPLAIN the potential costs of getting influenza**, including serious health effects, time lost (such as missing work or family obligations), and financial cost.

The CDC has developed a customizable flu vaccine appointment reminder template for providers. [Click here](#) to download the template.

Source: Centers for Disease Control and Prevention (CDC) ([Click here](#))

Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey

Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey

Your patients can earn rewards for better health

Our incentive program rewards members for completing certain health screenings with a \$15 gift card.

Preventive care is one of the most important ways to keep healthy. Regular check-ups and health screenings are important for everyone. Our Health Rewards Program promotes preventive care and can help keep your patients healthy.

We offer preventive care at no cost. Better yet, we reward our members for taking steps to be healthier. Our goal is to help our members achieve their health goals and maintain a healthy lifestyle. Members must be enrolled in Aetna Better Health of New Jersey for one year before becoming eligible for the program.

Members must complete one of the following eligible health screenings:

- Adolescent Well-Care (ages 12-21)
- Mammogram - Breast Cancer Screening (every year from age 40-74)
- Cervical Cancer Screening (Pap test) (starting at age 20)
- Lead Screening (ages 0-6)
- Postpartum Care (21-56 days after having your baby. C-section may require two visits.)

Gift cards will arrive 8 to 10 weeks after we receive the completed form.

Please note: Gift cards cannot be used to purchase products that would pose health risks such as alcohol, tobacco, and firearms.

Learn more by [clicking here](#) to visit our website.

Cell Phone Program

Have a patient in need of a cell phone? With Aetna Better Health of New Jersey, eligible members can get Lifeline cell service PLUS an Android™ Smartphone at NO COST!

New Jersey Assurance Wireless Lifeline service customers receive:

- Free monthly data
- Unlimited monthly texts
- Free monthly minutes
- PLUS an Android Smartphone

Extra Aetna Better Health of New Jersey benefits include:

- Health tips and reminders by text
- Calls to Member Services that won't count against your monthly minutes
- One-on-one texting with your healthcare team

Already have Lifeline?

It's easy to switch to Assurance Wireless today! **Get Assurance Wireless Lifeline service + health extras from Aetna at no cost!** [Click here](#) to learn more.



Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey

The New Jersey Department of Health issued Executive Directive 20-020 which encourages New Jersey providers to follow the best practice “Recommendations of the New Jersey Perinatal Care During COVID-19 Work Group” as outlined by the New Jersey Health Care Quality Institute. The Recommendations from the [New Jersey Perinatal Care During COVID-19 Work Group](#) include actions and procedures for clinical teams to take to enable patients and their families to have the best outcomes — as well as a birth that reflects their preferences and values. The Recommendations also include resources for clinicians, patients, and caregivers on innovative solutions focused on keeping pregnant individuals and their care providers safe.

The [New Jersey Reproductive Health Access Project: Provider Access Commitment Toolkit](#) (NJ-RHAP PACT) is a comprehensive resource created by the [New Jersey Health Care Quality Institute](#) to break down barriers to reproductive health care. The toolkit addresses topics such as contraceptive counseling, billing and coding practices, same-day access to contraception and community engagement. The toolkit also includes additional reference materials to help clinicians, administrators and health system leaders better understand contraceptive coverage and implement best practices to improve access to services.

We encourage you to access the resources above and share best practices with your teams.

Notice to Personal Care Assistance Providers

The New Jersey Department of Human Services, Division of Medical Assistance and Health Services (DMAHS) has increased the minimum hourly rate requirements that Aetna Better Health of New Jersey and other Medicaid Managed Care Organizations must pay for Personal Care Assistance (PCA) services.

Effective July 1, 2020, the new, mandated rate for PCA services to individuals is \$21 per hour for services provided from July 2020 to August 2020 and \$19 per hour for services provided from September 2020 to June 2021.

As always, providers must bill Aetna Better Health of New Jersey for such PCA services in 15-minute units using code T1019.

Aetna Better Health of New Jersey will update our payment system to include the new rate effective July 1, 2020. To account for the new rate, Aetna Better Health of New Jersey will retroactively adjust any impacted claim payments for dates of service on or after July 1, 2020. You will not need to resubmit claims, as Aetna Better Health of New Jersey will reprocess based on claims already submitted.

If you have any questions regarding Aetna Better Health of New Jersey implementation of this rate change, please contact Mary Pagano, Network Relations Manager at PaganoM@Aetna.com.



Contents

MLTSS Nursing
Facility Transitions

Critical Incident
Reporting for MLTSS
Members

Health and
Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical
Pharmacy Points

HEDIS Measure
Guidance

Upcoming Provider
Trainings

Flu Shot Reminder

Health Rewards for
Your Patients

Cell Phone Program

Reproductive Health
Care During
COVID-19

Personal Care
Assistance Providers

Provider Spotlight

Health Care Week

Why Choose
Aetna Better Health
of New Jersey



Elizabeth Yingxia Liu, MD

Congratulations to Dr. Elizabeth Yingxia Liu for being awarded the 2020 Family Physician of the Year Award by the New Jersey Academy of Family Physicians (NJAFP). NJAFP recognizes Dr. Liu for her dedication, sacrifice and service ensuring the delivery of quality healthcare to New Jersey’s communities during the COVID-19 Pandemic.

Dr. Liu is a board-certified family practitioner and one of Aetna Better Health of New Jersey’s Alliance Partners. She has two private practices located in Rochelle Park and Montville, New Jersey. Her dedication and commitment to her patients is admirable. She goes above and beyond to ensure her patients receive the highest quality care. COVID-19 did not stop Dr. Liu from caring for her patients, even when she was short-staffed. Dr. Liu decided to keep her offices open, taking on more administrative and nursing functions both during and after hours.



Puthenmadam Radhakrishnan, MD, FAAP, MPH

Dr. Rad has been in practice in the greater Trenton area in Pediatric Emergency Medicine, Hospital Medicine, and General Pediatrics since 1990. The majority of his patients are covered by the Family Care/Medicaid programs.

Dr. Rad is a staunch advocate of child education, prevention and screening of lead poisoning, Asthma education and Immunization advocacy. He is a Co-Chair of the New Jersey Immunization Network and a member of the NJ American Academy of Pediatrics. Dr. Rad’s practice takes pride in encouraging and enabling parents to take an active role in the health care of their children. His practice actively participates in QI programs and education and research in the practice setting. The practice is also a site for PA, NP and Medical students to rotate through and get exposure to an active pediatric practice.

His practice, Bellevue Pediatrics, has participated in the Reach Out and Read initiative for more than 15 yrs. Always looking for ways to encourage parents to read to their children, Dr. Rad and his team wrote a “Our Heroes” to educate children about COVID-19. It highlights our everyday heroes, and the good things they do to help others as they continue to work through this tumultuous time.

Find it on Amazon: [Our Heroes \(English version\)](#) or [Nuestros Heroes \(Spanish version\)](#)



Rosa Josefina Miranda, MD, FAAP

Dr. Rosa Josefina Miranda is a board certified pediatrician and a fellow of the American Academy of Pediatrics. She received her medical degree at Pedro Henriquez Urena University in 1987 Dominican Republic. She completed her pediatric residency at the Bronx Lebanon affiliated with the Albert Einstein School of Medicine in New York. Dr. Miranda has previous studies in General Surgery in Aix en Province-Marseille University, France. She also received additional surgical training in Maimonides Medical Center at Brooklyn, New York. Dr. Miranda graduated as a perfect health certified instructor at Chopra University in San Diego California. This health certification allows her to teach principles of holistic, healing, wellness, as well as appropriate changes in children’s lifestyle.

Dr. Miranda is the founder of Children of Joy Pediatrics. She believes in treating the child as a whole: mind, body, and spirit. Inspired and motivated by her love for children, their energy, sense of joy and wonder; she teaches parents how to safeguard their children with very simple measures that promote vitality and health.

Contents

MLTSS Nursing Facility Transitions

Critical Incident Reporting for MLTSS Members

Health and Wellness Checkups

MCG Guidelines

21st Century Cures

Lead Screening

Opioids: Clinical Pharmacy Points

HEDIS Measure Guidance

Upcoming Provider Trainings

Flu Shot Reminder

Health Rewards for Your Patients

Cell Phone Program

Reproductive Health Care During COVID-19

Personal Care Assistance Providers

Provider Spotlight

Health Care Week

Why Choose Aetna Better Health of New Jersey



THANK YOU, AETNA BETTER HEALTH!

2020 Health Center Week Sponsor



Partner Appreciation in LARGE PRINT

On behalf of everyone at the JRMC, we appreciate your support in building a healthier community through advocacy, health education, and connecting our patients with resources.



Staff Appreciation with LUNCH N' CENSUS

A great way to celebrate and honor our amazing staff for all their work. A huge thank you to the Perth Amboy Complete Count Committee for providing lunch, Census kiosks, and giveaways.



Patient Appreciation

Thanks to Aetna Better Health, for providing information to our JRMC patients. We are grateful to our patients for choosing us as their primary health and preventive service provider for the entire family.



Perth Amboy (732) 376-9333 | Newark (973) 679-7709 | www.jrmc.us

Health care for adults and children through the NJ FamilyCare program

Contents

- MLTSS Nursing Facility Transitions
- Critical Incident Reporting for MLTSS Members
- Health and Wellness Checkups
- MCG Guidelines
- 21st Century Cures
- Lead Screening
- Opioids: Clinical Pharmacy Points
- HEDIS Measure Guidance
- Upcoming Provider Trainings
- Flu Shot Reminder
- Health Rewards for Your Patients
- Cell Phone Program
- Reproductive Health Care During COVID-19
- Personal Care Assistance Providers
- Provider Spotlight
- Health Care Week
- Why Choose Aetna Better Health of New Jersey

Get access to:

 NJ's top hospitals	 Specialists with no referral required	 24-hour nurse help line	 Dedicated care manager
 \$15 over-the-counter gift card <small>(for completing certain health screenings)</small>	 Android smartphone <small>(350 minutes, 2GB data, unlimited texts monthly)</small>	 Medela Free Style breast pump with prescription from doctor	 Multiple lab partners <small>(LabCorp, Quest, BioReference, Covered Lead Tests)</small>

We have your healthcare covered:

- Visits to your primary care provider*
- Vision care (routine eye exams, + generic frames or \$100 allowance to name brand frames)*
- Preventive dental care (routine cleanings, fillings and more)* Orthodontic services for children up to age 21
- Prescription drugs, including some over-the-counter (OTC) medicines (with a prescription from provider)*
- Smoking cessation products
- Maternity care and lactation services*
- Urgent care and emergency visits
- Transportation to medical appointments

*Co-pays may apply for some NJ FamilyCare members.

We can help you apply today. Certain income guidelines exist by plan. If you are eligible, you can choose Aetna Better Health of New Jersey as your health plan. To apply or learn more about Aetna Better Health of New Jersey, call 1-855-232-3596, TTY 711 or visit us online at AetnaBetterHealth.com/NewJersey.

Practitioners may freely communicate with patients about all treatment options, regardless of benefit coverage limitations.