



Healthy Happens Together



Aetna Better Health® Kids
A CHIP Health Plan

Our Pledge

Aetna Better Health Kids (CHIP) is committed to partnering for the betterment of our valued members, *your patients*.

Patient-centered care is our focus. We can make a difference in the lives of those whom we serve.

We pledge to be attentive, responsive in a timely manner and committed to partnering with you while delivering quality care.



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Agenda

- Aetna Better Health Kids (CHIP) Region
- Pharmacy Benefit
- Cultural Competency & Language Line
- MANNA
- Provider Resources

ABH Kids (CHIP) Regions

Territory Map



Aetna Better Health® Kids
A CHIP Health Plan

Our Network Relations Consultants

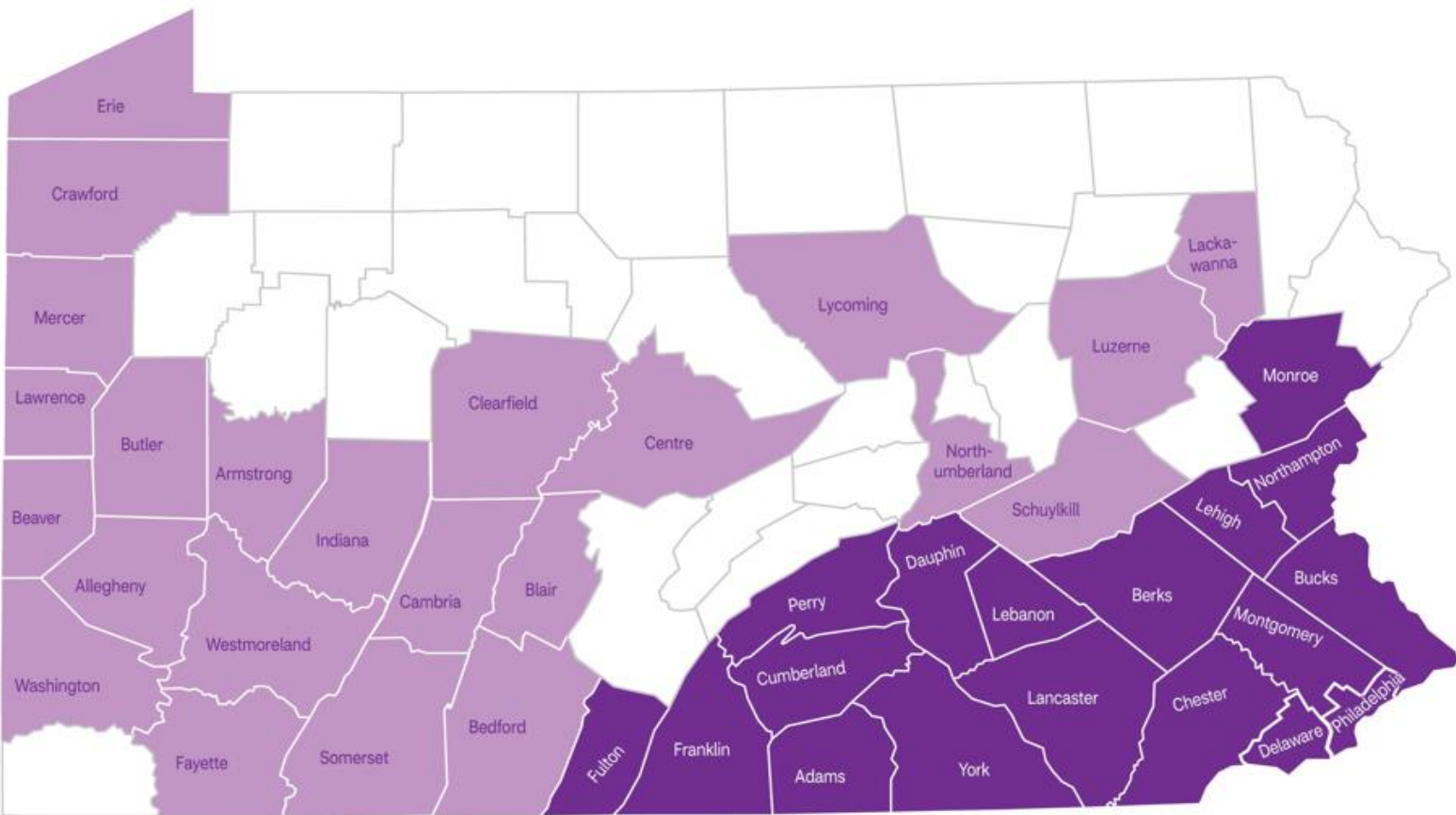
- **Relationships** are developed, managed & sustained with our providers.
- **Serve as a primary liaison** between Aetna Better Health Kids and our provider community.




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Aetna Better Health® Kids (CHIP)



 Aetna Better Health Kids (CHIP) Legacy Counties

 Aetna Better Health Kids (CHIP) 2022 Expanded Counties



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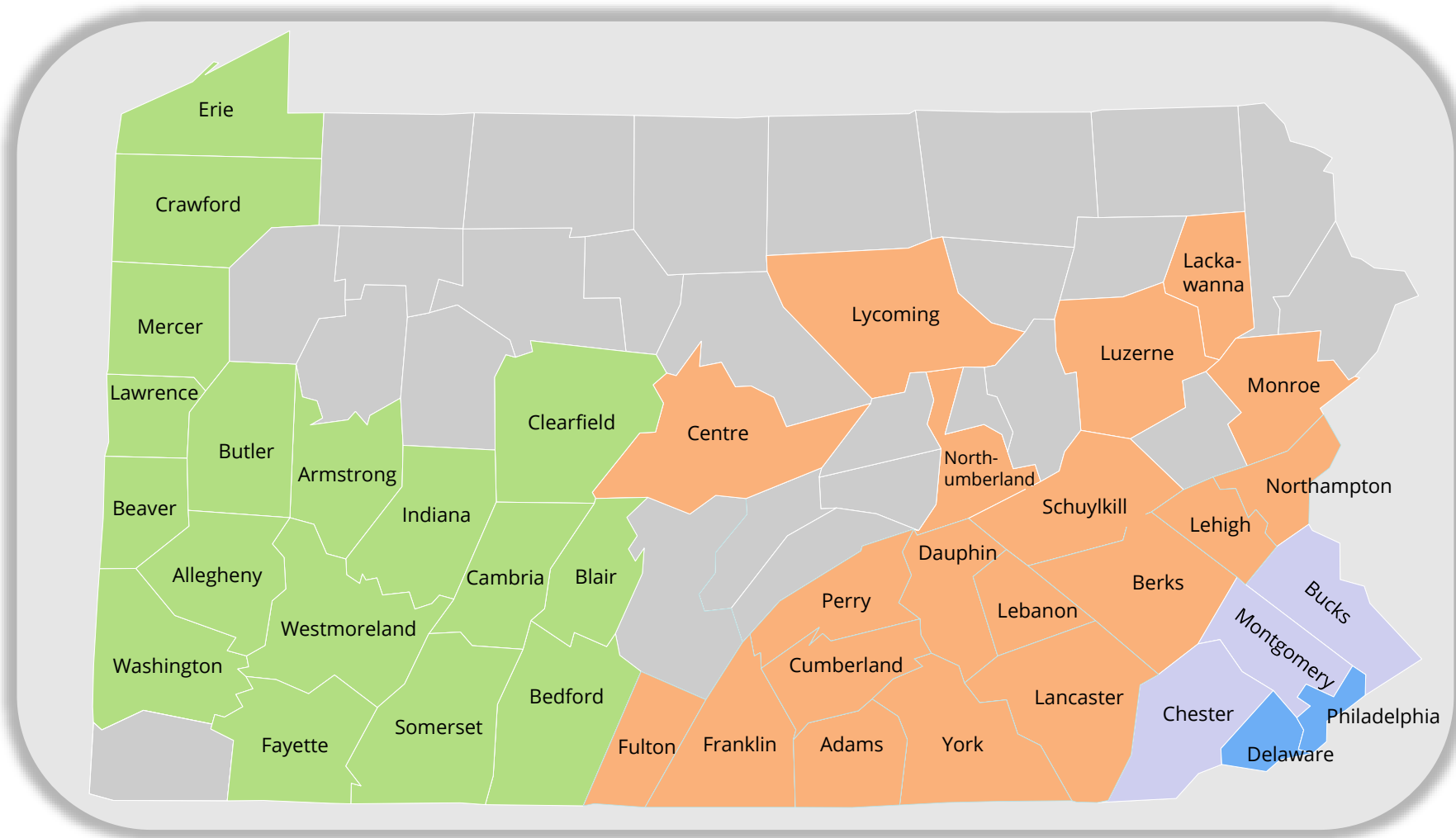
Pennsylvania's Children's Health Insurance Program
We Cover All Kids.



Brady Bingman
Bingmanb@aetna.com



Jacelyn Cressman
cressmanj@aetna.com



Teresa Washington
Washington5@aetna.com

Vacant



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Aetna Better Health Subcontractors

Vision

Superior Vision helps members enjoy the wonder of sight through healthy eyes and vision.



SUPERIOR VISION

Superior Vision
(866) 819-4298

<https://superiorvision.com/>

Dental

SKYGEN USA helps providers bring their practice into the digital age of healthcare with technology-enabled solutions that address key challenges.



Skygen USA Provider Services
(800) 508-4892

<https://skygenusa.com>

Pharmacy

Our approach to social responsibility ties directly to our purpose: Helping people on their path to better health.



CVS Caremark
(800) 552-8159

www.caremark.com/wps/portal

Pharmacy Benefit Overview

Pharmacy Benefit-Formulary

- The **formulary** provides a list of covered medications and indicates any other requirements including the following:

- Step Therapy (ST), Quantity Level Limit (QLL), Prior Authorization (PA), Age Limit (AL) *

**If any of these apply an authorization approval may be required prior to enrollee receiving the medication*



- <https://www.aetnabetterhealth.com/pennsylvania/providers/pharmacy>

- Scroll to Aetna Better Health Kids Preferred Drug List and select either [formulary drug list](#) (PDF) or [Formulary Search Tool](#)



Reminders

- Utilize the website link to ensure the most updated version of the formulary
- ABH Kids covers drugs and products not listed on the formulary



Pharmacy Benefit-Step Therapy

- Step Therapy (ST) means certain drugs trials are required first to treat a condition
- https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/pharmacy/Pennsylvania_Step_Therapy.pdf

- Example Step therapy Requirement

Topical Retinoids

Products Affected

- *tretinoin cream 0.025 % external*
- *tretinoin cream 0.05 % external*
- *tretinoin cream 0.1 % external*
- *tretinoin gel 0.01 % external*
- *tretinoin gel 0.025 % external*

Details

Criteria	Use of OTC Differin 0.1% Gel in the previous 130 days
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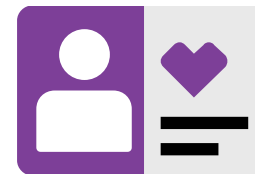
Pharmacy Benefit-Prior Authorization

- Preferred method of Prior Authorization submission is **Electronic Prior Authorization (ePA)** to save your office time with decreased paperwork and quicker determinations
 - **CoverMyMeds®** <https://www.covermymeds.com/main/>
 - Call toll-free at **866-452-5017**
 - **SureScripts** <https://surescripts.com/enhance-prescribing/prior-authorization>
 - Call toll-free at **866-797-3239**



*****Reminder-**Some guidelines may require submission of clinical documentation along with answering the question set. Please be sure to submit required clinicals (when indicated) to allow the clinical reviewer to conduct a complete review.

- **ABH Kids Pharmacy Billing Information:**
 - BIN: 610591
 - PCN: ADV
 - Group: RX8814



Pharmacy Benefit-Specialty Medications

Specialty Medication List



- https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/pennsylvania/pdf/abhpa_specialty_c_pharmacy_drug_list.pdf
- Updated versions can be found under tab Specialty Pharmacy Network and selecting hyperlink [Specialty Drugs](#)

Specialty Pharmacy Network

- <https://www.aetnabetterhealth.com/pennsylvania/providers/pharmacy>
- Select tab **Specialty Pharmacy Network** for a complete list of contact information for in network Specialty Pharmacies



Pharmacy Benefit Questions



?

Cultural Competency Language Line



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What is Cultural Competency?

- Social
- Linguistic
- Moral
- Intellectual
- Behavioral



Why is culturally competent healthcare important?

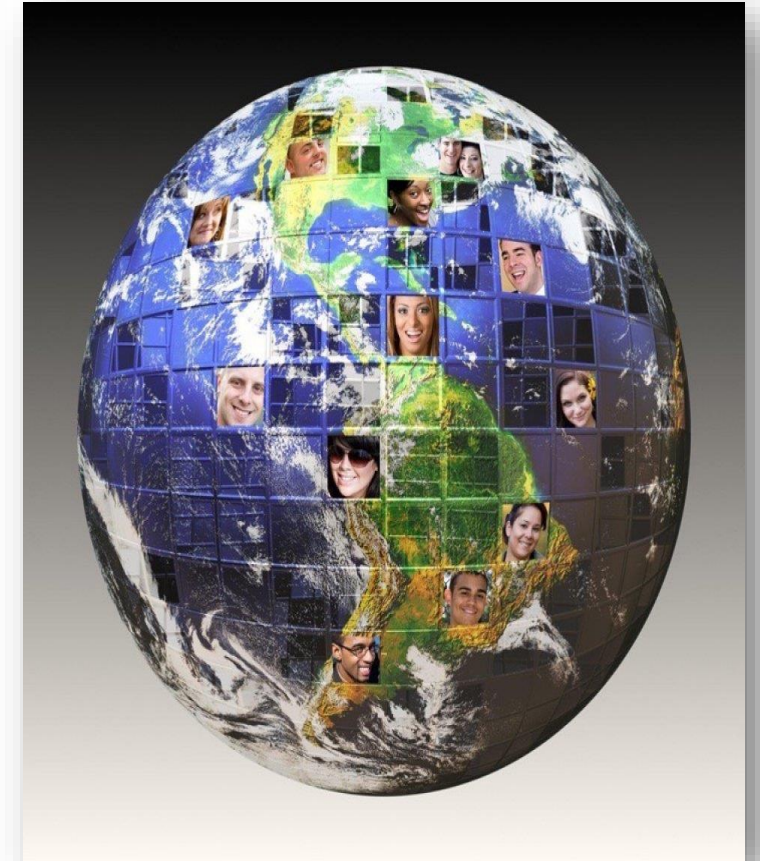
Cultural Competency encompasses:



Being aware and conscious of one's own world view



Developing positive attitudes towards cultural differences



Gaining knowledge of different cultural practices and world views

How does Aetna Better Health drive Cultural Competency?

- Aetna Better Health adheres to the Title VI of the Civil Rights Act of 1964
- Our members have access to our language line and interpreter services
- Members receive covered services regardless of race, ethnicity, national origin, religion, gender, age, gender identification, mental or physical disability, sexual orientation



Where can I find Cultural Competency training and resources?

- ❑ [The National CLAS Standards](#)
- ❑ [Think Cultural Health](#)
- ❑ [CLAS Report and Toolkit from OMH](#)
- ❑ [Report on Cultural Competency and Providers](#)



MANNA



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ABH Kids & MANNA Partnership

DELIVERING NOURISHMENT. IMPROVING HEALTH.

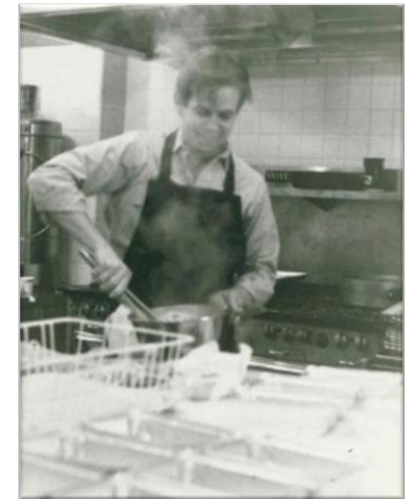


MANNA's Mission

MANNA uses nutrition to improve health for people with serious illnesses who need to heal. By providing medically tailored meals and nutrition education, we empower people to improve their health and quality of life.

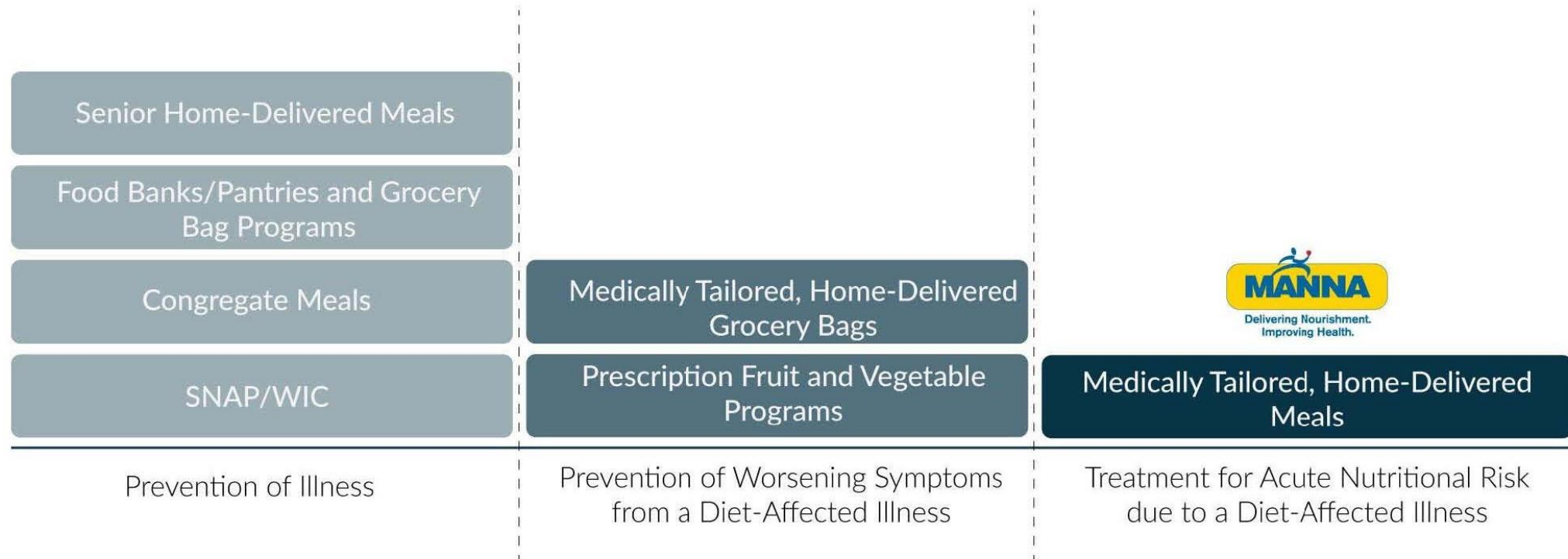
History of MANNA

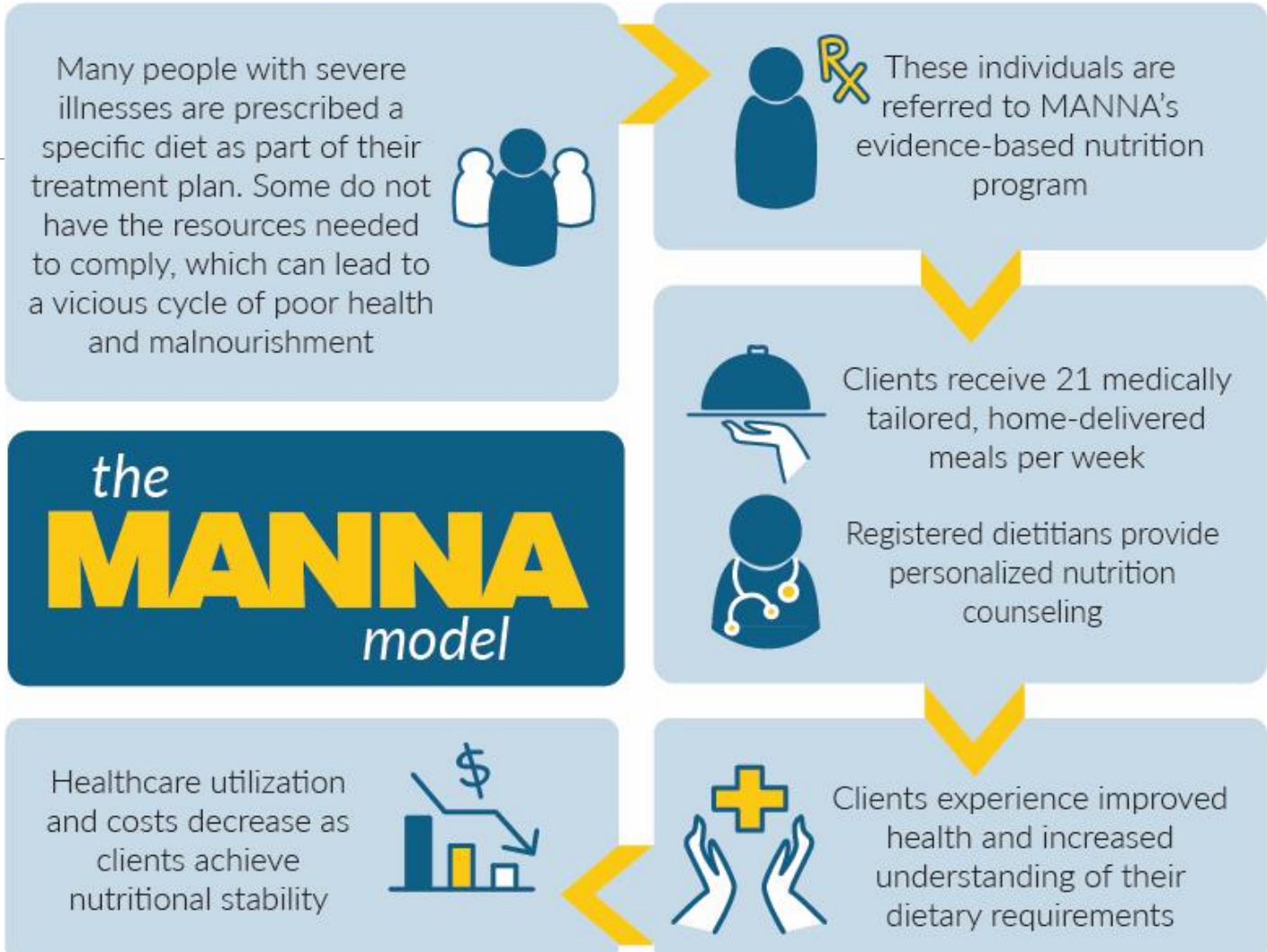
- Metropolitan Area Neighborhood Nutrition Alliance
- Non-profit
- Started in 1990 serving people living with HIV/AIDS
- 2006 expanded mission to help all individuals suffering from serious illnesses
- Services Provided: Medical Nutrition Therapy
 - Home Delivered Meals
 - Nutrition Counseling



Food is Medicine

Continuum of Nutrition Services





MANNA's Services

Meals

- Provide 3 meals/day, 7 days/week
- 10 diet modifications (can choose up to 3) plus a heart healthy/carb controlled children's menu (ages 2-12)
- 3-week cycle menu
- Delivered directly to client's home once weekly
 - MANNA's drivers
 - Shipping program
 - Also serve other children in the household at no cost (<18 years)

Nutrition Counseling

- Provided by Registered Dietitian-Nutritionists (RDNs)
- Diet education, nutrition counseling and evaluations offered telephonically or via telehealth

MANNA's Dietitians

- All Registered & Licensed in state of PA
- Members of the AND (Academy of Nutrition & Dietetics)
- Nutrition Counseling:
 - Important part of the program crucial for long-term success once meal benefit ends
 - Provide comprehensive & individualized diet education
 - Specific to a client's needs, preferences, concerns, and disease state(s)
 - RDs meet the client where they are at
 - Serve as nutritional support system
 - Can refer to additional support services outside of MANNA as appropriate through the Benefit Data Trust
 - MNT alone has been shown to result in improvements in glycemic control, A1C, weight, and other diabetes-related risk factors as well as decreased risk of death, deterioration, improvement in symptoms, nutrition status, and other heart failure-related risk factors

Please be sure to inform members of this benefit in addition to meal delivery



DIET MODIFICATIONS

The nutrient descriptions were developed by the Registered Dietitians at MANNA using national nutrition standards including; USDA 2020-2025 Dietary Guidelines, American Heart Association, National Kidney Foundation, American Diabetes Association, Academy of Nutrition and Dietetics, and the American Institute for Cancer Research.

DOT COLOR	DIET DESCRIPTION	NUTRIENT DESCRIPTION
STANDARD	Diabetic/Heart Healthy	1900kcal, 45-50% CHO, 30% fat, 20% pro, 2 g Na
GREEN	Low Lactose	Same as Standard
BLACK	Kidney Friendly	1900kcal, 50% CHO, 30% fat, 20% pro, 2g Na, 2g K
YELLOW	Soft Foods	1900kcal, 50% CHO, 30% fat, 20% pro, 2g Na
DOUBLE YELLOW	Pureed Foods	1900kcal, 50% CHO, 30% fat, 20% pro, 2g Na
PURPLE	Mild spice/Low fiber	1900kcal, 50% CHO, 30% fat, 20% pro, 2g Na
BROWN	No Red meat	Same as Standard
ORANGE	No Pork	Same as Standard
PINK	No Seafood	Same as Standard
LIGHT BLUE	Children's Menu	1200kcal, 50% CHO, 30% fat, 20% pro, 2g Na, 1g Ca
NEON	High kcal/High Protein	Standard + 300 kcal/10g Protein

Referral Criteria

Diagnosis	Criteria (meets 1 or more)
Diabetes	Type 1 or Type 2 Fasting Blood Sugar ≥ 126 mg/dL Random Glucose Test ≥ 200 mg/dL HbA1C $> 6.5\%$
Hypertension	50th – 90th percentile <ul style="list-style-type: none"> • 3- years: 90-110/47-67 • 6-12 years: 90-121/59-78 • ≥ 13 years: 102-124/64-80 95th percentile or higher for average systolic and/or diastolic BP
Hyperlipidemia	Total cholesterol > 200 mg/dl HDL < 40 mg/dL LDL > 130 mg/dL TG > 100 mg/dL (in children < 10 years) or > 130 mg/dL (in children > 10 years)
Asthma	Unintentional weight loss Fatigue
Cancer	Chemotherapy or radiation treatments (before, during, or after) Unintentional weight loss <ul style="list-style-type: none"> • Decrease in appetite • Digestive issues: nausea, vomiting, diarrhea, constipation • Fatigue • FTT

Referral Criteria

Diagnosis	Criteria (meets 1 or more)
Chronic Kidney Disease/End Stage Renal Disease	CKD <ul style="list-style-type: none"> GFR <60 for more than 3 months Hypertension Malnutrition ESRD <ul style="list-style-type: none"> GFR <15 for more than 3 months Dialysis
Weight Status	Overweight/Obesity <ul style="list-style-type: none"> Overweight: 85th-95th percentile for weight Obesity: 95th percentile or greater for weight Failure to Thrive <ul style="list-style-type: none"> Underweight: Less than 5th percentile for weight
High Risk Pregnancy	Hyperemesis Gravidarum Gestational Diabetes (current pregnancy) Elevated BMI or weight status change Pregnancy + Concurrent Dx of: <ul style="list-style-type: none"> Diabetes Cancer Hypertension Kidney Disease Hepatitis C
Anemia	Hemoglobin <12g/dL Fatigue

ABH Kids MANNA Program

- Each member referred qualifies for:
 - Nutrition Counseling with RD upon start of program
 - 12 weeks of MANNA's medically tailored meals
 - Nutrition Counseling follow-up sessions
- Member receives co-branded Welcome Booklet with first delivery

Criteria for Client Engagement

- Member has:
 - Met diagnosis criteria (DM, HTN, HLD, Asthma, CA, CKD/ESRD, Underweight, Obese, High-risk Pregnancy, Anemia)
 - Access to a working telephone
 - Access to a microwave or oven
 - Access to a refrigerator and freezer
 - Does not experience any severe or life-threatening food allergies (MANNA is not an allergy-free facility)
 - ABH CHIP member

Referral Process

- ABH Case Managers identify appropriate members and completes the referral form
- Completed referrals must be sent to Justin Krebs for review
 - jxkrebs@aetna.com
- ABH sends accepted referrals to MANNA
- MANNA Intake Specialist outreaches to parent/guardian within 2-3 business days
 - Setup meal delivery and nutrition education
 - Will inform CM if unable to contact member

MANNA Contacts

For general inquiries:

Rebecca Boova-Turner, MS, RD, LDN

Healthcare Partnerships Manager

Rboova-turner@mannapa.org

215-496-2662 x133

For nutrition counseling & referrals:

Nutrition & Client Services Department

215-496-2662 x5

For grievances:

Nicole Laverty, RDN, LDN

Director of Nutrition & Client Services

Nlaverty@mannapa.org

215-496-2662 x135

The MANNA Institute

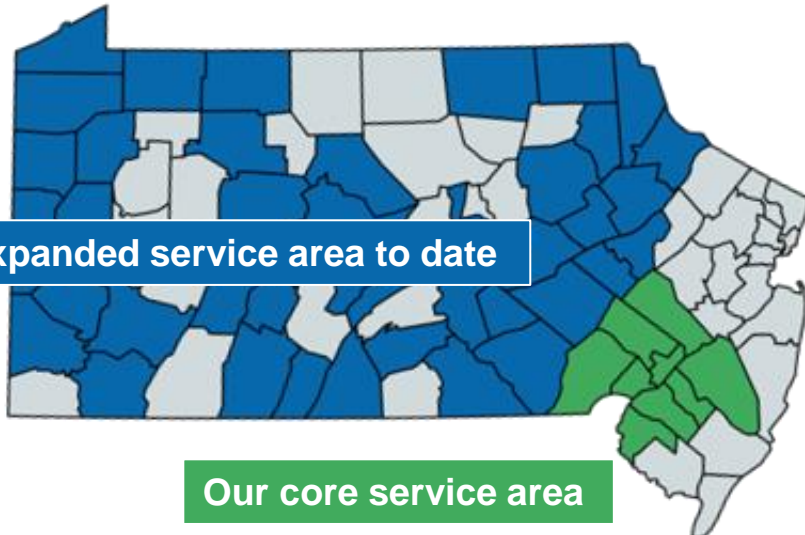
- Research and evaluation arm of MANNA
- Exploring the impact of nutrition on health for people with serious illnesses
 - Internal research and evaluation on client population
 - External research partnerships
- Limited research done to date on impact of MNT services on health outcomes
- Goal: Improved service delivery and healthcare transformation
 - Evaluation & Research
 - Education
 - Dissemination
- Work led by Director of Research & Evaluation, Dr. Jule Anne Henstenburg, PhD, MS, RDN, LDN, FAND





MANNA's Distribution

- Meals can be delivered throughout the state of PA
- Local Delivery (Greater Philadelphia Area, green counties)
 - Use refrigerated trucks to deliver meals to clients, temperature controlled for safety
 - Drivers are staff of MANNA, wear uniforms
 - Deliver Tuesday through Friday, 8:30am to 5pm
 - Clients now receive text delivery alerts on their delivery day with a 2-hr delivery window estimate
- Shipping Program
 - Currently ship in PA but can expand to additional areas including NJ
 - Temperature-safe packaging
 - Shipped via FedEx
- Both options provide a week's worth of nourishment to clients



Our expanded service area to date

Our core service area



Aetna Better Health Referral for Services

Name (First, MI, Last): _____ **Date of Birth:** _____

Street Address: _____ **Unit Number (if needed):** _____

City: _____ **State:** _____ **Zip Code:** _____ **Phone:** _____

Alt. Phone: _____ **Email:** _____ **Veteran?** Yes No

Gender: Male Female **Ethnicity:** Hispanic Non-Hispanic

Race (please check all that apply): American Indian/Alaska Native Asian Black/African American
 Native Hawaiian/Pacific Islander White Other: _____

Language: English Spanish Other: _____

Emergency Contact Name: _____ **Emergency Contact Phone:** _____

Aetna Member ID: _____

Dependent 1 Name (First, MI, Last): _____ **Date of Birth:** _____

Dependent 1 Aetna Member ID: _____

Dependent 2 Name (First, MI, Last): _____ **Date of Birth:** _____

Dependent 2 Aetna Member ID: _____

Primary Diagnosis: _____ **ICD Code:** _____ **Date of Diagnosis:** _____

Secondary Diagnosis: _____ **ICD Code:** _____ **Date of Diagnosis:** _____

Food Allergies? Yes No Describe: _____

Treatment Plan/Member Goal: _____

PCP Name: _____ **PCP Phone:** _____ **PCP Fax:** _____

Coexisting Conditions: _____

Recent Hospitalizations/ER Visits (Dates/Reasons): _____

Current Height: _____ **Current Weight:** _____ **Date Weighed:** _____

Weight History (including dates): _____

Significant Lab Values (if available):

Test	Albumin	CD4	Chol	Glucose	HbA1c	Hgb.	Kidney or Liver Tests	TG
Value								
Date <small>Month/Year</small>								

Current Medications or Supplements: _____

Ambulation or Living Environment Concerns: _____

Referrer Name: _____ **Phone:** _____

Email: _____ **Date of Referral:** _____

Please email form to aetna@manhpa.org or fax to (215) 496-9102.
 Please call Client Services at (215) 496-2662, option 5, with any questions or concerns.

Referral Form

The MANNA Institute

- MANNA’s Dietary Intake Surveys
- Survey completion assisted by Drexel University’s nutrition department
 - Conducted Block Food Screeners
 - Cross-section of 137 current MANNA clients
 - Survey measured clients’ intake of key foods to determine overall diet quality
- Important data collection
 - Many people do not achieve recommended levels of nutrients
 - Important for disease prevention and treatment
 - Nutrients in MANNA’s medically tailored meals critical for maintaining good health in clients

RESULTS

The composite average intake for MANNA clients meets or exceeds recommendations for daily fruit and vegetable servings, Vitamin C, Potassium, and Magnesium.



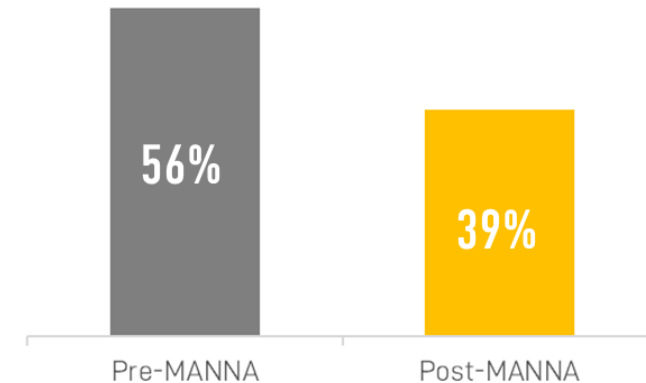
	Daily recommendation FEMALE / MALE	MANNA Clients FEMALE / MALE	
servings of Fruits & Vegetables	5 servings	5 servings	✓
milligrams (mg) Vitamin C	75 / 90 mg	133 / 161 mg	✓
milligrams (mg) Potassium	2400 / 3600 mg	3023 / 3809 mg	✓
milligrams (mg) Magnesium	320 / 420 mg	306 / 402 mg	✓

The MANNA Institute

- MANNA used the Malnutrition Screening Tool (MST)
 - Validated tool
 - Measures risk for malnutrition
- Understand clients' nutritional status pre- and post-services
- MST screens for decreased intake and unintentional weight loss related to illness
- Clients screen “not at risk” if <1 , “at risk” >1
- Sample data from 121 newly enrolled clients
 - Average length of program- 4.2 months
- Results: significant decrease in proportion of clients who screened “at-risk”

MALNUTRITION SCREENING TOOL

Percent of clients who screened **at-risk** for malnutrition, pre-MANNA vs. post-MANNA



A greater proportion of clients screened at-risk for malnutrition pre-MANNA compared to post-MANNA, indicating that MANNA's program may help reduce risk for malnutrition.



Delivering Nourishment.
Improving Health.

SAMPLE WEEKLY MENU


STANDARD MENU– WEEK 1

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
BREAKFAST	WESTERN OMELET HOME FRIES FRUIT SALAD	CHEERIOS CEREAL WITH 2% MILK FRUIT CUP	EGG SANDWICH ON ENGLISH MUFFIN TURKEY SAUSAGE FRUIT CUP	WHOLE GRAIN PANCAKES TURKEY BACON APPLESAUCE	BREAKFAST BURRITO POTATO WEDGES SPICED APPLES	APPLE CINNAMON HOT CEREAL YOGURT FRUIT CUP	FRENCH TOAST STICKS TURKEY SAUSAGE APPLESAUCE
LUNCH	MUSHROOM BARLEY SOUP ROLL ORANGE	BEEFY MAC & CHEESE GREEN BEANS PASTA SALAD	TURKEY VEGETABLE SOUP ROLL FRUIT SALAD	TEMPEH SLOPPY JOES PASTA SALAD PEAR	MUSHROOM BARLEY SOUP ROLL ORANGE	GRILLED CHICKEN SANDWICH PASTA SALAD APPLE	TURKEY VEGETABLE SOUP ROLL FRUIT CUP
DINNER	VEGETARIAN STUFFED PEPPERS DINNER ROLL SAUTEED ZUCCHINI	CHICKEN PICCATA WHOLE WHEAT PASTA CALIFORNIA VEGETABLE BLEND	PENNE & MEATBALLS GREEN BEANS	CHICKEN & DUMPLINGS BABY CARROTS SAUTEED PEAS	VEGETABLE LASAGNA STEWED TOMATOES BABY CARROTS	STUFFED FLOUNDER WITH LOBSTER SAUCE WHITE RICE CALIFORNIA VEGETABLE BLEND	SWEET & SOUR PORK WHITE RICE BROCCOLI
DESSERT	CARROT CAKE	CARROT CAKE	CARROT CAKE	CARROT CAKE	CARROT CAKE	CARROT CAKE	CARROT CAKE
SNACKS	UNCRUSTABLES SANDWICH MIGHTY SHAKE	UNCRUSTABLES SANDWICH MIGHTY SHAKE	UNCRUSTABLES SANDWICH MIGHTY SHAKE	UNCRUSTABLES SANDWICH MIGHTY SHAKE	UNCRUSTABLES SANDWICH MIGHTY SHAKE	UNCRUSTABLES SANDWICH MIGHTY SHAKE	UNCRUSTABLES SANDWICH MIGHTY SHAKE


MANNA Meal Labels

- Components
 - Contents of the meal
 - Macro- and micro-nutrient levels
 - Common food intolerances
 - Expiration date
- Labels for Standard and Modified meals
- Serve as a teaching tool
- Next phase: translate to different languages (expected completion in FY24)

Standard

 Nutrition Facts	
Vegetable Stuffed Peppers with Sautéed Zucchini and Dinner Roll	
Serving Size: 1 Meal	
Calories	443
Total Fat	11g
Cholesterol	<1 mg
Sodium	385mg
Total Carbohydrates	52g
	Dietary Fiber 7g
	Total Sugars 13g
Protein	15g
Potassium	642mg
Meal Contains: wheat, soy	
Expiration Date (if the meal is kept frozen): 06/15/2021	

Modified

 Nutrition Facts	
Vegetable Stuffed Peppers with California Blend Vegetables and Dinner Roll	
Serving Size: 1 Meal	
Calories	432
Total Fat	9g
Cholesterol	<1 mg
Sodium	466mg
Total Carbohydrates	53g
	Dietary Fiber 9g
	Total Sugars 12g
Protein	16g
Potassium	383mg
Meal Contains: wheat, soy	
Expiration Date (if the meal is kept frozen): 06/15/2021	



SAMPLE WEEKLY MENU

Children's Menu

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
BREAKFAST	BREAKFAST QUESADILLA ON A WHOLE WHEAT WRAP ORANGE	APPLE CINNAMON HOT CEREAL FRUIT CUP	EGG SANDWICH ON AN ENGLISH MUFFIN TURKEY BACON APPLESAUCE	FRENCH TOAST STICKS VEGGIE SAUSAGE APPLE	CHEERIOS CEREAL WITH 2% MILK APPLESAUCE	CHEESE OMELET HASH BROWNS FRUIT CUP	WHOLE GRAIN PANCAKES TURKEY SAUSAGE PEAR
LUNCH	CHICKEN NOODLE SOUP WHOLE GRAIN ROLL PEAR	VEGETABLE LASAGNA ZUCCHINI AND SQUASH	CHICKEN NUGGETS SWEET POTATO FRIES GO GURT YOGURT	CORN CHOWDER WHOLE GRAIN ROLL FRUIT CUP	FISH STICKS BABY CARROTS GO GURT YOGURT	BEEFY MAC & CHEESE SLICED APPLES	CHICKEN SALAD SANDWICH APPLESAUCE
DINNER	TURKEY TACO ON WHOLE GRAIN TORTILLA CALIFORNIA VEGETABLE BLEND	SWEET & SOUR CHICKEN STIR FRY VEGETABLES EGG ROLL	BAKED PORK CHOP ROASTED POTATOES BROCCOLI	BAKED SALMON BROWN RICE SAUTEED PEAS	CHEESE RAVIOLI WITH RED SAUCE GREEN BEANS	CHICKEN PARMESAN WHOLE WHEAT PASTA BABY CARROTS	ROAST BEEF MASHED POTATOES SAUTEED ZUCCHINI
DESSERT	APPLESAUCE BARS	APPLESAUCE BARS	APPLESAUCE BARS	APPLESAUCE BARS	APPLESAUCE BARS	APPLESAUCE BARS	APPLESAUCE BARS



THE CHILDREN'S MENU RUNS ON A 3-WEEK CYCLE

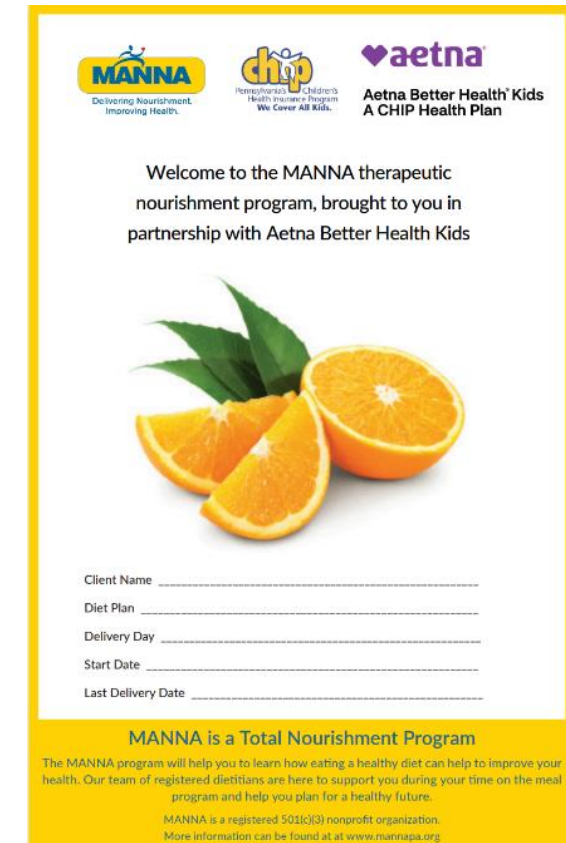
NUTRIENT DESCRIPTION (PER DAY):

1200 KCALS, 50% CHO, 30% FAT, 20% PROTEIN, 17g. FIBER
2g. SODIUM, 1g. CALCIUM, 10mg IRON, 25mg VITAMIN C



Welcome Booklet

- Provided with the member's first meal delivery
 - Diet Plan & Delivery Day
 - Nutrition Counseling Appointment Date/Time
 - Describes Aetna CHIP and MANNA partnership
 - MANNA's Contact Info
 - Delivery Policy & Weather-related/Holiday closures
 - FAQ's
 - Meal Storage Instructions
 - Detailed Heating Instructions
 - Sample Menu
 - Nutrition Education information
 - Also included is a flyer from Benefit Data Trust



Questions?

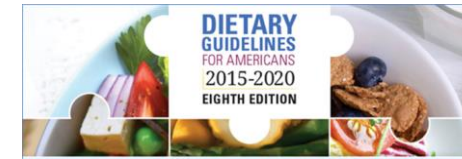
MANNA's Kitchen

“The food is great; the love is better”



National Nutrition Guidelines

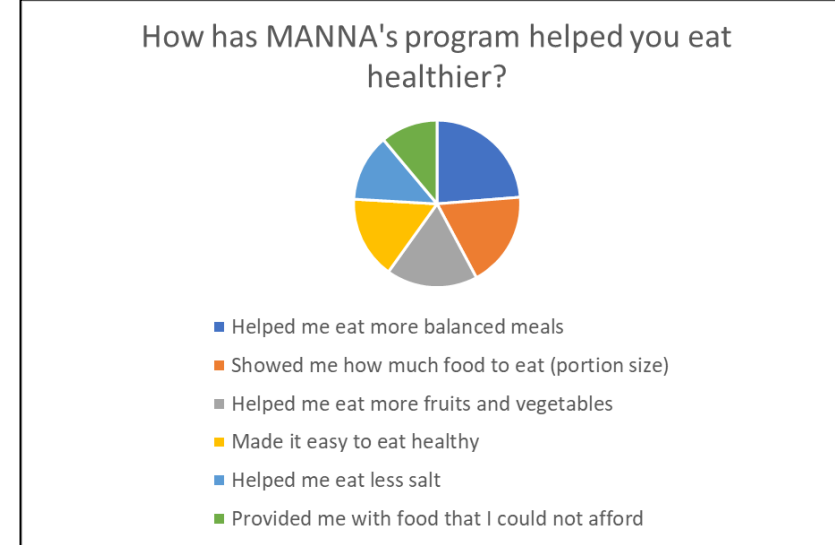
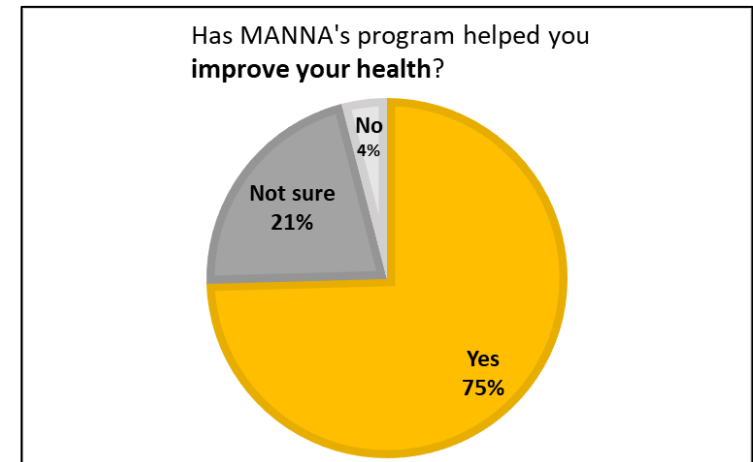
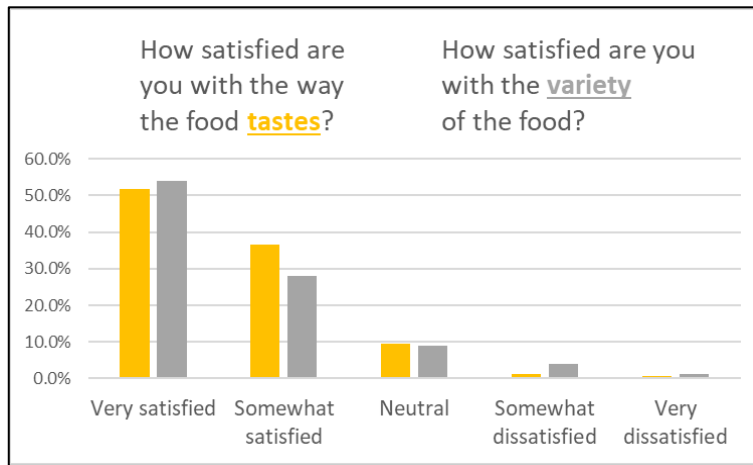
- USDA's Dietary Guidelines
- American Institute for Cancer Research
- American Heart Association
- American Diabetes Association
- National Kidney Foundation
- Academy of Nutrition and Dietetics



GENERAL SATISFACTION

On a scale of 1 to 10, how likely are you to recommend MANNA to a friend or family member?

9/10



84%

Clients who reported MANNA's meal program helped them eat **healthier foods**

92%

rated the quality of nutrition counseling as "good" or "excellent"

2022 Client Satisfaction Survey Mid-Year Results

*Preliminary data based off 178 responses from the first quarter of FY23; Results for all of 2022 will be available in the Summer of 2023

MANNA Volunteers

- Volunteer Organization
 - Volunteers are critical to MANNA's mission, comprise 97% of our workforce
- More than 9,000 volunteers annually
 - Contribute over 60,000 volunteer hours
- All services are FREE to the client
- Volunteer opportunities in our kitchen, delivering meals, at special events
 - Follow strict COVID-19 safety methods
- <https://mannapa.org/volunteer/individual-volunteers/>



Provider Resources



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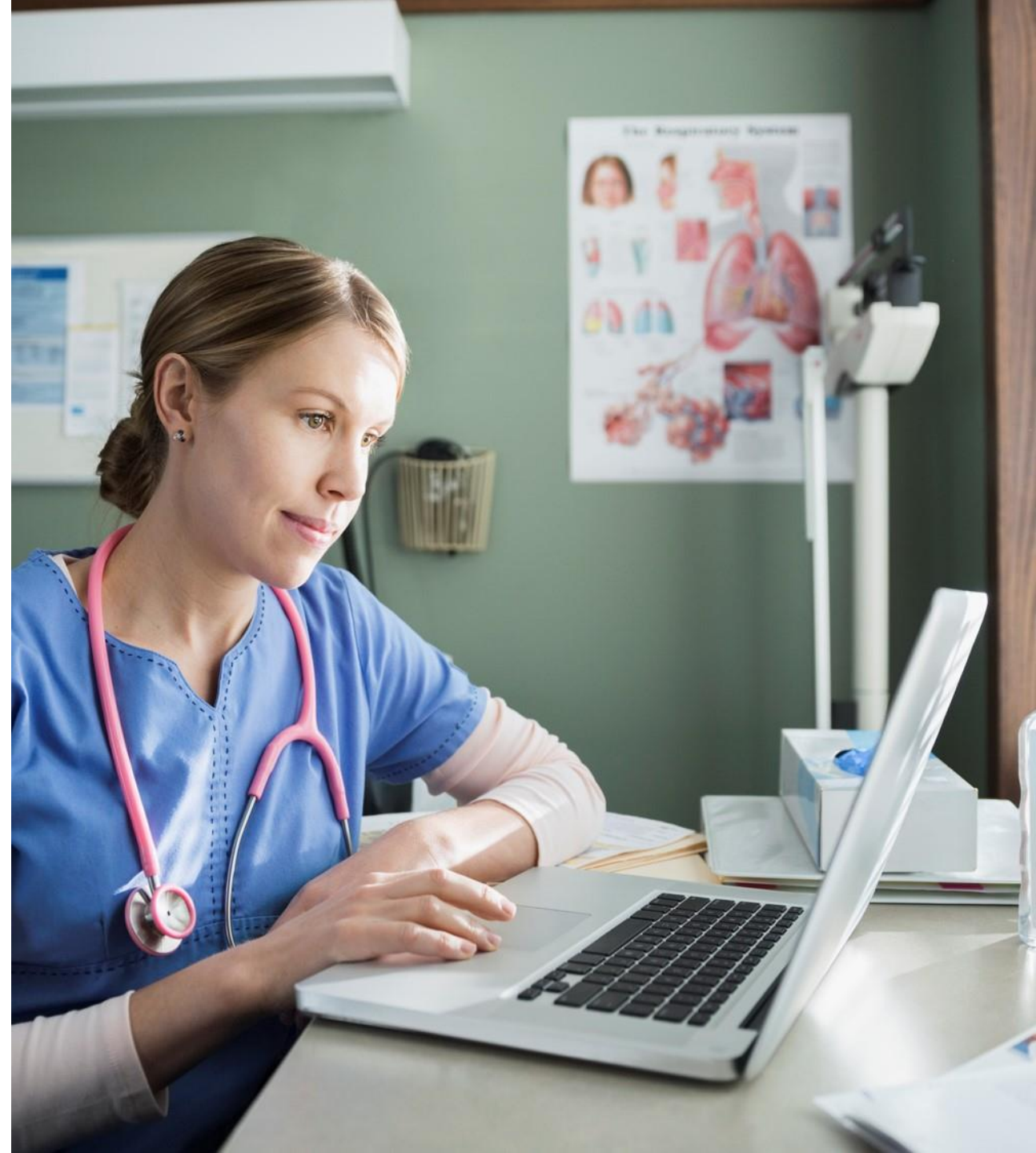
Aetna Better Health Kids

Website Resources

- [Forms](#)
- [Guidelines & Clinical Policies](#)
- [Provider Manual](#)
- [Provider Notices](#)
- [Provider Newsletters](#)
- [Provider Education Resources](#)
 - Quick Reference Guide
 - Monthly Webinars
 - Quarterly Orientations
- [Provider Directory](#)



Aetna Better Health[®] Kids
A CHIP Health Plan



Provider Support Services Contacts

Name	Contact Information
CHIP Member Services	(800) 822-2447
Special Needs Unit	(855) 346-9828
Eligibility Verification	(800) 822-2447
Pharmacy Prior Authorizations	(866) 638-1232
Complaints & Grievances	Fax: (860) 754-1757
Medical Prior Authorization	(866) 638-1232 / Fax: (877) 368-8120
Claim Inquiries & Provider Relations	(866) 638-1232
eviCore Healthcare	(866) 693-3211 www.evicore.com

Please refer to our [Quick Reference Guide](#) for a complete list of contact information.

Aetna Better Health of Pennsylvania Kids

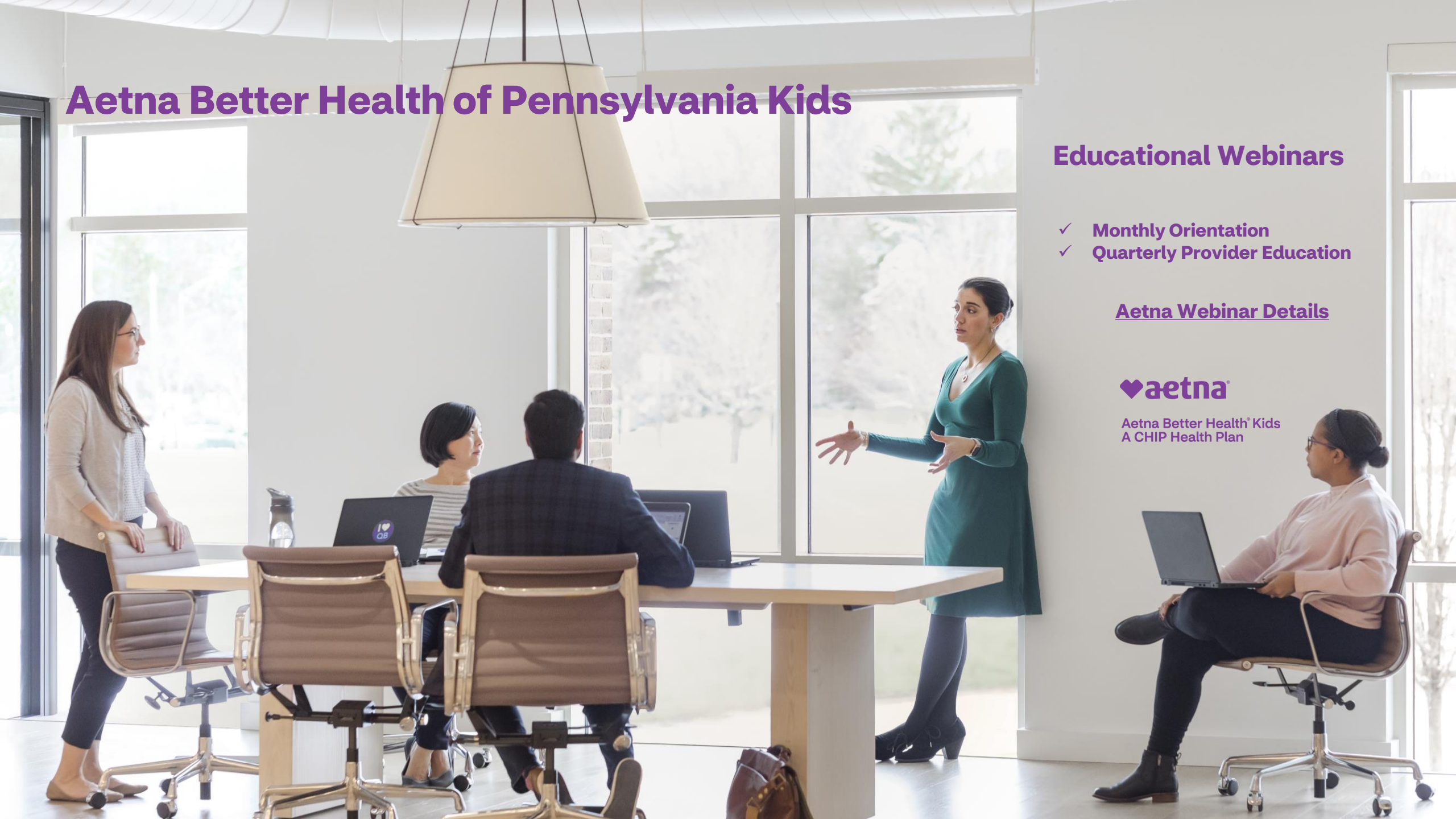
Educational Webinars

- ✓ Monthly Orientation
- ✓ Quarterly Provider Education

[Aetna Webinar Details](#)



Aetna Better Health® Kids
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Questions?



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Thank you!



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