

A woman with brown hair and glasses, wearing a green cardigan over a white polka-dot collared shirt, is looking down and to the left with a thoughtful expression. The background is a bright, out-of-focus office setting with windows.

Aetna Better Health Webinar Series

Provider Experience
Network Relations Team

LaShawn Bailey
Teresa Washington
Nicole Laverty, MANNA

June 2021

Housekeeping

- All lines will be muted to reduce background noise
- Use the Q & A to submit any questions to ALL PANELISTS
- The presentation will be available on our website under Past Provider Education Webinars within a week and here is the link:
<https://www.aetnabetterhealth.com/pennsylvania/providers/education>

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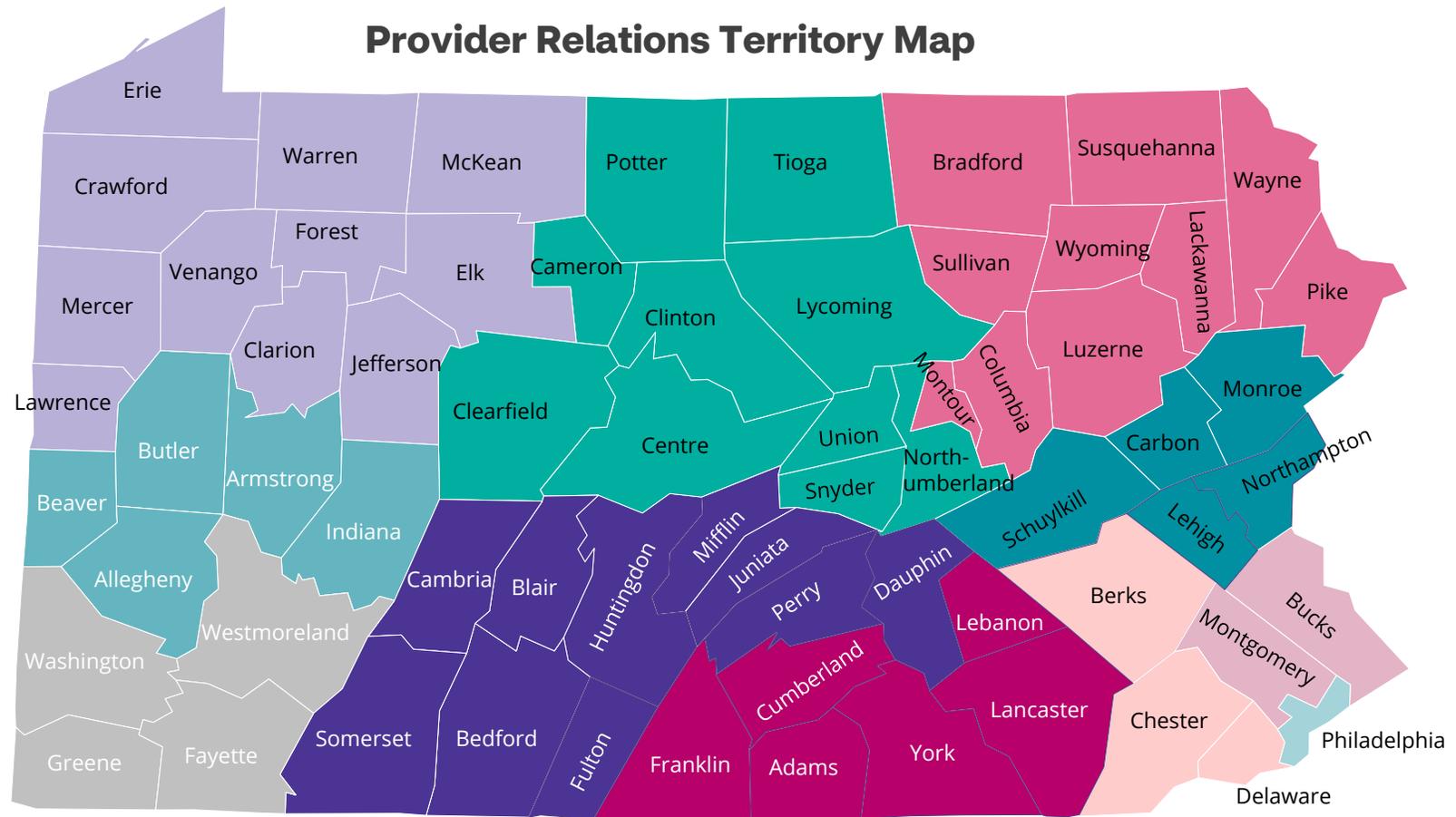
As a team, we are committed to supporting our providers and working together toward positive outcomes for your patient, our member.

— YOUR PROVIDER EXPERIENCE TEAM —



Network Relations Consultants Territory Map & List

Provider Relations Territory Map



Sherry Flannery	Melinda Roach	Kim Heggenstaller	Anna DiPietro
Vacant	Jacelyn Cressman	Kimberly Young	Kari Heggs
Vacant	Michelle Bogard	Michael Quinn	Teresa Washington (All FQHC's)



Aetna Better Health® of Pennsylvania

Large Group & Hospital Assignments

Provider Group	Representative
Advocare Pediatrics	Kari Heggs
Allegheny Health Network	Vacant
Children's Hospital of Phila.	La Shawn Bailey
Coordinated Health	Vacant
Crozer Keystone	Kimberly Young
CVS MinuteClinic	Kari Heggs
Detweiler Family Medicine	Kimberly Young
Drexel Medicine	LaShawn Bailey
Einstein Health Network	Anna DiPietro
FQHC's	Teresa Washington
Geisinger	Kim Heggenstaller
Jefferson Health	Anna DiPietro
Lehigh Valley Health Network	Jaclyn Cressman

Provider Group	Representative
Trinity (Mercy) Health	Kari Heggs
Nemours	Kimberly Young
Penn State/Hershey Health	Kimberly Young
Phoenix Rehabilitation & Health Services, Inc.	Vacant
Quest Diagnostics	Kari Heggs
St. Christopher's	Kimberly Young
St. Mary Medical Center	Kari Heggs
Tower Health	Kimberly Young
UPMC Cole	Melinda Roach
UPMC Pinnacle	Michelle Bogard
UPMC Susquehanna	Melinda Roach
UPMC – Western PA	Melinda Roach
WellSpan Health	Michael Quinn

About Jacelyn:

Jacelyn has been with Aetna on the commercial side for 17 years prior to moving to Aetna Better Health. She had various roles such as senior customer service representative, correspondence analyst, appeal analyst for both member and provider prior to her current role as a Network Relations Consultant.

Her territory is Lehigh, Northampton, Carbon, Monroe and Schuylkill Counties.

In her spare time, Jacelyn likes to be outside in her garden and spending time with family.



Jacelyn Cressman

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Phone: (610) 336-1022



Satisfaction Survey

The annual ABH of PA provider satisfaction survey has begun and will run through early July.

If you have been randomly selected to take the survey, please take a moment to share your feedback.

We would appreciate your participation.



Agenda

Metropolitan Area Neighborhood Nutrition Alliance (MANNA)

- History of MANNA
- MANNA's Mission
- Food is Medicine
- MANNA Volunteers
- MANNA's Services
- MANNA's Dieticians
- MANNA's Meals
- National Nutrition Guidelines
- MANNA's Distribution
- Referral Process
- Member Messaging
- Research
- Aetna & MANNA Partnership
- Partnership Outcomes

Presenter: Nicole Laverty, MANNA



MANNA





MANNA

DELIVERING NOURISHMENT. IMPROVING HEALTH.

History of MANNA

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



MANNA's Mission

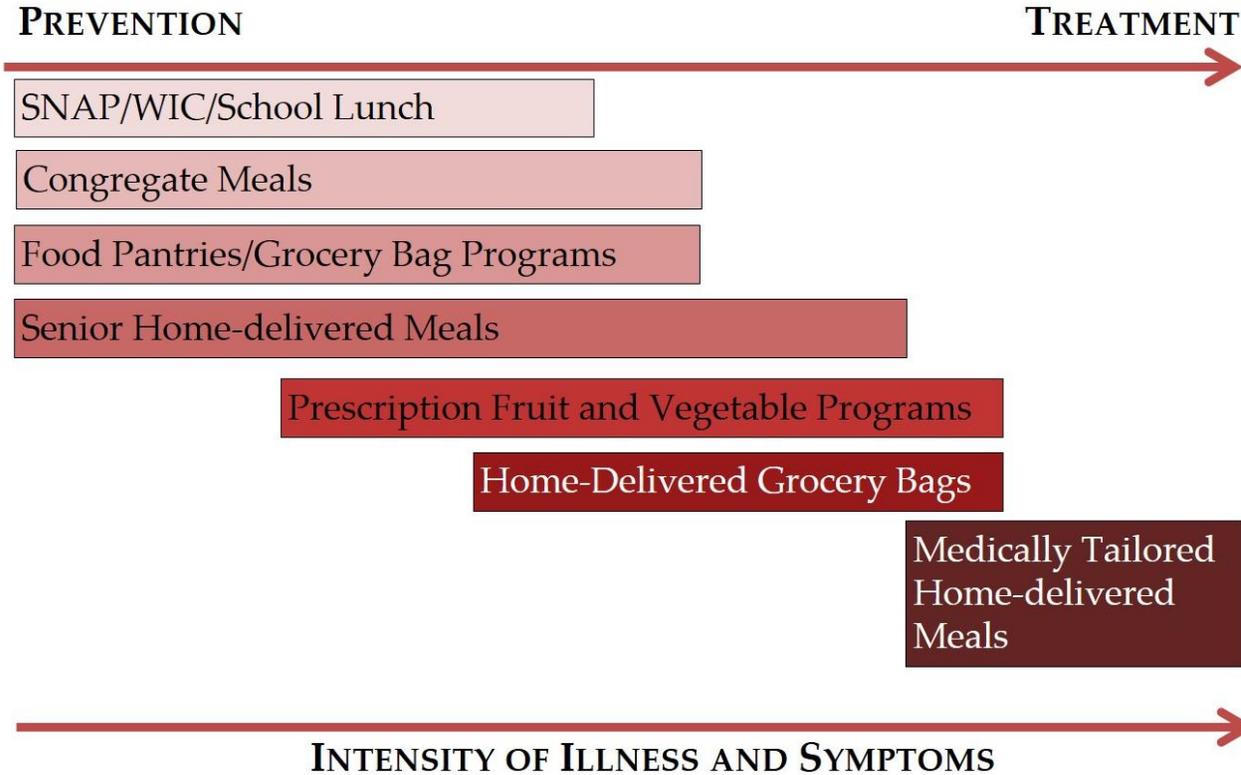


MANNA uses nutrition to improve health for people with serious illnesses who need to heal.

By providing medically tailored meals and nutrition education, we empower people to improve their health and quality of life.



Food is Medicine



MANNA Volunteers



Volunteer Organization

- Volunteers are critical to MANNA's mission, comprise 97% of our workforce

More than 9,000 volunteers annually

- Contribution over 60,000 volunteer hours

Volunteer opportunities in our kitchen, delivering meals, at special events

- Follow strict COVID-19 safety methods

<https://mannapa.org/volunteer/volunteer-at-manna/>



MANNA's Services



Nutrition Counseling

- MANNA's Registered Dietitians
- Education provided telephonically
- Resources sent via mail or email

Meals

- Provide 3 meals/day, 7 days/week
- All cooked in our kitchen using fresh ingredients
- 11 diet modifications plus a children's menu (ages 2-12)
- Delivered directly to the member's home by MANNA driver or FedEx
- Also serve dependent children (<18 years)

MANNA's Dietitians

- All Registered and Licensed in state of PA
- Members of the Academy of Nutrition & Dietetics
- Nutrition Counseling:
 - Important part of the program
 - Educate & empower members
 - Help manage chronic conditions
 - Provide comprehensive diet education
 - Specific to member's individuals
 - Tailor MANNA's meal program
 - Serve as nutritional support system



MANNA's Meals



All meals cooked from scratch using fresh ingredients

- Meals prepared in MANNA's state of the art kitchen
- Menus developed by chefs and registered dietitians
- 3-week cycle menu

Meals delivered frozen

- All packed in microwavable and oven safe containers

RD will set up member with correct diet using MANNA's diet modifications

- Up to 3 modifications



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





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	Regular diet, no modifications	1900 kcal, 50% CHO, 30% fat, 20% pro, 2g Na
RED	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

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SAMPLE WEEKLY MENU

PLEASE NOTE THAT MANNA RUNS ON A THREE WEEK MENU CYCLE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
BREAKFAST	BREAKFAST BURRITO ON A WHOLE WHEAT WRAP POTATO WEDGES SPICED APPLES	APPLE CINNAMON HOT CEREAL YOGURT FRUIT CUP	EGG & CHEESE SANDWICH ON ENGLISH MUFFIN TURKEY SAUSAGE APPLESAUCE	FRENCH TOAST STICKS VEGGIE SAUSAGE FRUIT	CHEERIOS CEREAL WITH 2% MILK FRUIT CUP	WESTERN OMELET HOMEFRIES FRUIT SALAD	WHOLE GRAIN PANCAKES TURKEY BACON APPLESAUCE
LUNCH	MUSHROOM BARLEY SOUP ROLL ORANGE	BEEF MAC & CHEESE GREEN BEANS APPLE	TURKEY BEAN CHILI ROLL FRUIT CUP	CORN CHOWDER ROLL ORANGE	TEMPEH SLOPPY JOES PASTA SALAD PEAR	SWEET POTATO & CRAB BISQUE ROLL FRUIT CUP	GRILLED CHICKEN SANDWICH PASTA SALAD APPLE
DINNER	VEGETARIAN STUFFED PEPPERS DINNER ROLL SAUTEED ZUCCHINI	CHICKEN & DUMPLINGS BABY CARROTS SAUTEED PEAS	PENNE & MEATBALLS GREEN BEANS	STUFFED FLOUNDER WITH LOBSTER SAUCE WHITE RICE CALIFORNIA VEGETABLE BLEND	SWEET & SOUR PORK WILD RICE BROCCOLI	OVEN FRIED CHICKEN WHIPPED SWEET POTATOES COLLARD GREENS	TURKEY MEATLOAF WITH GRAVY MASHED POTATOES SPINACH
DESSERT	APPLE COBBLER	CARROT CAKE	PEACH COBBLER	APPLE COBBLER	CARROT CAKE	PEACH COBBLER	APPLE COBBLER





Delivering Nourishment.
Improving Health.

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



MANNA's Meal Labels



- New labeling system starting March 2021
- Components
- Contents of the meal
- Macro- and micro-nutrient levels
- Common food intolerances
- Expiration date
- Labels for Standard and Modified meals
- Next phase: translate to different languages

Standard Meal

 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	

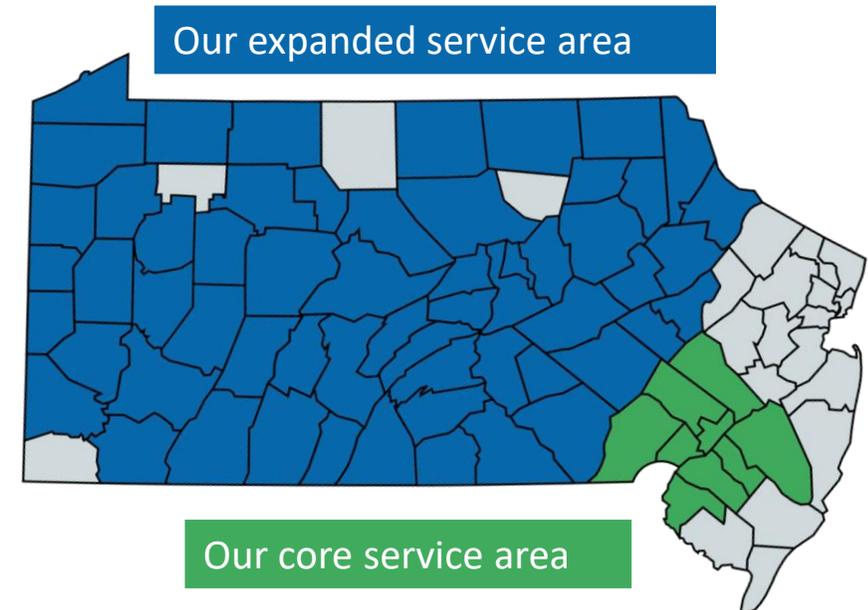
Modified Meal

 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	

MANNA's Distribution



- **Use refrigerated trucks to deliver meals to clients**
 - Temperature controlled for safety
- **Drivers are staff of MANNA**
- **Provide a week's worth of nourishment to clients**
- **Service area**
 - Parts of nine counties in the Greater Philadelphia and Southern New Jersey area
- **Also ship meals to Aetna members across the state of PA**
 - Use FedEx
 - Meals kept frozen using special packaging and dry ice



Referral Process



- Each member referred qualifies for:
 - Nutrition Counseling with RD upon start of program
 - 12 weeks of MANNA's medically tailored meals
 - High-risk pregnancy members- duration of pregnancy +2 months post-partum
 - Nutrition Counseling follow-up session
- Member receives co-branded Welcome Booklet with first delivery

Referral Process



- Aetna Case Managers identify appropriate members and completes a referral form.
- Providers may also identify members and complete the [Special Needs Unit Form](#) and submit to the address indicated.
- MANNA's RD will:
 - Outreach to member within 2 business days
 - Schedule nutrition counseling appointment
 - Inform Case Management Team of start date and schedule for delivery
 - Or, inform CMT after 3 failed attempts to complete assessment

Referral Process

- Referral must be completed for each member
 - Need new referral form for additional round(s)
- Top portion includes member's demographic information
 - Please include member ID
- Space to include dependent information
 - Only need member ID if we are shipping the meals
- Include as much medical information as you can
 - Must include a primary diagnosis with associated ICD-10 code
- Space to include food allergies or intolerances
- Make sure to include your contact information for updates



Delivering Nourishment.
Improving Health.

MANNA Delivering Nourishment. Improving Health. **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 Month/Year								

Current Medications or Supplements: _____

Ambulation or Living Environment Concerns: _____

Referrer Name: _____ **Phone:** _____

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

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

Member Messaging

- Not a food insecurity program
- Goal is to improve member's health & nutritional status
 - Short-term program (12 weeks)
 - Provide FREE delicious and nutritious meals (see sample menu)
 - Nutrition Counseling designed specifically for each member
 - Resources
 - Nutritional concerns and needs
 - Food Preferences
- Services delivered directly to the member
 - Meals delivered to their home
 - Nutrition Counseling provided over the phone
- Can provide meals for dependent children <18 years old



MANNA Research: Generating Evidence



Food as Medicine: Reducing Health Care Costs with Comprehensive Medical Nutrition Therapy

- Pilot study to compare key health care costs of MANNA's clients compared to a control group of individuals who had not received the service
- Tracked average monthly health care expenditures of 65 MANNA clients before, during and after receiving MANNA services
- Results published in *Journal of Primary Care and Community Health*



MANNA Research Results



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FOOD IS MEDICINE



AVERAGE MONTHLY
HEALTHCARE COSTS ARE **\$13,000**
LESS FOR MANNA CLIENTS



MANNA CLIENTS' RATE OF
HOSPITALIZATION IS **50% LOWER**



WHEN HOSPITALIZED, THE
STAY IS **37% SHORTER**
FOR MANNA CLIENTS



MANNA CLIENTS ARE OVER **20%**
MORE LIKELY TO BE RELEASED
FROM HOSPITAL TO HOME

Food as Medicine = Win/Win



Incorporating Food as Medicine into the care model for certain nutrition-impacted conditions can help decrease costs while improving health outcomes



Innovative research led to unique collaboration opportunities.



Partnership!



Aetna Better Health® of Pennsylvania

Aetna & MANNA Partnership

- Began in October 2016
- To-date MANNA has served:
 - 1,708 unique Aetna members
 - 662,547 meals
- Top 5 disease states:
 - Diabetes
 - Heart disease
 - Obesity
 - COPD
 - Cancer

Partnership Outcomes

12%

Decrease in emergency department visits

27%

Decrease in inpatient admissions

7 of 8

Diabetes sub-measures trending more favorable

Key outcomes through 2018 as supplied by Aetna

Questions?



MANNA's Kitchen

“The food is great; the love is better”



Important Links

Spring/Summer Newsletter

https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/notice_s/2021_provider_newsletter_spring_summer.pdf

Quick Reference Guide

<https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/packet/2019%20Quick%20Reference%20Guide%2020091.pdf>

Provider Experience Education Resources

<https://www.aetnabetterhealth.com/pennsylvania/providers/education>

Network Relations Consultant Territory Map

https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/Network%20Relations%20Consultant%20Territory%20Map_UA.pdf





Thank you for joining us today and we look forward to hosting you next month!