

Provider Resource



Important Websites

Our Website

AetnaBetterHealth.com/Virginia/providers

Provider Updates, Announcements, and Our Quarterly Provider Newsletter

AetnaBetterHealth.com/Virginia/providers/provider-news

Provider Manual

AetnaBetterHealth.com/Virginia/providers/manual

Secure Provider Portal (registration is required)

AetnaBetterHealth.com/Virginia/providers/portal

Provider Relations

Providers can call Provider Relations for most of provider-related questions or concerns, as well as to reach Claims Status, Inquiries or Research (CICR), Pharmacy, Prior Authorizations, and Member Services.

Phone: 1-800-279-1878 (TTY: 711)

Fax: 1-844-230-8829

Website: aetna.com/3XeOzrP

Contracting and Credentialing

For all contracting inquiries, email the contracting team at:

NetworkDevelopment-VAContact@Aetna.com

To find out more about how to become a participating provider
with Aetna Better Health, go to:

AetnaBetterHealth.com/Virginia/providers/join-network.html

Pharmacy

Fax: 1-855-799-2553

Formulary Drug List:

AetnaBetterHealth.com/Virginia/providers/pharmacy.html

To review prior authorization (PA) criteria, PA forms, and how to submit an electronic PA, providers can visit the Pharmacy section of our website, listed above.

If you prescribe a specialty medication, members can fill it at any pharmacy in our network. Not all pharmacies carry these medications, so members may need to find a specialty pharmacy. They can also fill their specialty medication through CVS Specialty® pharmacy.

Members can call [1-800-237-2767](tel:1-800-237-2767) (TTY: 711) with questions.

Claims

Claims Submissions

To submit a clean claim, the participating provider must submit:

- Member's name, date of birth, and ID number
- Service/admission date
- Location of treatment
- Service or procedure
- NPI (not atypical providers)
- DMAS provider-enrolled taxonomy

You can find answers to most of your claims questions by visiting:

[AetnaBetterHealth.com/Virginia/providers/file-submit-claims.html](https://www.aetna.com/betterhealth/virginia/providers/file-submit-claims.html)

Also, you can download these helpful guides to help make claims easier.

- Guide to submit claims electronically with Office Ally clearinghouse
- Remit – How to Read
- Echo Health electronic payment system guide

Just visit [AetnaBetterHealth.com/Virginia/provider/materials-forms.html](https://www.aetna.com/betterhealth/virginia/provider/materials-forms.html)

Grievances and Appeals

Both in-network and out-of-network providers have the right to appeal our claims determinations within 60 calendar days of receipt of the claim denial.

Visit AetnaBetterHealth.com/Virginia/provider/grievance-appeal.html to learn how to file a grievance or appeal.

You can file a grievance or appeal in your Provider Portal (Availity). Need help with registration? Just contact Availity at [1-800-282-4548](tel:1-800-282-4548). You can get help from 8 AM to 8 PM ET, Monday through Friday.

You can also:

- Email your grievance or appeal to VAGrievanceandAppeal@Aetna.com
- Fax your grievance or appeal to [1-866-669-2459](tel:1-866-669-2459)
- Call us with your grievance or appeal at [1-800-279-1878](tel:1-800-279-1878) (TTY: 711)
- Mail your grievance or appeal to: [Aetna Better Health® of Virginia](#), PO Box 81040, 5801 Postal Road, Cleveland, OH 44181

Prior Authorizations

Fax for Legacy M4: 1-866-669-2454

Fax for Legacy Plus: 1-855-661-1828

Behavioral HealthARTS/CMHRS/BRAVO: 1-833-757-1583

Behavioral Health IP: 1-877-817-3707

FIDE: 1-833-280-5224

To determine if a service requires PA, visit the Provider Portal.

When requesting PA, include:

- Member's name, date of birth, and ID number
- Demographic information
- Requesting provider contact information
- Clinical notes/explanation of medical necessity
- Other treatments that have been tried
- Diagnosis and procedure codes
- Date(s) of service



Prior Authorizations (PA)

Emergency services do not require PA; however, notification is required the same day. For post-stabilization services, hospitals may request PA by calling the Prior Authorization Department.

All out-of-network services must be authorized. Unauthorized services will not be reimbursed, and authorizations are not a guarantee of payment.

For more information about PA, visit

AetnaBetterHealth.com/Virginia/providers/prior-authorization.html

Other Important Contacts

Mental Health Assistance

1-855-652-8249, press * then option 1

Consumer Direction

For all Consumer Direction care inquiries
(authorization/PPL concerns, service facilitation questions,
attendant pay, and timesheets)

Email: AetnaConsumerDirection@Aetna.com

Fax: 1-844-459-6680

Pain Management/ Radiology (eviCore)

1-888-693-3211

Fax: 1-844-822-3862

Vision (VSP)

1-800-877-7195

www.vsp.com

Patient Resources

Important Numbers

Member Services

Members can call **1-800-279-1878 (TTY: 711)** anytime to speak to a Member Services representative. We are available 24 hours a day, 7 days a week.

Care Management

Call **1-800-279-1878 (TTY: 711)** and ask to speak to Care Management.

Translation and interpretation services

Members can get translation and interpreter services by calling **1-800-279-1878 (TTY: 711)**. Members should call 48 hours before their visit.

24-Hour Nurse Line

If a member needs a quick answer to a health question, the 24-Hour Nurse Line is available. Members can call Member Services anytime at **1-800-279-1878 (TTY: 711)** and choose the option for the Nurse Line.

Behavioral Health

Behavioral health benefits and more

Find out all behavioral health covered services for Aetna Better Health members, as well as learn about additional services and benefits we offer on our website. Visit:

AetnaBetterHealth.com/Virginia/behavioral-mental-health.html

Behavioral Health

MDLive

Our state-wide telehealth provider serving ages 10+. They offer psychiatry and therapy. Contact **1-800-400-MDLIVE** or visit app.mdlive.com/landing/aetnava

Help during a crisis

Dial **988**

Members having a behavioral health emergency can call, text, or chat **988**. This is the new number for the **988** Suicide & Crisis Lifeline.

24-hour behavioral health crisis hotline

Members experiencing a crisis can call Member Services at **1-800-279-1878 (TTY: 711)** and choose the crisis option. The hotline is available 24 hours a day, 7 days a week.

If there is a medical emergency and help is needed immediately, call 911 or go to the nearest hospital.

Rides and Transportation

Rides

Members can get free rides to medical services we cover, like doctor visits, dental care and behavioral health care. Members can contact ModivCare at **1-800-734-0430 (TTY: 711)** or member.logisticare.com/en/login. Rides must be scheduled at least three business days in advance.



Extra Help

Does your Aetna Better Health patient need extra support?

Members can use Find Help to get help finding free or low-cost resources. Visit [aetna-virginia.com/findhelp.com](https://aetna-virginia.com/findhelp). Members can also call 211 for support or go to [211Virginia.org](https://211virginia.org).

Find Help can help members get access to:

- Food, housing and utility assistance
- Child care resources
- Senior services
- Disability services
- Legal services
- Job training, employment and more

Extra Help

Aetna Better Health of members can also access the Community Resource Directory (CRD). The CRD is a free online network of local programs and services specifically for our Medicaid members. The CRD can connect members directly to community resources in your local area.

Here's how members can connect:

1. Log into your member portal by scanning the QR code below or by visiting aetna.com/VAMemberportal.
2. Select the “Resource” section of the homepage.
3. Then, select the “Community Resource Directory (CRD)” link.



Telehealth



Members have access to telehealth services. Many of our behavioral health providers have telehealth options for regular services. Use this list to find a provider that fits your patients' needs.

Telehealth

Provider	Ages Served	Location	Services Offered
Minute Clinic	Adults 18+	Statewide CVS.com/minuteclinic/clinic-locator/VA	Screenings, visits with therapists, substance use/misuse counseling (non-opioids and opioids)
Brightview Health	Adults 18+	Statewide 1-866-934-7450 brightviewhealth.com	Outpatient programs, plus medication-assisted treatment (MAT)
Flourish Health	Ages 13-26	Statewide 910-517-0097 info@flourish.health flourish.health	Treatment for youth at risk of out-of-home placement
Groups Recover Together	Adults 18 with SUD	Statewide 1-888-858-1723 joingroups.com	MAT, group support, and life goal assistance
MDLIVE	Ages 10+	Statewide 1-800-400-MDLIVE app.mdlive.com/landing/aetna	Behavioral health services, including psychiatry and therapy
Spero Health	Adults 18+	Statewide 1-866-755-4258 sperohealth.com	Treatment for substance use/misuse, MAT, one-on-one or group therapy, plus support with housing, work, health care, education, and skill building
Affect Therapeutics	Adults 18+	Statewide affecttherapeutics.com	Offers SUD 2.1, 1.0, medication management and peer support services



Patient Value-Added Benefits

Patient Value-Added Benefits

Aetna Better Health of Virginia Value-Added Benefits

Our members are at the center of everything we do. Our value-added benefits help our members stay healthy by keeping wellness a priority and by addressing social determinants of health. Use this guide to learn more about the different value-added benefits we offer to our members. To learn more about each benefit, visit our website at AetnaBetterHealth.com/Virginia.

How can I refer members to these benefits?

It's easy. Tell your Aetna Better Health patients to call Member Services at [1-800-279-1878](tel:1-800-279-1878) (TTY: 711). Or, have them contact their Care Manager.

Hearing and Vision Health

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.

Adult Hearing

One hearing exam and \$1,500 for hearing aids plus 60 batteries per year. Members also have unlimited visits for hearing aid fittings.

Eligibility: Age 21+, requires prior authorization

Adult Vision

One eye exam and \$125 for glasses or contacts per year.

Eligibility: Age 21+, no prior authorization

Vision services are through Vision Service Plan (VSP)
Phone: **1-800-877-7195**

Environmental and Home Safety

To access these benefits, Aetna Better Health patients can call Member Services at 1-800-279-1878 (TTY: 711). Or, they can contact their Care Manager.

Asthma Home Care

Members with an asthma diagnosis can receive one set of hypoallergenic bedding and \$150-\$400 (depending on service area) to use towards one deep carpet cleaning annually. One mattress encasement and/or one pillow encasement per year.

Eligibility: Members with an asthma diagnosis

“Keeping Kids Safe” Medication Lockbox

Eligible members taking opioids who also have children in the home can receive a lockbox to secure their medications.

Eligibility: Members aged 18+ who are prescribed opioids with children in the house.

Nutrition and Food Security

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.



Nutrition and Food Security

Healthy Food Card for Moms:

For moms with high-risk pregnancy, a monthly stipend of \$50 will be added to a refillable debit card that the member can use to purchase healthy foods at specific retailers or online for home delivery.

Eligibility:

Member must have one or more of the following conditions: high risk pregnancy, childhood obesity, and/or aging out of foster care (ages 17-26)

For more information about this benefit, scan the QR code or visit AetnaBetterHealth.com/Virginia/healthy-food-card.html.



Nutrition and Food Security

Healthy Food Card for Kids:

For kids experiencing childhood obesity or individuals aging out of foster care, a monthly stipend of \$50 will be added to a refillable debit card that the member can use to purchase healthy foods at specific retailers or online for home delivery.

Eligibility:

Member must have one or more of the following conditions: high risk pregnancy, childhood obesity, and/or aging out of foster care (ages 17-26)

For more information about this benefit, scan the QR code or visit AetnaBetterHealth.com/Virginia/healthy-food-card.html.



Nutrition and Food Security

Home Delivered Meals

Meals delivered to a member's home after hospital discharge tailored to dietary needs (2 meals each day for 7 days for a total of 14 meals through Mom's Meals)

Eligibility: Post-discharge within 30 days: Age 21+ discharged from the hospital, requires prior authorization; Petersburg members: 2 meals per day for 12 weeks and 4 nutritional counseling sessions over 12 weeks

Weight Management

Personalized weight management with a registered dietitian, which includes a 12-week certified nutritionist program and six counseling visits

Eligibility: All members with Care Manager referral; no prior authorization required

Mental and Emotional Health

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.



Mental and Emotional Health

Calming Comfort Collection

Eligible members with anxiety or depression or elderly members in nursing facilities can receive a curated box with therapeutic resources. Boxes may include items such as a sound machine, aromatherapy, light therapy products, and weighted pillows and blankets. Once per lifetime benefit.

Eligibility:

- Members 65+ who are elderly and in nursing facilities (newly transitioned within the past 6 months)
- Members 16+ who have a diagnosis of moderate to severe anxiety (GAD7 scores of 10+) or depression (PHQ9 scores of 15+)

Mental and Emotional Health

Electronic companion pets

Eligible members with memory care issues or an intellectual disability can receive one electronic companion pet for comfort and emotional support. Members can receive one electronic cat, dog, or bird per lifetime.

Eligibility:

- Members 18+ with memory care issues (i.e., Alzheimer's, dementia)
- Intellectual Developmental Disorders (IDD), ages 5-17

Women's and Maternal Health

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.

Healthy Food Card: For moms with high-risk pregnancy, a monthly stipend of \$50 will be added to a refillable debit card that the member can use to purchase healthy foods at specific retailers or online for home delivery.

Eligibility:

Member must have one or more of the following conditions: high risk pregnancy, childhood obesity, and/or aging out of foster care (ages 17-26)

For more information about this benefit, scan the QR code or visit AetnaBetterHealth.com/Virginia/healthy-food-card.html



Women's and Maternal Health

Baby diapers

Newborn baby diapers for the first month of the baby's life (300 diapers)

Eligibility: Members who recently delivered a baby

New Moms Box & Stipend

During pregnancy and up to one-year postpartum, eligible members can receive a \$25 per month stipend to use on select items for themselves and their babies through CVS Pharmacy® if they stay connected with their case manager. The New Moms box is available to moms who recently gave birth and are engaged in case management.

Eligibility: New moms who recently gave birth (New Moms box); members who are pregnant and up to one year postpartum (Stipend)



For more information about this benefit,
scan the QR code or visit
[AetnaBetterHealth.com/Virginia/
new-moms.html](https://AetnaBetterHealth.com/Virginia/new-moms.html)



Women's and Maternal Health

Over-the-Counter Period Products Stipend

A monthly stipend of \$20 for members with periods to spend on their choice of period products through CVS Pharmacy

Eligibility: All female members aged 10 to 55



For more information about this benefit,
scan the QR code or visit

AetnaBetterHealth.com/Virginia/period-pack.html

Pacify

An evidence-based telehealth mobile app and perinatal solution that provides 24/7 access to a national network of International Board-Certified Lactation Consultants and Doulas via live video consultation.

Eligibility: Pregnant members up to 12 months postpartum

Child Health and Support

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**.

Or, they can contact their Care Manager.

Healthy Food Card: For kids experiencing childhood obesity or individuals aging out of foster care, a monthly stipend of \$50 will be added to a refillable debit card that the member can use to purchase healthy foods at specific retailers or online for home delivery.

Eligibility: Member must have one or more of the following conditions: high risk pregnancy, childhood obesity, and/or aging out of foster care (ages 17-26)



For more information about this benefit, scan the QR code or visit [AetnaBetterHealth.com/Virginia/healthy-food-card.html](https://www.aetna.com/better-health/virginia/healthy-food-card.html)

Child Health and Support

Go Get Active

\$200 annually to engage in healthy programs and activities (e.g., after-school programs, sports programs, and zoo or state park admissions).

Eligibility: Members aged 5-18 who completed a well-child visit within the past 12 months

Swim Lessons: Water safety and swimming lessons (one session annually). Members are eligible to participate in at least 6 lessons per class. Members will be eligible to participate in Parent-Child swim lessons, preschool swim lessons, or beginning swim lessons.

Eligibility: Age 6 and younger (minimum age is 6 months)

Youth Sports Physicals

Annual sports participation physical offered to members 7 to 18 years of age (maximum annual benefit of \$25). Diagnosis code must be billed with Z02.5. CPT code must be 99429. Offered once per year on an annual basis, not calendar year.

Eligibility: Ages 7-18; no prior authorization required

Education and Skill Development

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.

CampusEd: Eligible members have access to CampusEd, which has more benefits and offerings for the member to not only help them earn their GED, but also start a new career. Aetna Better Health will pay for the GED testing voucher which can be taken at the nearest GED testing site, once the course has been completed. The test costs \$30 per test (\$120 total). To receive the test vouchers, the course must be completed first.

Eligibility: Age 16+ (Ages 16 and 17 must be in juvenile detention and did not go to school) Member must have a valid email address to participate in the program

Education and Skill Development

ESL classes: \$250 toward English as a Second Language (ESL) classes. Once per lifetime benefit.

Eligibility: Members 18+

Post-graduate support: \$500 to apply toward needed supplies to support next steps in life, such as higher education, military, or trade school.

Eligibility: Members aged 18+ who have graduated from high school or received a GED. Once per lifetime benefit beginning with 2024 graduates.

Specialized Health Support Programs and Benefits

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.

Native Medicine Reimbursement: Members can receive reimbursement up to \$200 annually to participate in Native medicine practices

Eligibility: Member must be affiliated with a federally recognized Tribal Nation; no prior authorization required

Specialized Health Support Programs and Benefits

My ActiveHealth Management: Personalized secure member website. Access to personalized health information and online support. A personalized and interactive mobile program that sends text messages regarding diabetes education and support; personal care management; appointment and medication reminders; and exercise/weight goal setting and tracking.

Eligibility: Age 18+, no prior authorization

Therapeutic Shoes or Shoe Inserts for Diabetic Members: One pair of therapeutic shoes or shoe inserts per year (limited to \$200 annually)

Eligibility: All diabetic members; requires prescription from podiatrist or orthopedic doctor

Transportation and Mobility

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.

Non emergent Transportation: Unlimited rides to medical appointments and pharmacy. Plus, free rides (15 round trips or 30 one-way trips each year) to grocery store, farmers market, food bank, food pantry, place of worship, library, gym or exercise class, DSS, DMV, WIC, and Social Security Office

Eligibility: All members, no prior authorization required

No-Cost Cell Phone: Get a free cell phone, plus free unlimited talk and text and 5 GB of data.

Eligibility: Members aged 18+

Legal and Justice-Involved Support

To access these benefits, Aetna Better Health patients can call Member Services at **1-800-279-1878 (TTY: 711)**. Or, they can contact their Care Manager.

Plus, members also supported by our Justice Integrated Care Program, which offers support for members recently released from incarceration or on probation who may benefit from specialized support. Members also have access to peer support services and Community Health Workers.

Legal and Justice-Involved Support

Tattoo removal: \$150 to use for the removal of human trafficking or gang-related tattoos.

Eligibility: Members 16+ who have a tattoo as a result of human trafficking or gang-related branding. Once per lifetime benefit.

Legal services and support: Members can get \$300 for legal assistance through Legal Zoom for eviction and tenant problems or security deposit recovery.

Eligibility: Members aged 18+ who are tenants

