

# Aetna Better Health<sup>®</sup> of West Virginia Provider Bulletin

A successful foster care initiative will require the collaboration between Aetna Better Health of West Virginia and those provider organizations that will be serving our foster care members. Foster children and their families will be dependent on a variety of provider organizations for the services they require. Aetna Better Health of West Virginia recognizes the critical role providers are assigned and pledge our commitment to supporting you and the work we ask you to perform.

To assist you during this transition process we would like to provide you with a set of instructions/ guidance that will address critical operational matters impacting your network participation.

Please consider this an initial set of instructions. Additional information and resource materials will be forthcoming. Should you have any questions, please do not hesitate to contact your Provider Relations Representative according to the attached map.

## **Provider Contracting / Credentialing**

- Aetna Better Health of West Virginia issued provider contracts the last week of December. In the event your agency may not have received a contract, or you have questions related to the contract, contact:

Dorsen McConnaughy

**304-234-3496**

DPMcConnaughy@aetna.com

If necessary, another contract can be issued to you immediately.

- Group Home providers do not require credentialing with Aetna Better Health of WV. You need only sign and return the contract with the demographic information needed to load your facility into our system.

## **Clinical Management / Prior Authorization**

- For the period March 1, 2020 through May 31, 2020 all prior authorizations that were issued by KEPRO will remain in force. You will not be required to submit a separate authorization request for services previously approved by KEPRO.
- A prior authorization request will need to be submitted to Aetna for any service required after March 1, 2020. The bundled treatment code (H0019) does require prior authorization. Prior authorization requirements can be verified for any services payable outside of the bundled code on our secure provider portal, accessible at [AetnaBetterHealth.com/WestVirginia](https://AetnaBetterHealth.com/WestVirginia).

- Prior authorization requests may be submitted by telephone at **1-844-835-4930** or faxed to 866-366-7008. The Prior authorization form can be obtained on our website at [AetnaBetterHealth.com/WestVirginia](http://AetnaBetterHealth.com/WestVirginia)
- Any questions regarding Aetna's prior authorization requirements, services requiring prior authorization, process for submitting a prior authorization request or other related clinical matters should be directed to:

Michelle Kopf

or

Brandi Whitlock

**304-348-3955**

**304-348-2902**

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

[WhitlockB1@aetna.com](mailto:WhitlockB1@aetna.com)

### Reimbursement / Payment Rates

- Aetna Better Health of West Virginia will reimburse participating network providers 100% of the prevailing Medicaid rate for covered / authorized services rendered to eligible Plan members. Refer to your Aetna Better Health of West Virginia provider contract, Service and Rates section for further detail regarding your reimbursement rates.
- Aetna Better Health of West Virginia is only billed for the treatment services that are rendered to members in Residential facilities. The Room and Board charges are still billed to the State.

### Billing Process

- Claims can be submitted electronically using Payer ID # 128WV or on paper to:
 

Aetna Better Health of WV  
PO Box 67450  
Phoenix, AZ 85082-7450
- Clean claims are adjudicated and paid within 30 days
- Questions regarding claims payment, denials, etc. should be directed to your Provider Relations Representative according to the attached map.
- For additional information / instruction please access the Aetna Better Health Provider Manual. The Manual can be viewed at the Aetna web site at [www.aetnabetterhealth.com/westvirginia](http://www.aetnabetterhealth.com/westvirginia)
- Your comments and questions about the information we have provided or other matters impacting your network participation will be appreciated. Should you have questions, please do not hesitate to contact:
 

Sarah White  
**304-348-2089**  
[SEWhite@aetna.com](mailto:SEWhite@aetna.com)
- Going forward Aetna's Provider Relations staff will be contacting you directly to schedule an on- site visit to address these or any related matters. You can expect to receive a call within the next 10 days.

