



January 15, 2021

# Upcoming Member Programs

Dear Provider,

We would like to share details about three member programs offered by Aetna Better Health of California (ABHCA); the Opioid Management Program, Neonatal Abstinence Syndrome Program, and Maternity Matters Program.

## **Opioid Management Program**

Aetna Better Health of California (ABHCA) recognizes that Substance Use Disorder (SUD) is a public health concern with increasing use of opioid medications for pain relief as well as an increase in deaths from overdose of these drugs. ABHCA currently offers the Opioid Management program to our members. This program identifies members using opioids for pain management with a potential for opioid overuse to explore evidence-based alternatives for pain management. Members who are experiencing problems with misuse or abuse of these drugs will be assisted by our Case Management team with obtaining substance use treatment and treatment for the root cause that led to the initial use of the drug. The primary goal of pain management is to help improve and maintain the member's level of functioning and improve their quality of life. Members with needs related to opioid use will be assisted with managing their utilization of the healthcare system including education, coordination of care, referrals, and communication with providers.

We hope you will partner with us to inform ABHCA members about the Opioid Management program. If you have a member you wish to refer to this program or would like more information about this program, please call 1-855-772-9076.

## **Neonatal Abstinence Syndrome Program**

Effective December 30, 2020, the Neonatal Abstinence Syndrome (NAS) Program will be available for eligible ABHCA members. Opioid abuse from prescription and illicit drugs has reached epidemic proportions in the United States and care for these patients is a priority for ABHCA. The NAS Program is designed to identify pregnant women with significant substance use, including opiate addiction. Our Care Management team will work with these women throughout the pregnancy to address prenatal and postpartum medical care. Our goal is to identify and outreach pregnant members with SUD, set them up with the treatment they need and support their efforts to stay controlled throughout pregnancy and throughout their babies' first year of life. This program will allow for early identification of babies at risk for or diagnosed with NAS early and ensure that they receive appropriate medical treatment with close monitoring from birth through the first year of life.

We hope you will partner with us to inform ABHCA members about the NAS Program. If you have a member you wish to refer to this program or would like more information about this program, please call 1-855-772-9076.

## **Maternity Matters Program**

In Quarter 1 2021, Aetna Better Health of California (ABHCA) will have a new program called Maternity Matters for pregnant members and new mothers. The ABHCA Maternity Matters program will help support prenatal and postpartum care for our members. ABHCA members who are pregnant or are new mothers who complete healthy activities such as attending their prenatal and postpartum visits can get rewards through the Maternity Matters program. These rewards include items like diapers, wipes, pack n' plays and baby formula. We hope you will help us inform eligible ABHCA members about this important program. ABHCA members can call 1-855-772-9076 for more information and for help getting started with the Maternity Matters program.

As always, do not hesitate to contact your Aetna Better Health of California Provider Experience Team at **CaliforniaProviderRelationsDepartment@aetna.com** with any questions or comments.

Thank you,

Network Relations, Provider Experience Team

**Aetna Better Health of California**

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