2400 Veterans Memorial Blvd., Suite 200 Kenner, LA 70062 1-855-242-0802 www.aetnabetterhealth.com/louisiana



## FAX

To: All Aetna Better Health of Louisiana Providers Date: October 17, 2019

## **Provider Notification**: Members Scheduled to Lose Coverage October 31

Aetna Better Health of Louisiana has been advised by the Louisiana Department of Health that certain members are scheduled to lose coverage on October 31, 2019. You are receiving this notification because you were the last provider to submit a claim for a member who falls in this category. Aetna Better Health of Louisiana would like to provide you with an opportunity to review the list of members in advance of their coverage loss and outreach to them regarding any follow up or other visits scheduled beyond their coverage termination date of October 31, 2019.

## Steps for renewal:

- 1. For a step by step guide on renewing online, go here: **www.ldh.la.gov/howtorenew**. This helpful guide also shows members how to create an account and link a case to their account if they need it.
- 2. Renew online at **myMedicaid.la.gov**. The online renewal option is available 24-hours a day, seven days a week.
- 3. Online is the best way to complete a renewal, but members can renew over the phone by calling the toll-free Medicaid hotline at **1-888-342-6207**. The hotline hours are Monday through Friday from 8 a.m. to 6 p.m. The hotline does have high call volumes that can cause long wait times. Monday is the busiest day, so we suggest calling on a different day.

Please be advised, members are also being called, but we would like you to have this information as well. To make your review easier, Aetna Better Health of Louisiana has added a spreadsheet of your members to our Mediciad Web Portal for download.

Here are steps and screenshots to assist you in downloading the spreadsheet of members you have recently seen for services.

1. Log on to the Aetna Medicaid Web Portal (MWP) here:

https://medicaid.aetna.com/MWP/login.fcc?TYPE=33554433&REALMOID=06-8b99ae55-7f0b-42c8-bb2c-

ad6a6000c7ee&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=fu7vJola VLRUm8F8c57eMKDW0GJYwyxWvgo6D3jEmT07JFDDMWMiWaTz9KkqdvTB&TARGET=-SM-https%3a%2f%2fmedicaid%2eaetna%2ecom%2fMWP%2flanding%2flogin

	User Name	Why register for this secure web portal?
aetna Aetna better Health <sup>+</sup> of Louisiana	I have forgotten my user name Password	Whether you are a member or provider, you will fin helpful information and resources with this secu section of our website. Providers can review the claims or previously submitted authorization validate member eligibility, and lookup pri authorizations. If you are a member, please click of the "Register now as MEMBER" link below.
	I have forgotten my password	If you are a provider, please register for access wit our Provider Services Department by calling 1-85
		Register now as MEMBER

- a. If you do not have an Aetna MWP account, please visit
   https://www.aetnabetterhealth.com/louisiana/providers/portal to begin signing up for access to Aetna's MWP.
- 2. Once inside the portal, select "Provider Deliverable Manager (with Provider Report Management Tool)" from the Health Tools section.

					Welcome to your secure benefits center
					And Andrewson and Andrewson
News feed		Messages			COMPANY OF THE OWNER OF THE OWNER OF THE OWNER
MMIC Health News for Health Plan Users III			Message(s) in your Inbox. Document(s) in your Posts.		
		Contact U: Questions? W	5 fe're here to helb. Just call Membe o	Ø Resources	
		impaired (TT)		Provider Documents	
		You can cont	set us click here.		
				Contract of Contract Processing	
				Contract Constitution	
					and the second s
					Centers for Medicare and Medicaid Services
					Download the latest version of Adobe Acrobat Reader click here.
		A designation from	Harable Tarala	townstant timbe	Contract Its
My Account User Details Provider Details Change Password Change Secret Question Inböx Attachments	Tasks Authorization Search Claims Search Search Remittances Search Members Panel Roster Search Providers	Administration User List Add Users	Health Tools PA Requirement Search Too Provider Report Managemen Tool Provider Report Management Management Tool Management Tool Regiment for IBA Provider Training Tools Business Intelligence Report	t Guide FAQ Disclaimer Sitemap Referrats and Auth	A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR A CONTRAC

©2019 Aetna Inc. LA-2019-1017 3. When you have selected that link you will see this page. Select "Provider Search" from the left toolbar.

ixt54	🧔 Provider Deliverable Manage × 📑			
Share Browser Webex 👻				
Aetna Better Health* of			W	/elcome
Provider Report	Provider Re	port > Home		
Provider Reports		T application is being created to provide an on-line, web-based ca	pability for the health plan providers to a	access and review
Home	provider-speci	fic reports in a single location. In addition, the system will allow th plication to administer and monitor the delivery function for the p	e internal Medical Management and hea	
Activity Report	Health Plan A	etna Better Health of Louisiana		
Configuration				
	4			
Provider Search				

4. At this point your Group or Individual Name (depending on how your MWP account is set up) can be enterned to show. Select the report under the "Record(s) Found" section.

	Provider Report > Provider Search	
ovider Reports	Provider Selection Options	
Home		
Activity Report	Provider Name	
Configuration	Provider ID	
	Q search	
	Provider Selection Results	
User Administration	1 Record(s) Found	
	Provider ID Provider Name	<u>NPI TI</u>
Provider Search User Administration	Provider Selection Results 1 Record(s) Found	<u>NPI</u>

5. Report options for download. Download **Report Type** "Member Outreach Report".

ider Report	Provider Report > External Provider Report	
vder Reports •	Wekome:	B
kome	Pruvider:	Provider Tool Links
Activity Report		Contact Us:
onliguration	Welcome to the Artha Better Health of Louisiana Provider Reports Tool For help and other instructions, please click here.	If you have questions about the Provider Reports Tool or
uvider Search	The following reports are available for the health plan. All of these may not be available to you. Report Name Report Description	your individual reports, please contact Provider Relations et:
er Administration	Gaps in Care Report. Report containing a summary of your group performance by product line in each HEDIS measure applicable to your practice, a detailed list of the members assigned to your panel that are still in need of care- services by a primary care provider-specialist.	1455-0420802
	Reassignment Report analysis of the ABRUA PCP attribution algorithm.	
	Members to be Provides PCPs with a list of members that have been reassigned to their panel following the claim analysis Reassigned Report conducted by the ABHLA PCP attribution algorithm.	
	Pepirt Selection Options	
	Provider	
	Report Type	
	Report Period 2019-03 (Quarterly)	
	Report Selection Results	
	1 Reports Reports	
	2019-Q3 (Quarterly) Members to be Reassigned Report for	

6. Report view.

FileName	MemID	 MemberName	2008	 Language	 EffDate	TermDate	Member
Aetna Better Health®							
♥aetna							

Any questions or concerns, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and following the prompts.

Thank you,

Aetna Better Health of Louisiana