



New appeals and grievances mailing address

This notice went into effect on April 1, 2020. Please review it carefully. Providers may file a provider grievance or appeal by:

- Calling Provider Experience at **1-855-242-0802**
- Faxing Appeals and Grievance at **1-860-607-7657**
- Emailing Appeals and Grievance at **LAAppealsandGrievances@aetna.com**
- Writing Aetna Better Health at:
Aetna Better Health of Louisiana
Grievance and Appeals Dept.
PO Box 81040, 5801 Postal Rd
Cleveland, OH 44181

To file a grievance or to appeal a plan action on behalf of the member write to:

Aetna Better Health of Louisiana
Grievance and Appeals Dept.
PO Box 81139, 5801 Postal Rd
Cleveland, OH 44181
Fax: **1-860-607-7657**

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Updates to the preferred drug list (PDL) for July 1, 2020

Aetna Better Health of Louisiana follows the Louisiana Department of Health (LDH) preferred and non-preferred drug list. The following changes will take place on July 1, 2020. All non-preferred drugs require a prior authorization approval. Criteria for authorization can be found at ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf.

Brand name preferred on July 1, 2020

- Revatio Susp
- Trans-derm Scop
- Novolog
- Novolog Mix
- Humalog

Generic preferred on July 1, 2020

- Tamiflu generic
- Xeloda generic
- Gleeevec generic
- Proventil HFA generic
- Letairis generic
- VesiCare generic

Non-preferred on July 1, 2020 (both brand and generic drugs)

- Derma-smooth FS
- Verapamil ER PM
- Renagel
- Emgality 100mg syringes



Updated state form

Louisiana Department of Health Informational Bulletin 20-10 released on April 21, 2020 notifies providers of the updated Acknowledgement of Receipt of Hysterectomy Information Form

- BHSF Form 96A revised 05/06 became obsolete effective May 31, 2020
- BHSF Form 96-A revised 02/2020 should be used effective June 1, 2020

Examples of changes:

- Recipient Name changed to Beneficiary Name
- MEDS Person No: changed to Beneficiary ID
- Provider No: changed to Provider NPI

Providers should submit the correct version of the form to prevent any potential delays in claim payment.



HEDIS corner

Quality health care success starts with a consistent member/provider relationship. Join us and invite your colleagues. Feel free to share this invite within your organization.

HEDIS measures, healthcare, and EPSDT for members age 0 to 11

Topics for discussion:

- HEDIS overview
- EPSDT – Early and Periodic Screening Diagnosis and Treatment
- Components of a well-care exam
- HEDIS measures for 0 to 11 years old
- NCQA approved coding tips
- Pediatric dental tips
- Get your plan’s point of contact

You now have the option to register for our monthly webinars well in advance! The webinar topics and schedule changes monthly. A detailed agenda for each webinar will be distributed the month the webinar is held.

For more information, e-mail TervalonL@aetna.com or sign up for automatic e-mails alerts through our site at AetnaBetterHealth.com/Louisiana.



Has your information changed?

Aetna Better Health of Louisiana is committed to having the most accurate and up-to-date information in our system for you and your group.

Contact Provider Relations with updates to your phone or fax numbers, physical or mailing address, and to add your email address to our system.

For updates or changes to your demographic information, contact Provider Relations by calling **1-855-242-0802** or send your update via email at **LAProvider@aetna.com**



TIC training

Aetna is a partner with the National Council for Behavioral Health in the process of transforming our organization to become increasingly trauma-informed.

In their next contract period, starting in the last half of 2020, the National Council will likely be able to collaborate with Aetna to provide trauma-informed care training to a large number of providers in our network.

If you would be interested in this training, contact Foley L. Nash, Director of Behavioral Health, at **NashF@aetna.com**.



Integration health

(Physical and behavioral health)

Evidence shows that people bring their behavioral health needs with them to the primary care setting (and vice versa). Primary care providers are often the first to see signs of behavioral health issues. Integrating health care allows patients to start addressing those issues in a place where they already have relationships and feel comfortable. It brings together behavioral health and medical care, and helps providers establish effective relationships across specialties and practices. Many of you responded to our December survey to express interest in increasing your level of integration. We have information that we have begun sharing. For anyone interested in support from Aetna in pursuing any degree of integration, contact: Foley L. Nash, Director of Behavioral Health at **NashF@aetna.com**.



Utilization management

We want to ensure that our members are getting the services or benefits they need to get or stay healthy. This is called “utilization management” (UM). Our UM staff use clinical criteria, guidelines and written policies to make UM decisions. They check that requested services are:

- Needed to keep or get the member healthy
- Covered by Aetna Better Health of Louisiana

You can get a copy of the guidelines we use to approve or deny services. Our criteria and guidelines are available online at **AetnaBetterHealth.com/Louisiana** and you can call Member Services at **1-855-242-0802**, 24 hours a day/7 day a week with questions about our UM program. Member Services may transfer your call to the UM department for a staff member to help you.



Aetna Better Health mobile app

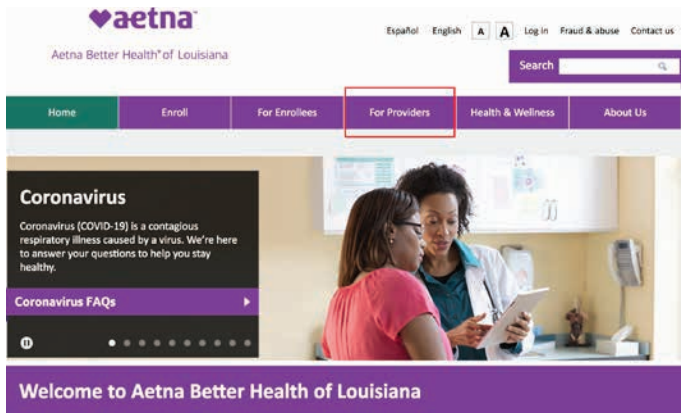
Our members can get on demand access to tools they need to stay healthy with the Aetna Better Health mobile application. Members can find a doctor, view or request a member ID card, change their primary care physician (PCP), see their medical and pharmacy claims, view the member handbook, send us secure messages, and more at any time, from anywhere.

The mobile app uses the same login ID and password as our website’s secure member portal. There’s no cost for the app and it’s easy to use. Members can download the app to their smart phone or tablet from the Apple App Store or Google Play Store.

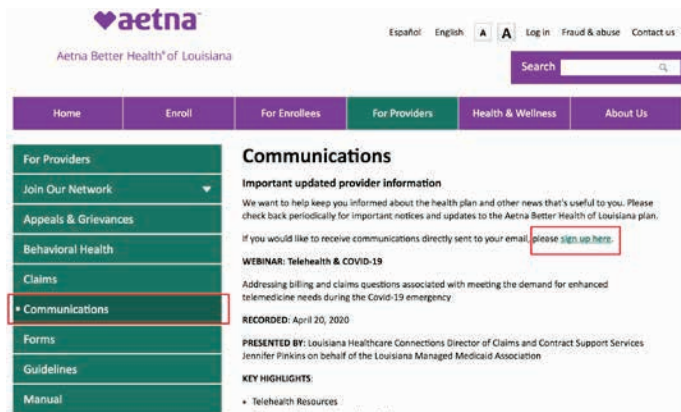


Sign up for email alerts

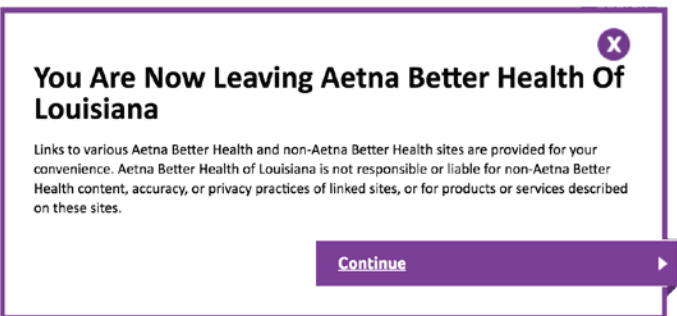
1. When you are on the Aetna Better Health of Louisiana website select “For Providers”.



2. Select “Communications”.
3. Select sign up here.

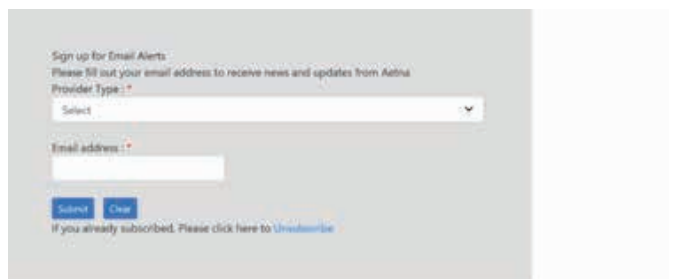


4. You will receive a message notifying you that you are leaving the website this will bring you to the registration area.



5. Complete the requested information and hit submit.

After completing these steps, you will receive automatic e-mail notifications on everything we send out related to your specific provider type.



ASAM: The Treatment of Opioid Use Disorder Course

Free for Aetna Health Louisiana providers with discount code “AetnaLA2019”. This course covers all medications and treatments for opioid use disorder and provides 8 hours of required education needed to obtain the waiver to prescribe buprenorphine in an office-based setting. In addition, the American Society of Addiction Medicine designates this enduring material for a maximum of 8 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity. For more information or to register visit <https://elearning.asam.org/p/TOUDOnline>.



Member rights and responsibilities

Our members have rights and responsibilities.

Member rights

As a member or the parent or guardian of a member, you have the right to:

- Be treated with respect and with consideration for your dignity and privacy.
- Participate in decisions regarding your health care, including the right to refuse treatment for religious reasons or for any other reason.
- Talk about appropriate or medically necessary treatment options for your conditions. This should happen even if it's not a covered benefit and no matter how much it costs.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Be able to request and receive a copy of your medical records, (one copy free of charge) and request that they be amended or corrected.
- Receive health care services that are accessible, are comparable in amount, duration and scope to those provided under Medicaid Fee-For-Service, and are sufficient in amount, duration and scope to reasonably be expected to achieve the purpose for which the services are furnished.
- Receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness, or medical condition.
- Receive all information in a manner and format that you can understand.
- Receive assistance from both LDH and Healthy Louisiana in understanding the requirements and benefits of Aetna Better Health of Louisiana.
- Receive oral interpretation services free of charge for all non-English languages.
- Be notified that oral interpretation is available to you free of charge and how to access those services.
- As a potential member, to receive information about the Healthy Louisiana program, which populations may or may not enroll in the program, and Aetna Better Health of Louisiana's responsibilities.
- To receive information on Aetna Better Health of Louisiana's services, such as:
 - Benefits covered;

- What to do to get benefits, including any authorization requirements;
 - Any amounts you must pay (co-pays);
 - Service area;
 - Names, locations, telephone numbers of and non-English language spoken by current contracted providers;
 - How and when you can change PCPs or see other providers;
 - Providers not accepting new patients; and
 - Benefits not offered by Aetna Better Health of Louisiana but that you can get under Medicaid.
- Receive information about your disenrollment rights at least annually.
 - Receive notice of any changes in your benefits and services. You will be informed at least 30 days before the change takes place.
- Receive information on grievance, appeal, and State Fair Hearing procedures.
- Voice complaints, grievances, or file appeals about Aetna Better Health of Louisiana or the care you get.
 - Receive information on emergency and after-hours coverage, such as:
 - What is an emergency medical condition, emergency services, and post-stabilization services;
 - That emergency services do not require prior authorization;
 - The process and procedures for obtaining emergency services; The locations of any emergency settings and other locations where providers and hospitals provide emergency services and post-stabilization services covered under the contract;
 - Your right to use any hospital or other setting for emergency care; and
 - Post-stabilization care services rules.
 - Receive our policy on referrals for specialty care and other benefits not provided by your PCP.
 - Tell us what you think about our rights and responsibilities policy.
 - Have your privacy protected.
 - Exercise these rights without being treated negatively by Aetna Better Health of Louisiana, our providers, or LDH.

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Member responsibilities

- Use your ID cards when you go to health care appointments or get services and do not let anyone else use your cards. Let us know if you lose your ID card or if it is stolen.
- Know the name of your PCP and your case manager if you have one.
- Know about your health care and the steps to take to get care.
- Do not utilize Emergency Room for non-emergent services.
- Tell us when you make changes to your address or telephone number.
- Tell LDH when there are changes in your family size or income.
- Understand your health problems and participate in setting your health goals.
- Let your providers know if your health changes.
- Be respectful to the health care providers who are giving you care.
- Schedule your appointments during office hours when you can. Be on time. Call if you are going to be late to or miss your appointment.
- Give your health care providers all the information they need.
- Tell the Plan and LDH about your concerns, questions, or problems.
- Ask for more information if you do not understand your care or health condition.
- Talk to your providers about the care you need. Ask if there are other options and how they can help. Ask about risks and costs of other options.
- Follow your provider's advice. If you do not want to, let your provider know why.
- Tell us about any other insurance you have. Tell us if you are applying for any new benefits.
- Give your doctor a copy of your living will or advance directive.
- Get all the preventive care you need to stay healthy. Live a healthy lifestyle. Avoid unhealthy activities.
- If you don't agree with a provider and want to complain, follow the steps to file a grievance.



Provider Relations liaisons

If you have any issues or concerns, please contact your Aetna Better Health of Louisiana Provider Relations liaison; listed by their regional assignment.

For any questions or to contact your Provider Relations liaison, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802** and selecting **option 2** then **option 6**.

Region	Contact name	Email	Phone
1	Kathleen Dickerson	DickersonK2@aetna.com	504-462-9986
Jefferson Parish	Adrian Lozano	LozanoA@aetna.com	504-402-3417
2	Eve Serbert	SerbertE@aetna.com	504-220-1413
3	Adrian Lozano	LozanoA@aetna.com	504-402-3417
4	Brandy Wilson	WilsonB8@aetna.com	504-264-4016
5	Eve Serbert	SerbertE@aetna.com	504-220-1413
6	Jennifer Thurman	ThurmanJ@aetna.com	318-413-0725
7	Chemeka Turner	TurnerC7@aetna.com	318-349-6493
8	Jennifer Thurman	ThurmanJ@aetna.com	318-413-0725
9	Marion Dunn	DunnM7@aetna.com	504-444-6569

