



# Engage



[AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland)

Aetna Better Health® of Maryland

## Addressing obesity to help your patients

Obesity is a complex disease that occurs when an individual’s weight is higher than what is considered healthy for their height.<sup>1</sup>

Some of the major contributing factors include:

- **Poor eating patterns.** To make better food choices, the 2020–2025 Dietary Guidelines for Americans<sup>2</sup> recommends emphasizing vegetables, fruits, whole grains, lean proteins, and low-fat or fat-free dairy products. Suggest that your patients get involved with a local community garden. They can learn along with other

residents to grow and harvest healthy fruits and vegetables.

- **A sedentary lifestyle.** Physical activity is an important part of maintaining a healthy weight. The Physical Activity Guidelines for Americans<sup>3</sup> can help patients discover how much exercise and what types

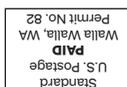
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- Introducing Pyx Health, a wellness app that’s at no cost for members.
- What languages do our members speak?
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Winter 2022

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Linthicum, MD 21090-2256

# The Consumer Assessment of Healthcare Providers and Systems (CAHPS) results are now available

The CAHPS results are now available on our website. Under “Resources,” click “Notices and Newsletters.” Click “Quality Management News” to view the most recent CAHPS results.

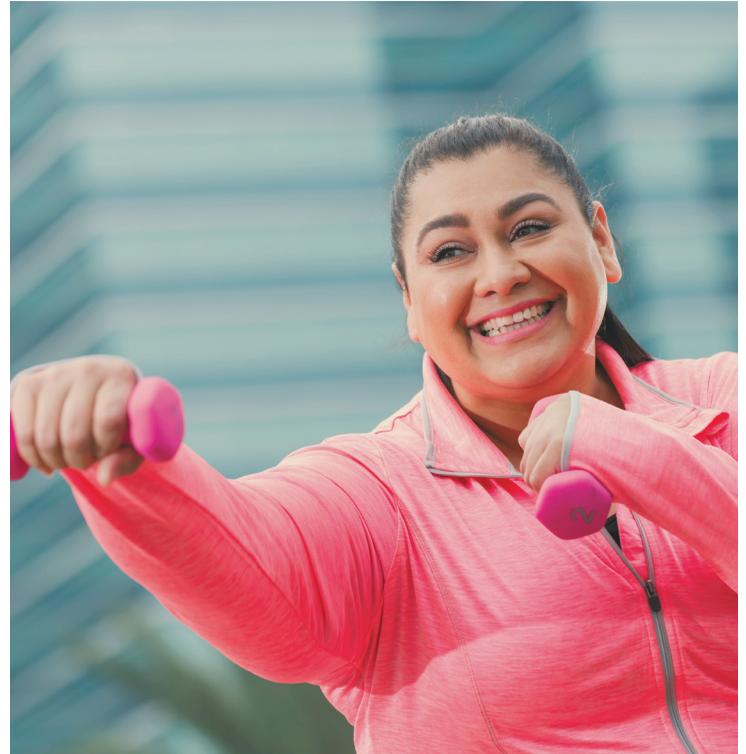
## Addressing obesity to help your patients

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they should aim for based on their age. Many neighborhoods have added bike paths and walking trails to encourage outdoor activity and community interaction.

- **Insufficient sleep.** Poor sleep quality may also result in early awakening, delayed sleep onset and sleep disorders. The amount of sleep needed per day varies by age.
- **Social Determinants of Health (SDOH).**<sup>4</sup> SDOH are the conditions in which we live, learn, work and play. SDOH vary based on geographic location; racial, ethnic and socioeconomic groups; and disability status. These differences in SDOH affect chronic disease outcomes and risks, including obesity.
- **Genetics.**<sup>5</sup> Variants in several genes may contribute to increased hunger and food intake. Rarely, a specific variant of a single gene (monogenic obesity) causes a clear pattern of inherited obesity within a family.
- **Illnesses and medications.** Some illnesses may result in excessive weight gain (e.g., Cushing’s syndrome). Glucocorticoids and some antipsychotic medications may also cause weight gain. Pharmacists are available to provide medication consultations about adverse events at Aetna Better Health of Maryland at **1-866-827-2710 (TTY: 711)**.

As of January 1, 2023, Aetna Better Health of Maryland will cover certain chronic weight-loss medications with a prior authorization. Please see our list of covered drugs and



clinical prior authorization criteria at [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland).

<sup>1</sup>[cdc.gov/obesity/basics/causes.html](https://www.cdc.gov/obesity/basics/causes.html)

<sup>2</sup>[dietaryguidelines.gov](https://www.dietaryguidelines.gov)

<sup>3</sup>[health.gov/our-work/physical-activity/current-guidelines](https://www.health.gov/our-work/physical-activity/current-guidelines)

<sup>4</sup>[cdc.gov/obesity/basics/causes.html](https://www.cdc.gov/obesity/basics/causes.html)

<sup>5</sup>Bouchard C. Defining the genetic architecture of the predisposition to obesity: a challenging but not insurmountable task. *Am J Clin Nutr* 2010; 91:5-6.

## Discover our community development events

We enjoy meeting our members in the communities where they live, work and play. Here are a few of the events/meetings scheduled for the coming months.

 Let's connect. To learn more about our community development team and how our partnership can help you, reach out to us today at **1-866-827-2710 (TTY: 711)**.



Event	Date/Time	Location	Address
<b>Health education class</b>	Wednesday, December 7, 2022: 10:30–11:30 AM	His Hope Ministries	409 Aldersgate Drive, Denton, MD 21629
<b>Basics of diabetes</b>	Tuesday, December 13, 2022: 12–1 PM	Virtual	Register at <b>AetnaBetterHealth.com/Maryland/News-Events.html</b>
<b>Provider information/education table</b>	Tuesday, December 13, 2022, 2–4 PM	CVS LaVale	1202 National Hwy., LaVale, MD 21502
<b>Programs and services for members</b>	Friday, December 16, 2022: 12–1 PM	Virtual	Register at <b>AetnaBetterHealth.com/Maryland/News-Events.html</b>
<b>Provider information/education table</b>	Wednesday, December 21, 2022: 2–4 PM	CVS Hagerstown	1503 Potomac Ave. Hagerstown, MD 21742
<b>Provider information/education table</b>	Wednesday, December 21, 2022: 2–4 PM	Family Healthcare of Hagerstown	201 S. Cleveland Ave. Hagerstown, MD 21740

## Everyone can use a little extra support!

Introducing Pyx Health — companionship, connection and empowering wellness activities!

Pyx Health combines compassionate human interaction and an engaging, personalized app experience to

help you feel better each day.

With the app you can:

- Chat with compassionate Pyx Health staff for support and companionship
- Get connected to all the benefits we offer
- Improve mood, anxiety, motivation and more

- Find resources to help your physical and mental health

It's safe and secure, and there's no cost to Aetna Better Health of Maryland members. Download the app on your phone or tablet, or call **1-855-499-4777 (TTY: 711)** and select **option 1** to get started.

## Member education opportunities

For assistance with member education opportunities, please contact Aetna Better Health Member Services at **1-866-827-2710 (TTY: 711)**.

Also visit our website at [AetnaBetterHealth.com/Maryland/Wellness/Care](https://AetnaBetterHealth.com/Maryland/Wellness/Care) for additional information.

### Interested in hosting a health education event?

Email [WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com) to learn more about our Health Education Program and how we can support you!

## Help for patients at risk of diabetes

Aetna Better Health of Maryland is offering a Diabetes Prevention Program to patients with prediabetes. This lifestyle change program is recognized by the Centers for Disease Control and Prevention and teaches patients how to eat healthy, exercise and deal with stress to reduce the risk of developing type 2 diabetes.

Visit [AetnaBetterHealth.com/maryland/providers/member-benefits-coverage.html](https://AetnaBetterHealth.com/maryland/providers/member-benefits-coverage.html) to learn more about the program.

Do you have members who qualify? Contact us at [WellnessAndPrevention@Aetna.com](mailto:WellnessAndPrevention@Aetna.com), or give us a call at **1-866-827-2710 (TTY: 711)** and ask to speak with a care manager.



## Meeting our members' language needs

Aetna Better Health of Maryland serves all 23 counties, plus Baltimore City. Our membership is diverse, and while the majority of our members report English as their primary language, we'd like to provide you with an overview of other languages spoken by our members. As indicated by the chart below, Spanish is the prevalent non-English language spoken by Aetna Better Health of

Maryland members, followed by Korean and Chinese.

If you are in need of translation services for your patients, please contact our Member Services department at **1-866-827-2710 (TTY: 711)**.

For complete information on languages spoken in specific areas of Maryland, please visit <https://statisticalatlas.com/state/Maryland/Languages>.

Language 2021	Count	%
English	30,422	57.21
Spanish	565	1.06
Korean	23	0.04
Chinese	22	0.04
Vietnamese	17	0.03
French	13	0.02
Mandarin	7	0.01
Russian	5	0.01
Portuguese	4	0.01
Other	14	0.03
Unknown/ Not Reported	22,083	41.53
Total	53,175	100.00

## Integrated Care Management program

Our Care Management department provides support to members based on each individual's risks and unmet needs. These care needs are assessed by licensed nurses, social workers and counselors, as well as nonclinical professionals. We use a bio-psychosocial (BPS) model to help us identify what care our members need. The Care Management staff performs a health risk assessment to determine the member's medical, behavioral health and BPS needs.

Care managers work with the member, member's family, primary care provider, psychiatrist, substance use counselor and any other health care team member to achieve a quality-focused, cost-effective care plan. Care managers educate members on their specific disease and how to prevent worsening of their illness or any complications. The goal is to maintain or improve their health status.

### The Care Management program provides services to the following populations but is not limited to:

- Pregnant and postpartum outreach
- High-risk pregnancy outreach
- Children with special health care needs
- Children in state-supervised care
- Individuals with a physical or developmental disability



- Behavioral health/substance abuse
- Disease management of conditions such as asthma, diabetes, heart failure, COPD, sickle cell anemia, hepatitis C and HIV/AIDS

If you have concerns about one of your patients and would like to refer them to the Care Management program, call **1-866-827-2710 (TTY: 711)** and ask for the Care Management department or email the Care Management department at **AetnaBetterHealthMDCM@Aetna.com**.

## Member rights and responsibilities

Aetna Better Health members, their families and their guardians have the right to information related to their treatment or treatment options in a manner and language appropriate to the member's condition and ability to understand. To access the specific member rights and responsibilities, call our Provider Relations staff toll-free at **1-866-827-2710 (TTY: 711)**. Check the **AetnaBetterHealth.com/Maryland** website for the full list of these rights and responsibilities.

## When to submit a claim dispute

Please submit a claim dispute for claim resubmission (e.g., corrected claims) and reconsiderations. A dispute is an expression of dissatisfaction with any administrative function, including policies and decisions, based on contractual provisions and inclusive of claim disputes.

*Pre-service denials are processed as member appeals and are subject to member policies and time frames.*

### Resubmission

Resubmission is a request for review of a claim denial or payment amount on a claim originally denied because of incorrect coding or missing

information that prevents Aetna Better Health from processing the claim.

A corrected claim is an example of a claim resubmission. It should include a newly added modifier, code change or any change to the original claim. The claim must use the appropriate resubmission type of bill or be marked as a corrected claim. Corrected claims must be submitted within 180 days.

### Reconsideration

Reconsideration is a request from a provider for Aetna Better Health to reconsider its decisions. Examples include the following:

- **Itemized bill.** All claims associated with an itemized

bill must be broken out per revenue (rev) code to verify that charges billed on the UB match the charges billed on the itemized bill. Please attach an itemized bill that is broken out by rev code with subtotals.

- **Duplicate claim.** Review request for a claim that originally had a denial reason of “duplicate.” Provide documentation as to why the claim or service is not a duplicate, such as medical records showing that two services were performed.
- **Retro-authorization request.** Claims that were denied due to no authorization on file. Medical records must be included.

## How we make coverage decisions

Utilization management decision-making criteria can be found on our website, **AetnaBetterHealth.com/Maryland**. Or call **1-866-827-2710 (TTY: 711)** and request that a copy of the UM criteria be mailed to you. You can also call to request a free copy of any UM guideline, codes, records, benefit provision, protocol or document used to make a specific UM decision.



## Aetna Better Health formulary update

 Aetna Better Health’s pharmacy drug list is available on our website and contains the most recent changes to the formulary. It is updated on a monthly basis and can be accessed 24 hours a day, 7 days a week. Please visit **AetnaBetterHealth.com/Maryland/providers/pharmacy/drug-list** to see the latest version of the pharmacy drug list.

- **Coordination of benefits.** Attach primary insurer's explanation of benefits (EOB).
- **Proof of timely filing.** For electronically submitted claims, provide the second level of acceptance report.

Disputes may be submitted via the Availity Portal, called in to Provider Relations at **1-866-827-2710 (TTY: 711)** or mailed to:

Aetna Better Health of Maryland  
 Claims and Resubmissions  
 P.O. Box 61538  
 Phoenix, AZ 85082-1538



## When to submit an appeal

An appeal is a request by a provider to appeal actions of the health plan when the provider:

- Has a request for a retro authorization of service delivery denied or not acknowledged with reasonable promptness
- Has a claim that has been denied or paid differently than expected and was not resolved to the provider's satisfaction through the provider claim dispute process

*Appeals must be requested within 90 business days from the date of retro authorization denial or the date of an adverse determination in the provider claim dispute process.*

Please include relevant claims information and any supporting documents (e.g., medical records). Appeals may be submitted via the Availity Portal, faxed to **1-844-312-4257**, sent via secure email to **mdappealsandgrievances@Aetna.com** or mailed to:

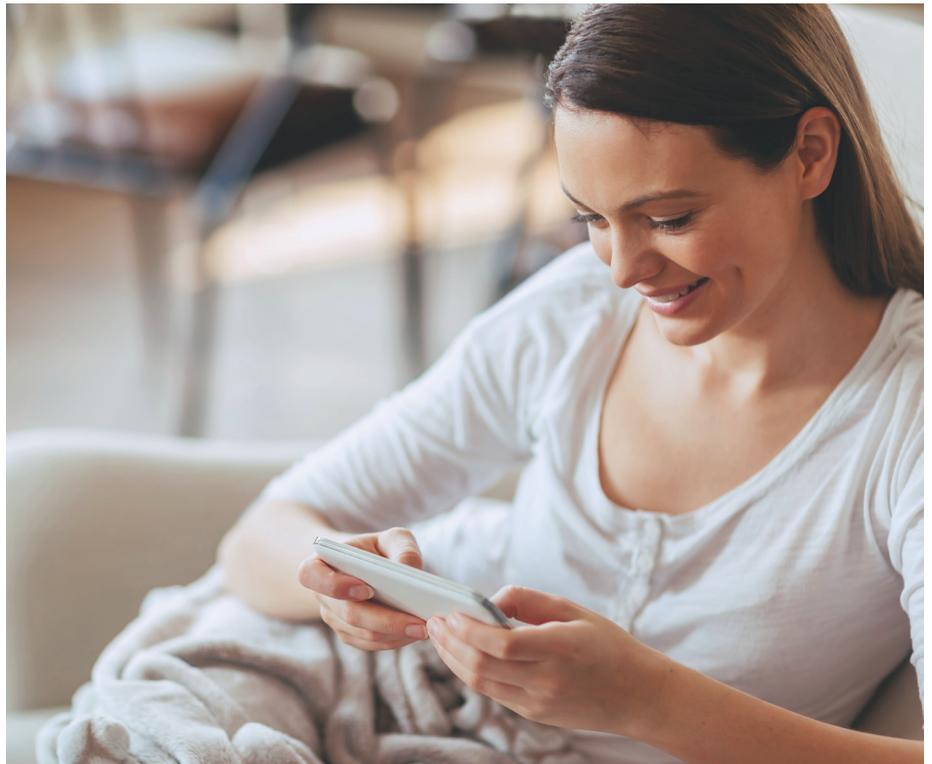
Aetna Better Health of Maryland  
 Attention: Appeals Department  
 P.O. Box 81040, 5801 Postal Road  
 Cleveland, OH 44181

## Fraud, Waste and Abuse

Know the signs — and how to report an incident

Health care fraud means receiving benefits or services that are not approved. Fraud can be committed by a provider, member or employee. Abuse is doing something that results in needless costs. Waste goes beyond fraud and abuse. Activities that are considered fraud, waste and abuse by members, doctors or any health care professional hurt everyone. Most waste does not involve a violation of law.

You can learn more and report fraud, waste or abuse by going online at [AetnaBetterHealth.com/Maryland/fraud-abuse](https://www.aetna.com/betterhealth/maryland/fraud-abuse).



## Check out our website

[AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland)

What you can find:

- Information about member rights and responsibilities
- Provider handbook
- Provider directory
- Pharmacy/prescription and other health information
- Information about our Care Management program, utilization management program and our quality programs
- Clinical Practice Guidelines
- Affirmative Action and nondiscrimination information



If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you a copy of the written information you need.

### Nondiscrimination notice:

This information can always be found on our website. Go to [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland) to access it.

### Contact us



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**1-866-827-2710**  
Hearing-impaired MD Relay: **711**

This newsletter is published as a community service for the providers of Aetna Better Health® of Maryland. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.

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