

Aetna Better Health® of Michigan

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Provider Bulletin No 168

AETNA BETTER HEALTH® OF MICHIGAN

TO: All Providers
FROM: Provider Experience Team
DATE: April 3, 2020
SUBJECT: COVID 19: Taking Action

We share the same goal: help people get and stay healthy. We're your partners in health care, and act to serve you and the millions of patients who rely on us for their health care needs.

In response to the rapidly evolving COVID-19 outbreak, CVS Health and Aetna are here to support you with timely answers and information. Through CVS Health and Aetna's combined resources and your partnership, we can best support your Aetna patients' health and well-being, ensure their access to medication and remove barriers to care.

We're here to help you help your patients, and recently announced these resources and enhancements when applicable. Please note that the following specifically apply to Aetna Better Health of Michigan's Medicaid health plan:

- We're waiving early refill limits on 30-day prescription maintenance medications for all Aetna Better Health of Michigan members with pharmacy benefits administered through CVS Caremark.
- Aetna Better Health of Michigan members may request early refills on 30-day prescription maintenance medications and request 90-day refills of maintenance medications for all pharmacy benefits administered through CVS (retail and mail order).
- Through existing care management programs, Aetna Better Health of Michigan will proactively reach out to your patients who are most at-risk for COVID-19.

We continue to work closely with state regulators to coordinate additional guidance for your Aetna Better Health of Michigan patients. Please refer to the Coronavirus FAQs on aetnabetterhealth.com/MI for additional important information.

As the situation continues to evolve, I want to reaffirm that helping your patients achieve their health goals remains our top priority. Thank you for your continued partnership.

Best Regards,

Beverly Allen

CEO, Aetna Better Health of Michigan