



Aetna Better Health® of Oklahoma Fall provider newsletter



Our new CEO is ready to support you!

Meet Lisa Gifford

Lisa joins us with **extensive experience** in Medicaid and health plans. She spent **over 18 years** at OHCA, where she last served as Chief Operating Officer.

Lisa later founded a care management startup that provided services for multiple employers in Oklahoma, including HealthChoice.

Most recently, she worked with a dental plan that also serves the SoonerSelect population.

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- Health equity curriculum and cultural competency training
- Member REACH team
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- Tobacco cessation
- Maven Health
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A lifelong Oklahoman, Lisa earned her Juris Doctor (J.D.) from Oklahoma City University and is **deeply involved in the community**, particularly with the Boys and Girls Club of Oklahoma County and Oklahoma City school system. In her free time, Lisa and her family enjoy traveling and loving on their three wonderful rescue pets.

Why did Lisa choose Aetna Better Health?

Her values aligned with ours when it comes to **unwavering commitment to our members and supporting our providers.**



Aetna Better Health®
of Oklahoma

Quarterly updates and notices

- Fee alignment schedule update
- HHaExchange electronic visit verification
- Find your provider experience representative by territory
- Continuity of care plan update
- Denial codes cheat sheet
- Behavioral health outpatient claims guide
- The new Aetna Better Health® Pay for Quality (P4Q) program will launch on January 1, 2025. Unlike PCMH, P4Q is based on providers meeting specific quality metrics. OHCA's PCMH payments are set to expire in June 2025.



Region	County	Assignments	Contact Number	Email Address
Health Systems/Counties	Network Relations Manager			
Hilcrest Hospital and Clinics	Arleta Barnes		918-350-2733	BarnesA4@aetna.com
St. John's Hospital and Clinics (Ascension)	Rogina Bran			
OSU Medical Clinics	Rogina Bran			
OSU Medical	Aneesh Egi			
Children's Hospital and Clinics	Aneesh Egi			
Norman Regional Hospital and Clinics	Justin Smith			
OSDH Tribal Jurisdiction and Clinics	New Hire			
St. Francis Hospital and Clinics	Tia Phipps			
Integris Hospital and Clinics	Justin Smith			
Mercy Hospital and Clinics	Robby Wolf			
Access Care	Robby Wolf			
Bethany's Children	Jade Mitche			
Variety Care Clinics	Deiona Locr			
Adair	Rogina Bran			
Alfalfa	Aneesh Egi			
Atoka	Jade Mitche			
Beaver	Robby Wolf			
Beckham	Robby Wolf			
Blaine	New Hire			
Bryan	New Hire			
Caddo	New Hire			
Canadian	New Hire			
Carter	Justin Smith			
Cherokee	Rogina Bran			
Choctaw	Jade Mitche			
Cimarron	Robby Wolf			
Cleveland	Deiona Locr			
Coal	Jade Mitche			
Comanche	Justin Smith			



Aetna Better Health® of Oklahoma provider claims denial solutions		
RARC	Roster step description	Denial detail and specific actions for resubmission
N198	Rendering provider - not active on DOS	Rendering provider NPI was either: A.) not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or B.) Provider information submitted on claim does not match the OHCA provider data file on claim date of service. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N198	Rendering provider - failed affiliation claim settings	Rendering provider NPI is not tied to the billing group on the OHCA provider data file. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N216	Billing provider - multiple matches on state file, unable to get a unique match	The information submitted on the claim for the billing provider matches more than one Medicaid ID location on the OHCA provider data file. Further questions should be sent to your Network Relations Manager or e-mail ABHOKProviderEngagement@Aetna.com . A ticket then should be submitted to Service Ops for further review and explanation.
N253	Attending provider - same as billing provider	Attending NPI and billing NPI are the same on the submitted claim. Update attending NPI on claim and resubmit the corrected claim.
N253	Attending provider - not on roster file	Attending provider's NPI was either: A.) not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or B.) is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure NPI is correct on the submitted claim. Once

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Dear Provider,

Aetna Better Health® of Oklahoma is excited to partner with HHaExchange to implement an Electronic Visit Verification (EVV) system to validate in-home visits for SoonerSelect recipients. This will bring Aetna Better Health into compliance with federal regulations, ensure members are receiving services as planned and help improve the accountability of caregiver services, and ensure payment for services provided.

EVV Go-Live date for MCO providers is November 4, 2024

EVV with Oklahoma MCOs

While this change can be difficult, but we are here to help you through each step of the process. To make this transition as smooth as possible, we have created a guide that outlines the next steps and important information you need to get started. Such as:

Who is HHaExchange?

How do I set my agency up for success?
What's next and who should be involved?

Watch video now! <https://www.hhaexchange.com/okvtd>

Section 12006(a) of the 21st Century Cures Act, states are required to implement EVV for all SoonerSelect personal care services and home health care that require an in-home visit by a provider. Oklahoma has decided to use an "endor Mode" which allows providers and managed care organizations to select their preferred EVV system, or an alternate EVV system of their choosing.

Aetna Better Health selection of HHaExchange allows providers to utilize the HHaExchange system at no cost. The system includes data collection and a pre-credentialing to support Aetna Better Health and its providers. HHaExchange will

For details on these communications, contact Provider Engagement at: **ABHOKProviderEngagement@Aetna.com** or toll free by phone at **1-844-365-4385**.

Updated provider training now available on the Aetna Better Health website!

We make sure providers have the right tools and resources to take care of our members. Visit our website to find helpful links and training opportunities.



- Cultural competency
- SoonerSelect program overview
- Compliance education
- Privacy and security
- And more!

Follow us on Instagram and Facebook! Engaging with us on these platforms not only keeps you updated but also provides the opportunity to share important messages and updates to your patients, our members.



@aetnabetterhealthok



Aetna Better Health of Oklahoma



Enhancing member care through cultural competency training

As Oklahoma providers, you are already making a significant impact on the lives of our members across the state. Your commitment to providing the highest standard of care is felt by members and families who rely on your dedication and expertise. At Aetna Better Health®, we want to express our appreciation for the invaluable work you do in serving Oklahoma communities.

To continue supporting you in these efforts, we are pleased to offer a new training: **Culturally respectful care: foundational principles for self and practice evaluation.** This self-paced, on-demand training can be accessed whenever best fits your schedule.

This training covers essential topics that will enhance your ability to provide culturally sensitive care and further build upon the work you are already doing for our members. Through this training, we aim to equip you with the tools to address cultural differences effectively in clinical settings.

Together, we can create a more inclusive and responsive health care system that meets the needs of all Oklahomans, regardless of their background.

Earn culturally responsive care champion badges for your website and email!

- Culturally responsive care champion
- LGBTQ+ responsive care champion
- Culturally responsive PCP behavioral health champion



Once you complete all the badge-specific courses in a category, your badge will arrive via email. These badges not only display your dedication to providing inclusive care, but also highlight your expertise to colleagues and members alike.

Thank you for your ongoing commitment to a healthier Oklahoma. We hope that you find these trainings a valuable resource in your continued efforts to deliver high-quality, culturally competent care. You can find them in the training section of our website [here](#).



Let's make healthier happen together.

The Member REACH Team is officially live in Oklahoma! This means all Oklahomans who are in need of a social care resource can access our social determinants of health (SDoH) call center.

Our Member REACH Team can connect community members and their families with programs that may be able to offer:

- Financial support
- Food
- Education
- Housing
- Legal services
- Jobs
- Support groups
- Baby supplies
- Clothing

The Member REACH Team can assist with the list above. Filling the gaps individuals may need with social care resources makes it easier to stay healthy no matter where a person was born, lives, learns, works, plays, worships and ages.



Call the Member REACH team at **1-833-316-7010**.



Tribal insights from our Chief Marketing and Outreach Officer, Kyle Impson

Did you know AI/AN members who wish to take advantage of SoonerSelect must opt in?

AI/AN members may not be aware of the benefits of SoonerSelect or the open enrollment period. You are allowed to encourage members to take advantage of the value-added benefits and incentives to improve their health outcomes. If an AI/AN member opts-in, they may opt out for any reason, at any time.



Aetna Better Health® is excited to partner with HHAeXchange to implement an Electronic Visit Verification (EVV) system to validate in-home visits for SoonerSelect recipients. This will ensure members are receiving services as planned and authorized, improve the accountability of caregiver services and ensure payment accuracy for services provided.

The EVV go-live date for SoonerSelect providers is November 4, 2024.

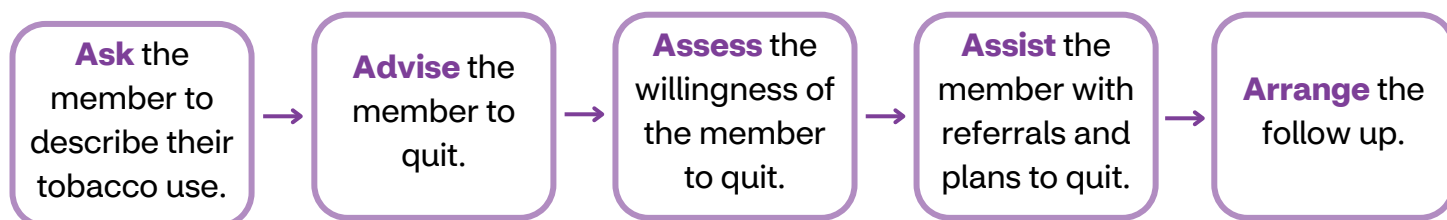
Registration required. [Learn more here.](#)



Tobacco cessation benefits

Research indicates that no other clinical intervention can reduce illness, prevent death or increase quality of life more effectively than tobacco cessation. **Aetna Better Health® reimburses providers who use the five A's approach to tobacco cessation** developed by the Agency for Health Care Research and Quality and endorsed by the U.S. Public Health Service.

The five A's



Who can perform the five A's?

- Physicians
- Physician assistants
- Dentists
- BH providers
- FQHC nurse practitioners and RNs
- Nurse practitioners
- Nurse midwives
- OSDH nurse practitioners and RNs
- Maternal/child health licensed social worker (CTTS certified)

Who is covered?

Members 12 and older.

A compensable service must include:

Chart documentation with a separate progress note that addresses the five A's and an office note signature along with member-specific information addressed in the five steps and the time spent by the practitioner performing the counseling. Anything less than three minutes is considered part of a routine visit.

Payments and coding

- Tobacco cessation counseling services are paid in addition to other appropriate services rendered on the same day.
- **Use code 99406** for counseling sessions lasting between three and ten minutes.
- Members are eligible for eight sessions up to two times (16 sessions total) in a twelve-month period.

Did you know?

Nicotine replacement therapy (NRT) products (including patches, gum, lozenges, inhalers and nasal spray) and Zyban®/Bupropion products are covered.

Chantix®/Varenicline is covered up to 180 days per 12 months. Tobacco cessation products are covered without duration limits, PA or co-payment and do not count against monthly prescription limits.

Eight tobacco cessation counseling sessions with contracted providers per year are covered.

Providers are encouraged to refer members to the Oklahoma Tobacco Helpline for ongoing support to increase likelihood of successful cessation at **800-Quit-Now** or **OkHelpline.com**.

A free membership to Maven is now available to all Aetna Better Health® of Oklahoma members

Maven is the world's largest virtual clinic for women and families offering support in between visits for their pregnancy and postpartum journey.

Members and their partners can access:

- Unlimited 24/7 virtual appointments and messaging with providers and coaches like doulas, lactation consultants, pediatric sleep coaches, and mental health specialists
- A dedicated Maven Care Advocate to help them find the right virtual or in-person care
- Expert-vetted articles and provider-led classes

Aetna Better Health fully covers their Maven membership. Members can sign up today at MavenClinic.com/join/abhok or by downloading the Maven Clinic app.



Introducing our Justice Solutions program

Individuals who are justice-involved often experience significant health disparities compared to the general population.

Those involved in the justice system commonly face higher rates of chronic conditions, mental health disorders, and substance use challenges. These individuals are also at increased risk for unmet health care needs, making their reintegration into society a critical period for ensuring access to quality care and support.

This initiative provides comprehensive support to justice-involved members, helping them navigate their health care needs, connect with vital services, and maintain continuity of care before and after incarceration. Our program is designed to reduce health disparities, improve health outcomes, and decrease recidivism rates by ensuring that justice-involved members receive the care and attention they need to thrive.

If you have a patient who is justice-involved and could benefit from this program, make a referral by emailing us at JusticeSolutionsABHOK@Aetna.com.

Our team is ready to assist in connecting your patients with the resources they need for a healthier, more stable future.

Provider office hours December 2024

Tuesday, December 3 11 AM - 11:55 AM	<u>Join the meeting</u> Meeting ID: 216 817 668 767 Passcode: SgCrWA
Tuesday, December 10 11 AM - 11:55 AM	<u>Join the meeting</u> Meeting ID: 216 817 668 767 Passcode: SgCrWA
Tuesday, December 17 11 AM - 11:55 AM	<u>Join the meeting</u> Meeting ID: 216 817 668 767 Passcode: SgCrWA
Tuesday, December 24 11 AM - 11:55 AM	<u>Join the meeting</u> Meeting ID: 216 817 668 767 Passcode: SgCrWA
Tuesday, December 31 11 AM - 11:55 AM	<u>Join the meeting</u> Meeting ID: 216 817 668 767 Passcode: SgCrWA

January 2025 office hours will be posted on our website soon!

OHCA reminders:

- 8/23/2024 [Certified Registered Nurse Anesthetists \(CRNA\) Rate Increase OK SPA 24-0021](#).
- 8/23/2024 [Pharmacists as Providers OK SPA 24-0002](#)
- OHCA has extended the expiration date of provider contracts from September 30, 2024 to December 31, 2024.
- Effective October 1, 2024, OHCA is requiring prior authorizations for all psychological/neuro-psychological testing codes.

Provider Incentive Directed Payment Program: The initial supplemental payment will be for SoonerSelect paid claims with dates of services between April and June 2024. You will only receive payment from one health plan, but all qualifying SoonerSelect paid claims will be enhanced in this and future payments. Subsequent supplemental payments will be made at the end of each quarter.

- The health plans, as directed by OHCA, will distribute these payments.
- Unless organizations have multiple TINs, they will receive one payment. The payment schedule on the website will list payments by billing provider.
- Health plans may reach out to you to set up payment. Please respond, or payment will be delayed.
- Payments may be an electronic funds transfer (ETF), but most payments will be paper checks delivered via mail, which will take 7-10 days. Please reach out to the health plans if interested in receiving payment via EFT in future payments.

For more information, please refer to the OHCA [Global Message as of 10/09/2024](#).



Provider immunization survey

Our immunization task force is dedicated to enhancing member care. Please **take this brief survey** to identify barriers to immunization access and equity, as well as evaluate the effectiveness of our current programs.



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of Oklahoma