

Aetna Better Health® of Pennsylvania  
Aetna Better Health® Kids

# Provider Newsletter

SUMMER/FALL 2019



## Reminder: PROMISE Billing Requirements

Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, all Medicaid and CHIP providers who render services for Medicaid or CHIP beneficiaries, must be enrolled with DHS and have a valid PROMISE Identification Number (PROMISE ID) **for each service location at which a provider operates.**

DHS uses the National Provider Identification (NPI) number and taxonomy submitted on claims to validate the enrollment of providers in PROMISE.

If you need to verify if you are enrolled in PROMISE at **all service locations**, you can access the DHS online portal at: <https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>.

You can also find a copy of the complete DHS notice regarding the enrollment requirement and process, visit [http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin\\_admin/c\\_284208.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_284208.pdf).



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## 837 I/P Taxonomy Requirement

Consistent with the DHS new PROMISe and service location requirements, providers billing CMS1500/837P and UB-04/837I submissions for Medicaid/CHIP patients enrolled in with Aetna Better Health of Pennsylvania must bill with the appropriate taxonomy code for rendering, attending and billing providers. There must be a valid 10-alpha/numeric taxonomy code consistent with the provider’s specialty and services being rendered for appropriate claim adjudication.

## Professional Claims – CMS1500/837P Taxonomy Guidance

### 837P:

- When the **rendering** provider is the individual who submitted the claim, submit the rendering provider’s taxonomy in the 2310B loop within the PRV segment.
- When the rendering provider is the same entity as the billing provider, the rendering provider loop should be omitted and the taxonomy should be submitted in 2000A loop with the PRV segment.
- Please refer to the 5010 electronic implementation guide for further clarification or questions.

### CMS1500:

- Box 24I shaded = the qualifier ZZ.
- Box 24J shaded = rendering provider taxonomy.
- Box 33B = billing provider qualifier and taxonomy. Enter the two-digit qualifier – ZZ followed by the taxonomy. Do not enter a space, hyphen, or other separator between the qualifier and taxonomy.

## Institutional Claims – CMS1450/837I Taxonomy Guidance

### 837I:

- Billing provider taxonomy should be submitted in 2000A loop with the PRV segment.
- Attending provider taxonomy should be submitted in 2310A loop within the PRV segment.
- Please refer to the 5010 Electronic implementation guide for further clarification or questions.

### CMS1450:

- FL81 = Billing provider qualifier and taxonomy. Enter the two-digit qualifier – B3 followed by the taxonomy in the adjacent box.
- FL76 = Attending provider qualifier and taxonomy. Enter the two-digit qualifier – B3 followed by the Taxonomy in the adjacent box.



## Provider Facility Location Name and NPI Number Required

Effective June 1, 2019, the Department of Human Services (DHS) requires that when a service is provided in a facility and the provider is submitting a professional claim, the service facility information must be submitted.

Per the X-12 Health Care Claim Professional 837 Billing Guide, this field is situational; however, required when the location of health care service is different than that carried in Loop 2010AA (Billing Provider). The purpose of this loop is to identify specifically where the service was rendered. Aetna Better Health of Pennsylvania and Aetna Better Health Kids will deny claims for certain provider types if the facility location name and NPI number is missing from your claim.

### Specific Claim Requirements:

The service facility location **must** be populated in Loop 2310C Segment NM109.

- *Service Facility Location Name, Address and Nine Digit Zip in box 32 on the CMS1500.*
- *Service Facility Location NPI in box 32a on the CMS 1500.*

If the facility location information is not included on the claim, the claim will deny.

If the facility number is not numeric or is missing **AND** the place of service (POS) is 21 – Inpatient Hospital, 22 – Outpatient Hospital, 23 – Emergency Room, 24 – Ambulatory Surgical Center, 31 – Skilled Nursing Facility or 32 – Nursing Facility, then your claim will deny. If there are any services that are not actually done at the facility for a recipient, then the Place of Service (POS) should not be 21, 22, 23, 24, 31 or 32.



## Access to UM Staff

If you ever need to contact someone on our UM staff, don't forget that they:

- Are available at least eight hours a day during normal business hours for inbound, collect or toll-free calls about UM issues
- Can receive inbound communication about UM issues after normal business hours
- Identify themselves by name, title and organization name when initiating or returning calls about UM issues Remember, you can also access TDD/TTY services or language assistance to discuss UM issues. Call 1-866-638-1232, PA Relay 711.



## Prior Authorization, Concurrent Review and Retrospective Review Criteria

To support prior authorization, concurrent review and retrospective review decisions, Aetna Better Health uses nationally recognized evidence-based criteria with input from health care providers in active clinical practice. We apply these criteria on the basis of medical necessity and appropriateness of the requested service, the individual member's circumstances and applicable contract language concerning the benefits and exclusions. The criteria will not be the sole basis for the decision.

You can request a copy of the Medical Necessity Criteria by sending a written request via fax to 877-363-8120 or by mail to: Aetna Better Health of Pennsylvania, Attn: Medical Management Department, 2000 Market Street, Suite 850, Philadelphia, PA 19103.



## Did you miss an MAB?

If you missed a recent Medical Assistance Bulletin, just click [here](#).



## Pharmacy Updates

Please refer to the provider website or provider manual for pharmacy information:

- A complete list of pharmaceuticals (formulary), monthly changes, limits and quotas
- How to use the pharmaceutical management procedures
- How to provide information for exception requests

Generic substitutions, therapeutic interchange and step-therapy protocols



## Member Rights and Responsibilities

Aetna Better Health of Pennsylvania and Aetna Better Health Kids maintain policies and procedures that formally address a member's rights and responsibilities. The policies reflect federal and state laws as well as regulatory agency requirements.

We annually inform our members of their rights and responsibilities in the member handbook, member newsletter and other mailings. They are also posted within the For Members section on our website at [aetnabetterhealth.com/pennsylvania/members](https://aetnabetterhealth.com/pennsylvania/members).

We ensure that members can exercise their rights without adversely affecting treatment by participating providers. Members' rights and responsibilities are monitored through our quality management process for tracking grievances and appeals as well as through member surveys. Issues are reviewed by our Service Improvement Committee and reported to the Quality Management Oversight Committee.

For additional information regarding member rights and responsibilities, visit our website or call your Provider Relations Representative at 1-866-638-1232.



## Utilization Management Decisions

Aetna Better Health's affirmative statement declares that our organization does not use employee incentives or disincentives to encourage barriers to care and service. Our Utilization Management process:

- Renders decisions based only on appropriateness of care and service and existence of coverage
- Does not specifically reward practitioners or other employees/individuals for issuing denials of coverage
- Financial incentives for utilization making decision makers do not encourage decisions that result in underutilization



## Recent Provider Notices

**Stay up to date with our recent provider notices.**

Check our [NOTICES](#) page often to stay up to date with changes that may affect you.



## 2019 HEDIS Webinar Series

**You're invited to attend our free HEDIS webinar series.**

The goal of the series is to:

- Educate about HEDIS measure specifics
- Explore ways to reduce the burden of medical record review and maximize administrative data capture
- Present NCQA HEDIS reporting codes that will help effectively capture care provided
- Discuss HEDIS measures applicable to certain populations
- Encourage open discussion to learn how other providers are addressing HEDIS and barriers to care
- Strategies for improvement
- Connect you with a single point of contact at the health plan for HEDIS/ Quality questions

Be sure to check your inbox for monthly invites and class registration information.

Please cascade this information to other staff that may benefit from these free webinars.



Please email Madison ([MRyonlisky@aetna.com](mailto:MRyonlisky@aetna.com)) to be added to the invite list.



## To View Previously Recorded HEDIS® Webinar Series Videos

***You can watch the webinars online to learn how you can improve HEDIS rates and member health outcomes:***

The 2019 Webinar series is also being recorded. New videos coming soon! Also, you can download a copy of the presentation.

[aetnabetterhealth.com/what/videos](http://aetnabetterhealth.com/what/videos)

If one of your staff or colleagues wishes to be added to the upcoming webinar invite list please email Madison - [MRyonlisky@aetna.com](mailto:MRyonlisky@aetna.com) Include in your email to Madison the email address of the person wishing to be added to the invite list. She will email the meeting link.



## Schedule

### August 2019

Back to school physicals and HEDIS measures for children under 11 years of age and EPSDT

### September 2019

Back to school physicals – HEDIS measures affecting 12-21 year old members

### October 2019

HEDIS measures affecting 21 and older male and female members

### November 2019

HEDIS measures with a focus on women and maternity care

### December 2019

Reducing the burden of medical record review preparation for HEDIS 2020



## Care Management and Disease Management Services

You can refer your Aetna Better Health patients for care management or disease management services by calling 1-866-638-1232. You can also contact the Aetna Better Health inpatient concurrent review nurse for patients residing in an inpatient facility.

### **How we identify members for care management and disease management**

Aetna Better Health uses the following sources to identify members for care management and disease management:

- Enrollment data from the state
- Predictive modeling tools
- Claim/ encounter information including pharmacy data if available
- Data collected through the utilization management processes
- Laboratory results
- Hospital or facility admissions and discharges
- Health risk appraisal tools
- Data from health management, wellness, or health coaching programs

We may also use referrals from our health information or special needs lines, members, caregivers, providers, or practitioners to identify

members appropriate for care management and stratification levels for case-managed members.

### **Disease management and automatic enrollment**

We offer disease management programs to members with specific medical conditions

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Heart failure (HF)
- Diabetes

Members with Chronic Conditions are outreached to enroll and opt into Case Management.

We'll inform you of their participation and make sure that we work with you to reinforce their treatment plan. Our goal is to educate, support and prevent the disease from getting worse. We want to reduce hospitalization and high usage of healthcare resources by giving members the tools and resources they need to better manage their health.

For more information about our care management and disease management programs, visit our website at [aetnabetterhealth.com/pennsylvania/providers/special-needs](https://aetnabetterhealth.com/pennsylvania/providers/special-needs).



## Aetna Better Health® Practice Guidelines

Aetna Better Health adopts nationally accepted evidence-based clinical practice, preventive care and behavioral healthcare guidelines from the U.S. Preventive Services Task Force (USPSTF) and the Centers for Disease Control (CDC) and Prevention.

Where there is lack of sufficient evidence to recommend for or against a service by these sources, or conflicting interpretation of evidence, we may adopt recommendations from other nationally recognized sources. Evidence-based practice guidelines are based on information available at a specific point in time and during review and adoption by the Quality Management/Utilization Management Committee (QM/UM).

The most current guidelines are published and made available through a variety of professional organizations such as the American Academy of Pediatrics, the American Academy of Family Physicians, the National Institute for Health, the American Psychiatric Association and the American College of Obstetrics and Gynecology. The guideline review and update process is implemented for each guideline at least every two years. Reviews are more frequent if national guidelines change within the two-year period. Guidelines are adopted to facilitate improved health care and appropriateness in the delivery of healthcare. They are not intended to direct coverage or benefits determinations, or treatment decisions.



You can find the following current clinical, preventive and behavioral healthcare guidelines on our website at [aetnabetterhealth.com/pennsylvania/providers/guidelines](https://aetnabetterhealth.com/pennsylvania/providers/guidelines) including:

### • Preventive health guidelines

- Routine preventive services guidelines, including perinatal
- Vaccine recommendations for pregnant women
- Tobacco use in children and adolescents
- Domestic violence screening
- Human immunodeficiency virus (HIV) infection screening
- Hepatitis C screening

### • Clinical practice guidelines

- Asthma
- Chronic heart failure (HF)
- Coronary artery disease (CAD)
- Coronary Artery Disease (CAD)
- Diabetes
- Hypertension

### • Behavioral health guidelines

- Alcohol abuse
- Child & adolescent attention deficit hyperactive disorder (ADHD)
- Major depressive disorder
- Opioid use disorders
- Tobacco Cessation

Providers can request hard copy(s) by contacting their Provider Relations Representative. Disclosure of clinical guidelines is not a guarantee of coverage.



## Aetna Better Health® of Pennsylvania Quality Practice Liaison Program

Quality Practice Liaisons (QPLs) are a part of our Quality Management Department, they are located in every zone of the state and serve as a single point of contact for our providers regarding quality matters.

For the first part of the year, January through June the QPLs were highly involved with the Annual HEDIS project by going out to the provider offices, collecting medical records and performing medical record reviews.

### What will the QPL focus be for the remainder of the year?

In July the QPLs began getting back into the provider offices on a daily basis within their assigned territories. The focus of each office visit is as follows:

- Educate on requirements of key HEDIS measures which include all Pay for Quality and state- specific performance measures
- Educate on appropriate coding for care capture. Administrative data capture reduces the burden of medical record review
- Provide the most current gaps in care reports for key HEDIS measures including pay for performance measures if applicable. Provide information and assistance on how to close the existing care gaps

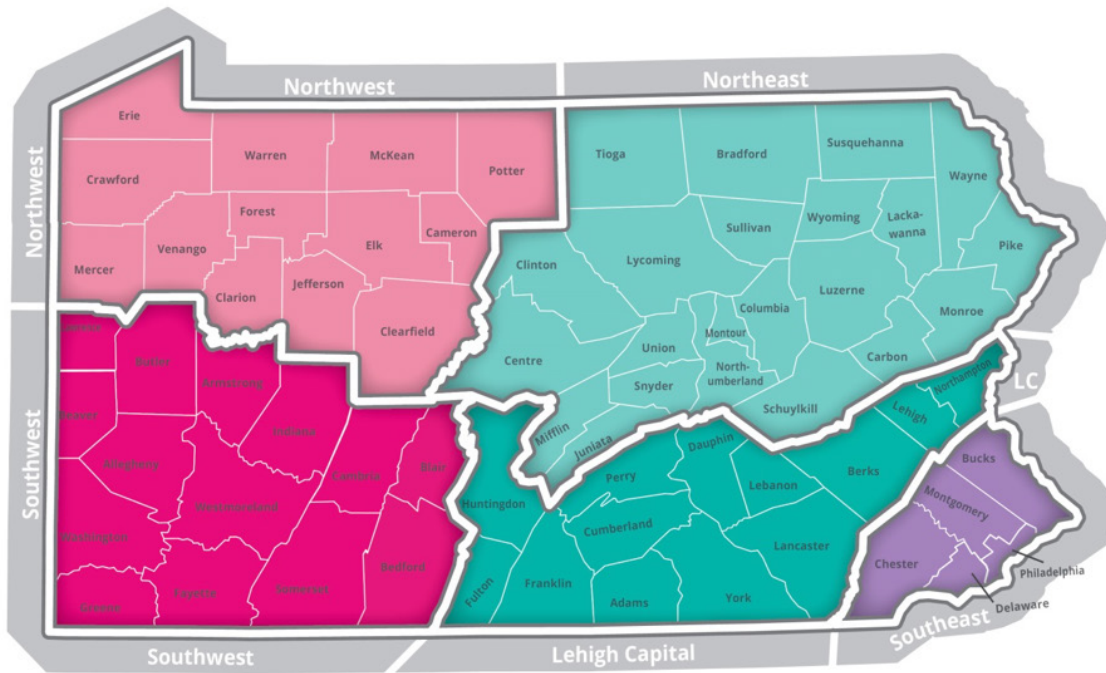
- Review scorecards that reflects the provider's current HEDIS rates
- Education regarding the Pay for Quality program for eligible practices
- Perform year round medical record reviews on targeted measures which include, but are not limited to:
  - Maternity – Frequency of Ongoing Prenatal Care, Prenatal Care in the First Trimester and Postpartum care
  - Breast Cancer Screening
  - Hemoglobin A1c results

### Who are the QPL's and where are they located?

The following list contains the names of the QPLs and the counties in which they cover. You can contact your QPL directly to schedule an onsite meeting or ask a question. If you reside within a county that is currently vacant or if you would like more information regarding the QPL program contact the program manager Stacy Spalding at [smspalding@aetna.com](mailto:smspalding@aetna.com) or 570-541-5218.





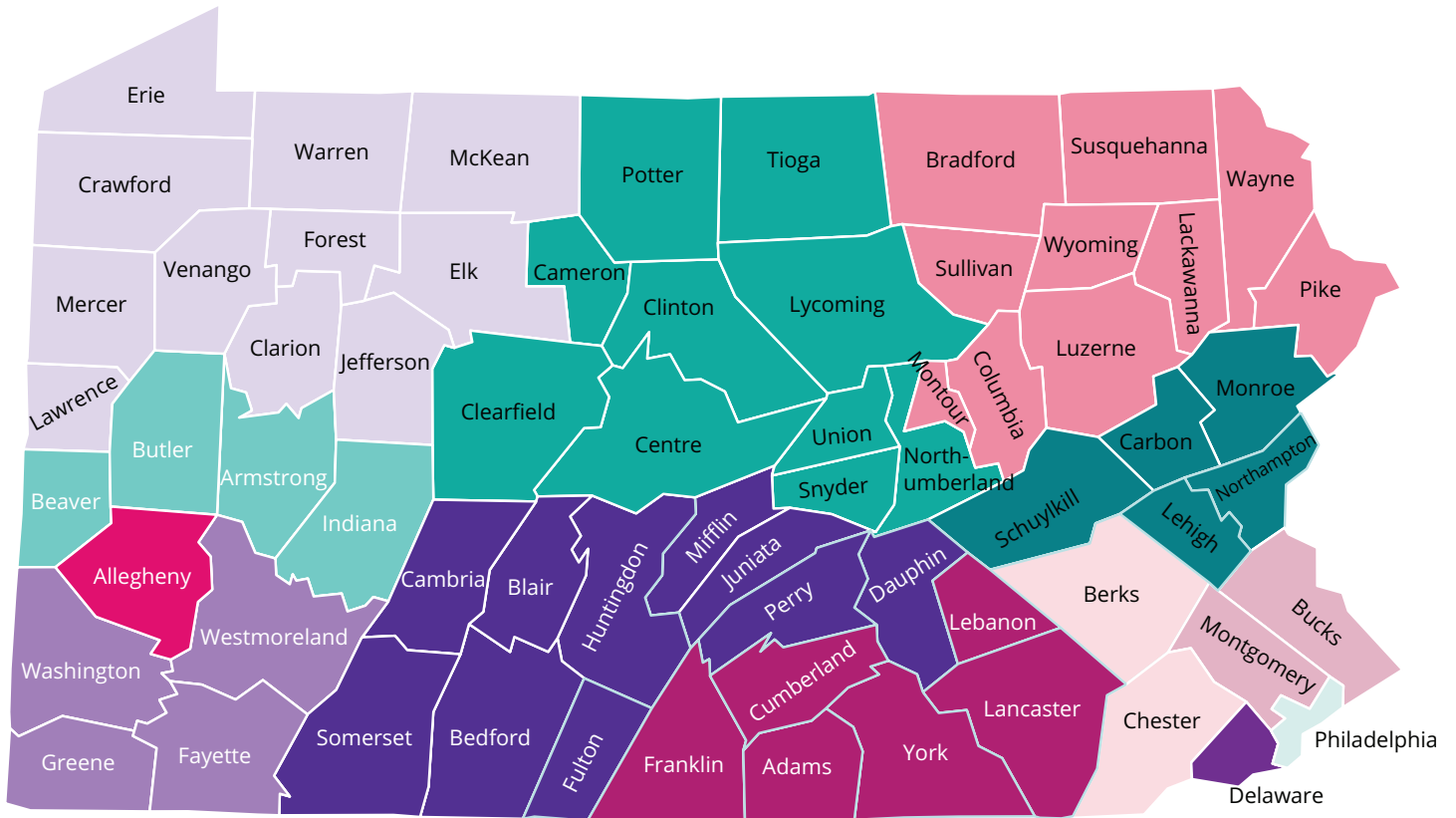


# Quality Practice Liaisons

<b>Brian Clark</b> <a href="mailto:bdclark@aetna.com">bdclark@aetna.com</a> 412-508-1719	<b>Cathy Evans</b> <a href="mailto:evansc3@aetna.com">evansc3@aetna.com</a> 267-640-9471	<b>Diana Charlton</b> <a href="mailto:charltond@aetna.com">charltond@aetna.com</a> 267-280-3075	<b>Vacant – Open Position</b>	<b>Paige Midget</b> <a href="mailto:midgetpj7@gmail.com">midgetpj7@gmail.com</a> 412-304-9904	<b>Debra Barkley</b> <a href="mailto:debarkley@aetna.com">debarkley@aetna.com</a> 267-326-3285
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Armstrong	Bucks	Chester	Clinton	Allegheny	Berks
Beaver	Delaware	Lancaster	Elk	Bedford	Bradford
Butler	Montgomery	York	Erie	Fayette	Carbon
Clarion	Philadelphia	<b>VBS Contracts Statewide</b>	Forest	Greene	Columbia
Clearfield			Lycoming	Somerset	Dauphin
Crawford	<b>Kristen Letzo</b> <a href="mailto:letzok@aetna.com">letzok@aetna.com</a> 814-660-6466		McKean	Washington	Lackawanna
Indiana			Potter	Westmoreland	Lebanon
Jefferson			Tioga		Lehigh
Lawrence			Warren		Luzerne
Mercer					Monroe
Venango					Montour
					Northampton
					Northumberland
					Pike
					Schuylkill
					Snyder
					Susquehanna
					Union
					Wayne
					Wyoming

# Network Relations Consultants



Melinda Roach

Vacant / Jennifer Zupancic

Teresa Washington

Donna Lambert

Carolyn Jacobs

Michelle Bogard

Vacant

Kim Heggenstaller

Jennifer Zupancic

Teresa Washington / Anna Dipietro

Kimberly Young

Sherrie Flannery

Kari Heggs

## Large Group and Hospital Assignments

Provider Group	Representative
Allegheny Health Network (SW)	Jennifer Zupancic
Allegheny Health Network (NW)	TBD
Children's Hospital of Philadelphia	Teresa Washington
Coordinated Health	Donna Lambert
Crozer Keystone	Teresa Washington
CVS MinuteClinic	Kari Heggs
Detweiler Family Medicine	Kimberly Young
Drexel Medicine	LaShawn Bailey
Einstein Health Network	Anna Dipietro
FQHCs – Delaware County	Teresa Washington
FQHCs – Philadelphia County	Teresa Washington
FQHCs – All other counties	Ashley Smith
Geisinger	TBD
Hahnemann	LaShawn Bailey
Jefferson Health	Anna Dipietro
Lehigh Valley Health Network	Donna Lambert
Mercy Health	Kari Heggs
Nemours	Teresa Washington
Penn State Health	Kimberly Young
Quest Diagnostics	Kari Heggs
St. Christopher's	LaShawn Bailey
St. Mary Medical Center	Kari Heggs
Tower Health	Kimberly Young
UPMC Cole	Melinda Roach
UPMC Pinnacle	TBD
UPMC Susquehanna	Melinda Roach
UPMC – Western PA	Melinda Roach
WellSpan Health	Carolyn Jacobs



## Careful Handling and Quick Delivery for Specialty Drugs

Our preferred Specialty Pharmacy providers are Accuserv Pharmacy, Caremark Specialty Pharmacy, Einstein at Center One Pharmacy, Elwyn Specialty Care, Giant Eagle Pharmacy, Pharmblue LLC and Senderra Rx Pharmacy.

These pharmacies fill prescriptions for specialty drugs.\* These types of drugs may be injected, infused or taken by mouth. Usually, these drugs are not available at a local retail pharmacy. They often need special storage and handling. And they need to be delivered quickly.

Our preferred Specialty Pharmacies provide many helpful services, including:

- Free, secure delivery (usually within 48 hours of confirming an order)
- Delivery to a member's home, doctor's office or any other place you choose
- Package tracking for prompt delivery
- Training on how to self-inject medicines
- Free injection supplies, such as needles, syringes, alcohol swabs, adhesive bandages and containers for needle waste

### How to get started

We have several ways to fill a prescription through one of our preferred Specialty Pharmacies.

**Existing prescriptions:** To transfer an existing prescription, call one of our preferred Specialty pharmacies.

**New prescriptions:** For a new prescription, providers can:

- Send a prescription electronically
- Fax the prescription
- Call one of our preferred specialty pharmacies
- A member or the doctor can mail the prescription order

After the pharmacy receives the prescription, the first order should ship within 48 hours. It may take longer if they need to contact the doctor about the prescription.

### Accuserv Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://www.accuservpharmacy.com/prescribers/rx-forms/>
- Phone: 724-978-0110
- Fax: 877-526-8823

### Caremark Specialty Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://www.cvsspecialty.com/wps/portal/specialty/healthcare-professionals/enrollment-forms/>
- Phone: 877-408-9742 or 1-800-237-2767
- Fax: 1-800-323-2445

### Einstein at Center One Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://www.einstein.edu/pharmacy/enrollment>
- Phone: 1-877-218-4499
- Fax: 215-827-1934

### Elwyn Specialty Care

- A member or doctor can visit the web site for an enrollment form: <http://elwynspecialtycare.com/referral-forms/>
- Phone: 314-919-4677
- Fax: 610-545-6030

### Giant Eagle Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://specialtyrx.gianteagle.com/Providers/EnrollmentForms>
- Phone: 888-792-1552 or 440-356-3287
- Fax: 1-877-645-4142

### Pharmblue LLC

- A member or doctor can visit the web site for an enrollment form: <https://www.pharmblue.com>
- Phone: 855-779-4720
- Fax: 844-818-7550

### Senderra Rx Pharmacy

- A member or doctor can visit the web site for an enrollment form: <https://senderrax.com/prescribers/forms>
- Phone: 1-855-460-7928
- Fax: 888-777-5645

## A personal care plan and ongoing support

Each of our preferred Specialty Pharmacies has a team of experienced nurses and pharmacists to help you understand how to use your medicine. They can answer your questions and help you cope with your condition throughout your therapy.

You can talk to them 24 hours a day, 7 days a week.

## Get extra support for your complex medical condition

Skilled nurses and pharmacists offer extra support to patients with complex medical conditions, such as the any of the following:

- Anemia
- Asthma
- Cancer
- Chronic renal failure
- Crohn's disease
- Gaucher disease
- Growth hormone deficiency

- Hematologic conditions
- Hemophilia
- Hepatitis
- HIV/AIDS
- Immune system disorders
- Multiple sclerosis
- Neurologic conditions
- Osteoarthritis
- Psoriasis
- Pulmonary diseases
- Respiratory syncytial virus (RSV)
- Rheumatoid arthritis
- Transplant

## Joining our preferred Specialty Pharmacy network

Are you a pharmacy interested in joining our preferred Specialty Pharmacy network? You can get the application process started by sending an email to [Specialtypharmacyapplications@cvscaremark.com](mailto:Specialtypharmacyapplications@cvscaremark.com). Thank you for your interest in supporting our commitment to high-quality care.

NPI	Pharmacy Name	Address	City	State	Zip	County	Phone Number	Area(s) of Clinical Focus
1306394903	Accuserv Pharmacy	8731 Route 30	North Huntingdon	PA	15642	Westmoreland	724-978-0110	All
1134100134	Caremark Specialty Pharmacy	800 Biermann Ct, Ste B	Mount Prospect	IL	60056	Cook	1-800-447-4791	All
1518948413	Caremark Specialty Pharmacy	180 Passaic Ave	Fairfield	NJ	07004	Essex	1-800-237-2767	All
1891010229	Einstein at Center One Pharmacy	9880 Bustleton Ave, Ste 332	Philadelphia	PA	19115	Philadelphia	1-877-218-4499	All
1801060298	Elwyn Specialty Care	3070 McCann Farm Drive, Ste 101	Garnet valley	PA	19060	Delaware	314-919-4677	All
1215365325	Giant Eagle Pharmacy	20160 Center Ridge Rd, Ste 201	Rocky river	OH	44116	Cuyahoga	440-356-3287	All
1932578507	Giant Eagle Pharmacy	2500 Lovi Road	Freedom	PA	15042	Beaver	888-792-1552	All
1386984771	Pharmblue LLC	40 Pennwood Pl, Ste 300	Warrendale	PA	15086	Allegheny	1-855-779-4720	All
1770810855	Senderra RX Pharmacy	1301 E Arapaho Rd, Ste 101	Richardson	TX	75081	Dallas	1-855-460-7928	All



## Provider Appeals

Providers may file an appeal with Aetna Better Health if the provider disputes the resolution of a claim denial or adjudication, or services were provided without the proper authorization.

**Note:** when submitting the initial prior authorization request, it's important to **submit all clinical information with the initial request**. Providing all clinical information up front will reduce denials related to prior authorization.

Tips for submitting provider appeals:

- Use the Provider Appeal Form located on our website; go to [aetnabetterhealth.com/pennsylvania/providers/forms](https://aetnabetterhealth.com/pennsylvania/providers/forms) to download and print the form
- Include the claim number on the appeal
- State exactly what is being disputed and why the claim should be paid
- Submit appeals in writing to Aetna Better Health by fax or mail **within 60 days of the provider remittance date**
- Appeals Fax Number: 1-860-754-1757
- Appeals Mailing Address:  
Aetna Better Health of Pennsylvania  
Attn: Provider Appeals  
2000 Market Street, Suite 850  
Philadelphia, PA 19103



## Avoid Claim Denials-Use the Right Payer ID

Coventry Payer ID number 25133 is no longer valid! Aetna Better Health claims should be submitted using only claim Payer ID number **23228** to avoid your claim being denied.



## Tobacco Cessation Fact Sheets and Education

Click on the link below for useful information about tobacco cessation awareness such as:

Vaping Fact Sheet

Teens and Tweens Fact Sheet

Integrating Behavioral and Physical Healthcare Systems in the Care of Tobacco Dependence (White paper)

Go to [aetnabetterhealth.com/pennsylvania/providers](https://aetnabetterhealth.com/pennsylvania/providers), click on the Tobacco Cessation Resources tab on the left, then Tobacco Cessation Fact Sheets tab



## Pennsylvania Public Television Stations Unite With Aetna Better Health

Aetna Better Health of Pennsylvania is excited to partner with Pennsylvania Public Television Stations in supporting, “Pennsylvania Celebrates Sesame Street 50 Years and Counting” Pennsylvania’s seven public television stations are joining a unified platform to align with the multimedia, live events, and social campaign connected with the celebration.

Pennsylvania Public Television Stations unite with Aetna Better Health to celebrate growing stronger, smarter and kinder together. PBS is available in 97% of US Households and is a crucial and relevant resource for our members. Health and education engagement events will be held across Pennsylvania with an expected attendance of 1,000 at each event. We are thrilled to partner with Pennsylvania Public Television stations to celebrate its colorful community of monsters, birds, grouches and humans. A place where everyone counts!

• **Saturday, August 17 12pm-4pm:**  
**Celebrate Erie, Erie | WQLN**

Erie Art Museum  
20 East 5th Street  
Erie PA 16501

• **Sunday, September 15 10am-2pm:**  
**Lehigh Valley | WLVT**

Zoellner Arts Center  
420 Packer Avenue  
Bethlehem PA 18015

• **Saturday, September 21 10am-4pm:**  
**State College | WPSU**

WPSU Penn State  
238 Outreach Building  
100 Innovation Boulevard  
University Park PA 16802

• **Saturday, September 28 9am-2pm:**  
**Harrisburg | WITF**

WITF Public Media Center  
4801 Lindle Road  
Harrisburg PA 17111

• **Saturday, October 12 10am-2pm:**  
**Scranton | WVIA**

Viewmont Mall  
100 Viewmont Mall  
Scranton PA 18640

• **Saturday, October 26 9am-5pm:**  
**Philadelphia|WHYY**

Please Touch Museum  
Memorial Hall  
4231 Avenue of the Republic  
Philadelphia PA 19131



## Screening for Developmental Delays and Autism Spectrum Disorders

Early Periodic Screening, Diagnosis and Treatment (EPSDT) services are federally mandated services that require comprehensive and preventive health care to children under the age of 21 years old. In accordance with the Department of Human Services EPSDT Periodicity Schedule and recommendations by the American Academy of Pediatrics, Aetna Better Health participating providers who provide these services are required to perform structured screenings for developmental delays and Autism spectrum disorders.

- A structured developmental screening is required at 9-11 months, 18 months and 30 months of age.
- Autism screening is required at ages 18 months and 24 months.

All children should be screened for developmental delays. Additional screenings may be necessary for those children who are at a higher risk for developmental problems due to preterm birth, low birth weight, showing symptoms of ASD, or having a sibling or parent with an ASD.

- Screenings should be performed utilizing a validated screening tool. For more information on validated screening tools for Developmental Delay and Autism, please visit this link: [aetnabetterhealth.com/pa/providers](https://aetnabetterhealth.com/pa/providers). Click on Quality Improvement Resources (on the left of the screen). Click on EPSDT in the center. Open the Valid Developmental Delay and Autism Spectrum Disorders Screening Tools document.
- Use the following CPT code(s) on your claims for accurate processing and for these screenings to be properly documented as being completed:

### **Developmental screening code 96110**

### **Autism screening code 96110 U1**

Children under five years of age with any diagnosis that indicates a developmental delay or problem should be referred through Pennsylvania CONNECT for further evaluation and a referral for early intervention services. You can call the CONNECT helpline at 1-800-692-7288 to initiate the evaluation.

Early intervention services may include:

- Assistive technology devices
- Medical, nursing, nutrition and psychological services
- Audiology and hearing services
- Occupational therapy
- Speech and language services
- Physical therapy
- Family counseling and training

Appropriate documentation of these screenings will be assessed during our annual Medical Record Review process. Follow-up education will be provided to any provider as needed as part of this review.

Please refer to the following Aetna Better Health Provider Manual link for more information: [aetnabetterhealth.com/pennsylvania/assets/pdf/provider/ABH%202019ProviderManual\\_CGA.pdf](https://aetnabetterhealth.com/pennsylvania/assets/pdf/provider/ABH%202019ProviderManual_CGA.pdf).



# 2019 Quick Reference Guide

Aetna Better Health of Pennsylvania			
Administrative Office	2000 Market Street, Suite 850 Philadelphia, PA 19103 1-866-638-1232 (MA) 1-800-822-2447 (CHIP)	Claims Customer Service Contact (CICR)	1-866-638-1232
Pharmacy	CVS Caremark: 1-866-638-1232	Language Line Services	1-800-385-4104
Eligibility Verification (by phone)	1-866-638-1232 (MA) 1-800-822-2447 (CHIP)	Complaints, Grievances & Appeals	Complaints Grievance and Appeals 2000 Market Street, Suite 850 Philadelphia, PA 19103 Fax: 1-860-754-1757 Email: <a href="mailto:PAMedicaidAppeals&amp;Grievance@AETNA.com">PAMedicaidAppeals&amp;Grievance@AETNA.com</a>
Claim Submission Address/Payor ID	Aetna Better Health PA P.O. Box 62198 Phoenix, AZ 85082-2198 Emdeon Payor ID: 23228	eviCore®	Link: <a href="http://www.medsolutionsonline.com">www.medsolutionsonline.com</a> Link: <a href="http://www.Evicore.com">www.Evicore.com</a> Radiology: 1-888-693-3211 Pain Management: 1-888-393-0989 Client Services: 1-800-575-4517
Prior Authorization Phone and Fax Numbers	P: 1-866-638-1232 F: 1-877 363-8120 Form Link: <a href="https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/PriorAuthForm-PA_JF_SP2_FINAL.pdf">https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/PriorAuthForm-PA_JF_SP2_FINAL.pdf</a>	Real Time support via Emdeon: Claim Inquiry & Response (276/277); Eligibility Inquiry & Response (270/271); and Health Service Review Inquiry & Response (278)	Emdeon Payor ID: 23228
Provider Manual	<a href="https://www.aetnabetterhealth.com/pennsylvania/providers/manual">https://www.aetnabetterhealth.com/pennsylvania/providers/manual</a>	EFT / ERA	Form Link: <a href="https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/provider-forms/EFT-AuthorizationEnrollmentForm-PA.pdf">https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/provider-forms/EFT-AuthorizationEnrollmentForm-PA.pdf</a>
Website	<a href="http://www.aetnabetterhealth.com/pennsylvania">www.aetnabetterhealth.com/pennsylvania</a>	Vision	Superior Vision: 1-866-819-4298 <a href="http://www.superiorvision.com">www.superiorvision.com</a>
Provider Web Portal	<a href="http://www.aetnabetterhealth.com/pennsylvania/providers/portal">www.aetnabetterhealth.com/pennsylvania/providers/portal</a>	Provider Relations, Contracting & Updates	P: 1-866-638-1232 F: 1-860-754-5435 Email: <a href="mailto:ABHProviderRelationsMailbox@AETNA.com">ABHProviderRelationsMailbox@AETNA.com</a>
Peer to Peer Request	1-959-299-6960	Special Needs Unit	1-855-346-9828
Member Services	1-866-638-1232 (MA) 1-800-822-2447(CHIP)	Dental	SKYGEN Provider Services: 1-800-508-4892 Website: <a href="https://skygenusa.com">https://skygenusa.com</a>
Pennsylvania Department of Human Resources			
Dept of Human Services Helpline	1-800-692-7462	Provider Inquiry Hotline	1-800-537-8862 Prompt 4
Behavioral Health	1-800-433-4459	Pharmacy Hotline	1-800-558-4477 Prompt 1
OMAP - HealthChoices Program Complaint, Grievance, & Fair Hearings	1-800-798-2339 PO Box 2675 Harrisburg, PA 17105-2675	MA Provider Enrollment Applications / Changes	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS) – Phone	1-800-766-5387	Outpatient Providers Practitioner Unit	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS) – Website	<a href="http://www.dhs.pa.gov/provider/frequentlyaskedquestions/accesscardsevseligibilityquestionsandanswers/index.htm">http://www.dhs.pa.gov/provider/frequentlyaskedquestions/accesscardsevseligibilityquestionsandanswers/index.htm</a>	MA Provider Compliance Hotline	1-800-333-0119

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<b>Mental Health, Drug &amp; Alcohol Services</b> Aetna Better Health recipients receive mental health, drug, and alcohol services through Behavioral Health (BH) Managed Care Organizations (MCO) in each county. Please refer to the list below to contact the office in the member's county.				<b>Medical Assistance Transportation Program (MATP)</b> Please refer recipients needing assistance with transportation to these local county offices. Recipients can use these numbers to obtain information on how to enroll in the MATP program. For more information, visit <a href="http://matp.pa.gov">matp.pa.gov</a> .			
County	BH MCO / Phone	County	BH MCO / Phone	County	Phone	County	Phone
Adams	CCBHO 800-553-7499	Lackawanna	CCBHO 800-553-7499	Adams	800-632-9063	Lackawanna	570-963-6482
Allegheny	CCBHO 800-553-7499	Lancaster	PC 888-722-8646	Allegheny	888-547-6287	Lancaster	800-892-1122
Armstrong	VBH 877-615-8503	Lawrence	VBH 877-615-8503	Armstrong	800-468-7771	Lawrence	888-252-5104
Beaver	VBH 877-615-8503	Lebanon	PC 888-722-8646	Beaver	800-262-0343	Lebanon	717-273-9328
Bedford	PC 866-773-7891	Lehigh	MBH 888-207-2911	Bedford	814-643-9484	Lehigh	888-253-8333
Berks	CCBHO 800-553-7499	Luzerne	CCBHO 800-553-7499	Berks	800-383-2278	Luzerne	800-679-4135
Blair	CCBHO 800-553-7499	Lycoming	CCBHO 800-553-7499	Blair	800-458-5552	Lycoming	800-222-2468
Bradford	CCBHO 800-553-7499	McKean	CCBHO 800-553-7499	Bradford	800-242-3484	McKean	866-282-4968
Bucks	MBH 888-207-2911	Mercer	VBH 877-615-8503	Bucks	888-795-0740	Mercer	800-570-6222
Butler	VBH 877-615-8503	Mifflin	CCBHO 800-553-7499	Butler	866-638-0598	Mifflin	800-348-2277
Cambria	MBH 888-207-2911	Monroe	CCBHO 800-553-7499	Cambria	888-647-4814	Monroe	888-955-6282
Cameron	CCBHO 800-553-7499	Montgomery	MBH 888-207-2911	Cameron	866-282-4968	Montgomery	215-542-7433
Carbon	CCBHO 800-553-7499	Montour	CCBHO 800-553-7499	Carbon	800-990-4287	Montour	800-632-9063
Centre	CCBHO 800-553-7499	Northampton	MBH 888-207-2911	Centre	814-355-6807	Northampton	888-253-8333
Chester	CCBHO 800-553-7499	Northumberland	CCBHO 800-553-7499	Chester	877-873-8415	Northumberland	800-632-9063
Clarion	CCBHO 800-553-7499	Perry	PC 888-722-8646	Clarion	800-672-7116	Perry	800-632-9063
Clearfield	CCBHO 800-553-7499	Philadelphia	CBH 888-545-2600	Clearfield	800-822-2610	Philadelphia	877-835-7412
Clinton	CCBHO 800-553-7499	Pike	CCBHO 800-553-7499	Clinton	800-206-3006	Pike	866-681-4947
Columbia	CCBHO 800-553-7499	Potter	CCBHO 800-553-7499	Columbia	800-632-9063	Potter	800-800-2560
Crawford	VBH 877-615-8503	Schuylkill	CCBHO 800-553-7499	Crawford	800-210-6226	Schuylkill	888-656-0700
Cumberland	PC 888-722-8646	Snyder	CCBHO 800-553-7499	Cumberland	800-632-9063	Snyder	800-632-9063
Dauphin	PC 888-722-8646	Somerset	PC 866-773-7891	Dauphin	800-309-8905	Somerset	800-452-0241
Delaware	MBH 888-207-2911	Sullivan	CCBHO 800-553-7499	Delaware	866-450-3766	Sullivan	800-242-3484
Elk	CCBHO 800-553-7499	Susquehanna	CCBHO 800-553-7499	Elk	866-282-4968	Susquehanna	866-278-9332
Erie	CCBHO 800-553-7499	Tioga	CCBHO 800-553-7499	Erie	800-323-5579	Tioga	800-242-3484
Fayette	VBH 877-615-8503	Union	CCBHO 800-553-7499	Fayette	800-321-7433	Union	800-632-9063
Forest	CCBHO 800-553-7499	Venango	VBH 877-615-8503	Forest	800-222-1706	Venango	814-432-9767
Franklin	PC 866-773-7917	Warren	CCBHO 800-553-7499	Franklin	800-632-9063	Warren	877-723-9456
Fulton	PC 866-773-7917	Washington	VBH 877-615-8503	Fulton	800-999-0478	Washington	800-331-5058
Greene	VBH 877-615-8503	Wayne	CCBHO 800-553-7499	Greene	877-360-7433	Wayne	800-662-0780
Huntingdon	CCBHO 800-553-7499	Westmoreland	VBH 877-615-8503	Huntingdon	800-817-3383	Westmoreland	800-242-2706
Indiana	VBH 877-615-8503	Wyoming	CCBHO 800-553-7499	Indiana	888-526-6060	Wyoming	866-278-9332
Jefferson	CCBHO 800-553-7499	York	CCBHO 800-553-7499	Jefferson	800-648-3381	York	800-632-9063
Juniata	CCBHO 800-553-7499			Juniata	800-348-2277		

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