

**Thank you for joining the
Aetna Better Health Webinar.**

We will begin shortly.



Aetna Better Health® of Pennsylvania

Aetna policy statement

All Aetna presentation materials are confidential and proprietary and may not be copied, distributed, captured, printed or transmitted (in any form) without the written consent/authorization of Aetna, Inc.

Housekeeping

- All lines will be muted to reduce background noise
- Use the Q & A Box to submit any questions to ALL PANELISTS.
PLEASE NOTE: If you only submit to the presenter, your question will not be able to be addressed during the webinar.
- The presentation will be available on our website under Past Provider Education Webinars within a week and here is the link:
<https://www.aetnabetterhealth.com/pennsylvania/providers/education>

Medicaid Closure & CHIP Up-Date

Presenter: Kim Heggenstaller
Manager, Network Relations

August 31, 2022



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.





Agenda

- Thank you!
- Aetna Better Health Kids Expanded CHIP Service Area
- Dedicated CHIP Provider Representatives
- Aetna Better Health Kids CHIP Benefits
- Step-by-Step Training: Medicaid Claims Closure Process
- Questions
- Provider Webinar
 - September 28th at 11 a.m.

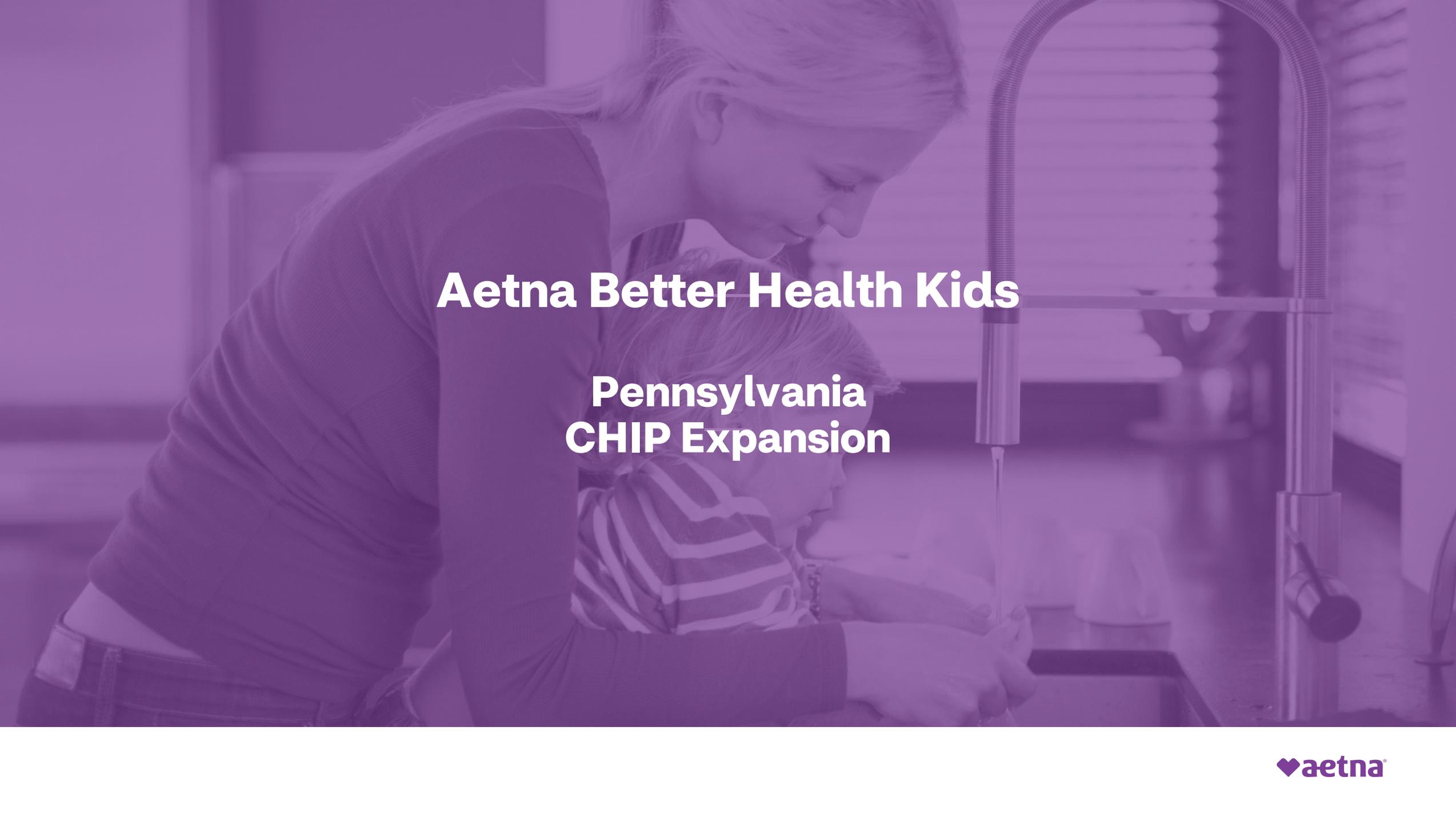
**Aetna Better Health of
Pennsylvania**

Thank you

For allowing us to serve your Medicaid patients.

Current participation in HealthChoices ends August 31, 2022.

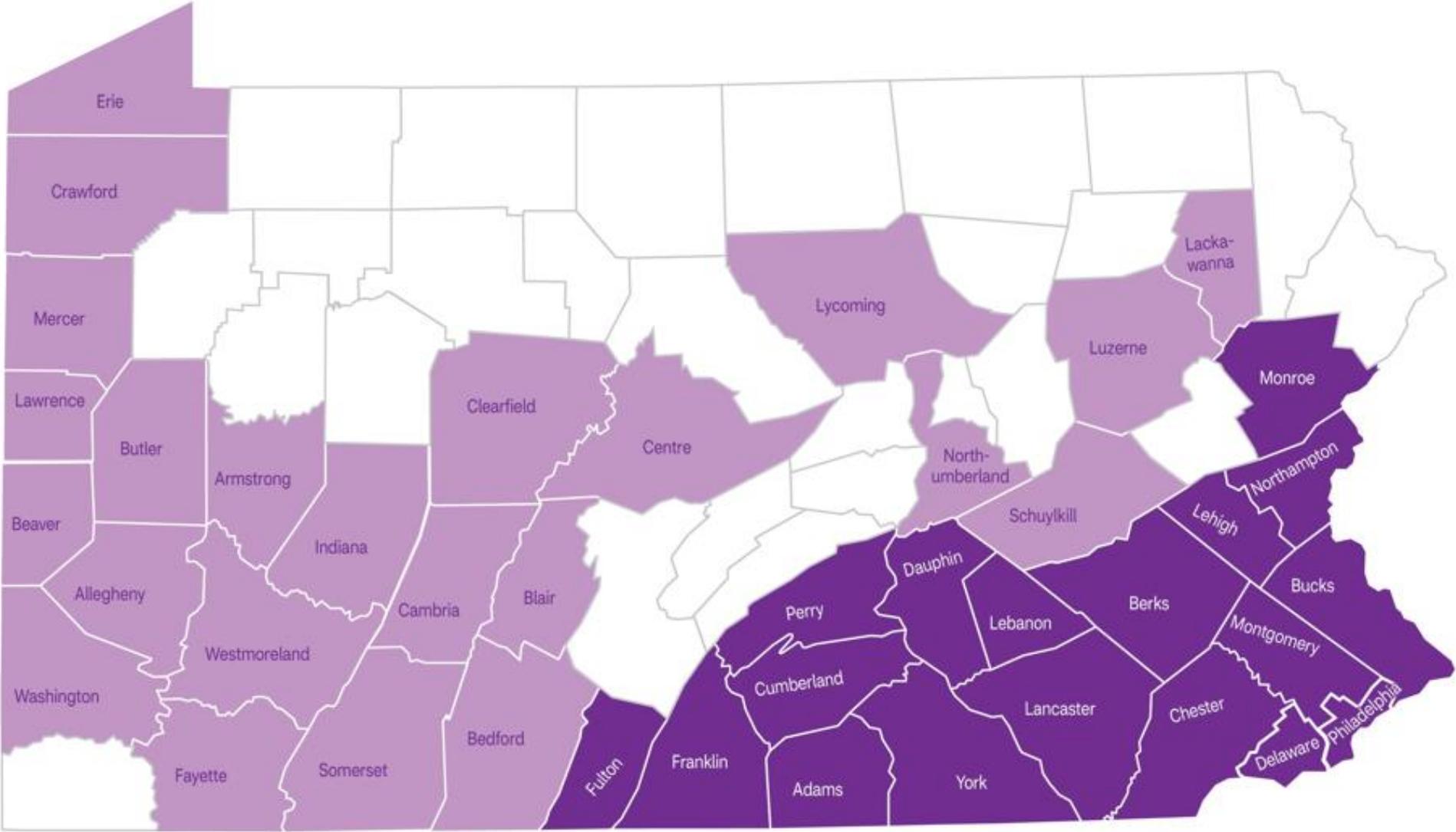


A woman with blonde hair, wearing a dark long-sleeved shirt, is leaning over a kitchen sink. She is washing a young child's hands. The child is wearing a striped shirt. The scene is set in a kitchen with a modern faucet. The entire image has a purple tint.

Aetna Better Health Kids

**Pennsylvania
CHIP Expansion**

Aetna Better Health® Kids Expansion



 Aetna Better Health® Kids (CHIP) available

 Aetna Better Health® Kids (CHIP) available starting January 1, 2022

Aetna Better Health Kids (CHIP) is Growing!

**January 2022
Service Area Expansion**

Pennsylvania Coverage Increased From 23 to 41 Counties!

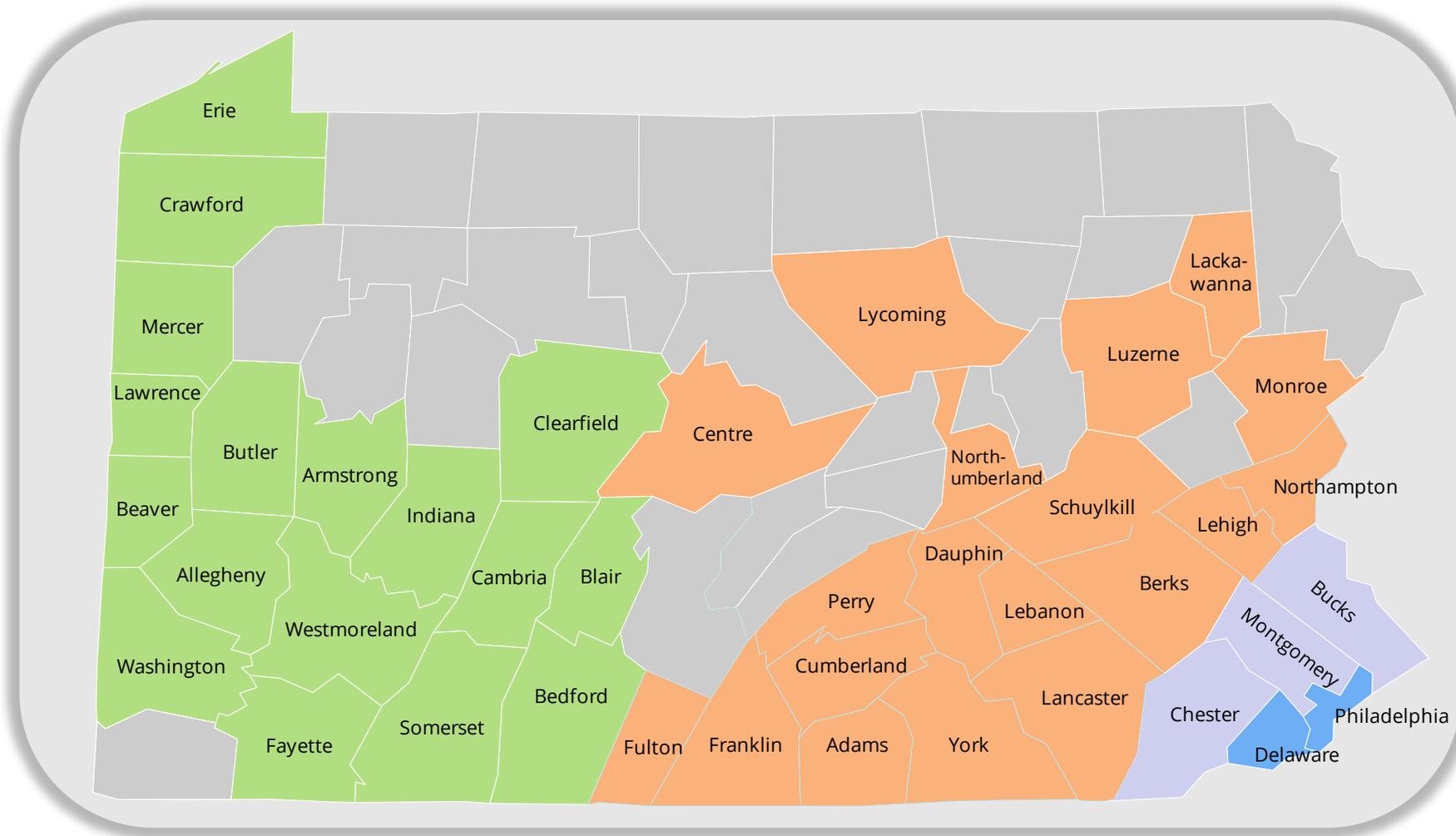




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Aetna Better Health® Kids
A CHIP Health Plan

Large Group & Hospital Assignments

Provider Group	Representative
Allegheny Health Network	Brady Bingman
Children's Hospital of Philadelphia	Teresa Washington
Coordinated Health	Jacelyn Cressman
Crozer Keystone	Brady Bingman
Detweiler Family Medicine	Teri Russell Shaw
Geisinger	Jacelyn Cressman
Jefferson Health Systems	Teresa Washington
Lehigh Valley Health Network	Jacelyn Cressman
Nemours	Jacelyn Cressman
Patient First	Brady Bingman
Penn Highland	Brady Bingman

Provider Group	Representative
Penn State/ Hershey Health	Brady Bingman
Phoenix Rehabilitation & Health Services, Inc.	Jacelyn Cressman
Quest Diagnostics	Teri Russell Shaw
Tower Health/St. Christopher's	Teri Russell Shaw
Trinity (Mercy) Health/St Mary's	Teri Russell Shaw
UPMC	Brady Bingman
Washington Physicians Health Organization	Brady Bingman
WellSpan Health	Brady Bingman
West Virginia University	Brady Bingman
All Federally Qualified Health Centers	Teresa Washington



Aetna Better Health® Kids
A CHIP Health Plan

New Exclusive Benefits

Supporting Our Families

- CVS Health Parent Company
- Over-the-Counter Benefit
 - ❖ **\$30 per Month, per Child**
 - ❖ **Select Medications and Products at *no-cost***
- ✓ Cough and Cold Medicine
- ✓ Oral and Dental Care
- ✓ Ear and Eye Care
- ✓ Pain Relievers and First Aid
- ✓ Allergy Medicine
- ✓ Feminine Hygiene Products
- No-Cost Home Delivery
- Convenience of premium payments at local retailers.



Aetna Better Health® Kids
A CHIP Health Plan



Introducing the NEW
Aetna Better Health® Kids

No Cost Over-the-Counter (OTC) Benefit

[Aetnabetterhealthpenn.com/otc](https://aetnabetterhealthpenn.com/otc)

[Click Here](#)

A photograph of a woman with blonde hair, wearing a dark long-sleeved shirt, leaning over a kitchen sink. She is washing the hands of a young child with blonde hair, who is wearing a striped shirt. The scene is set in a kitchen with a modern faucet and a window with blinds in the background. The entire image is overlaid with a semi-transparent purple filter.

ABH-PA Medicaid Comprehensive Closure Process

Aetna Better Health of Pennsylvania

Our Dedicated Medicaid Wind Down Team Commits to a seamless transition.

One Comprehensive Claims Process

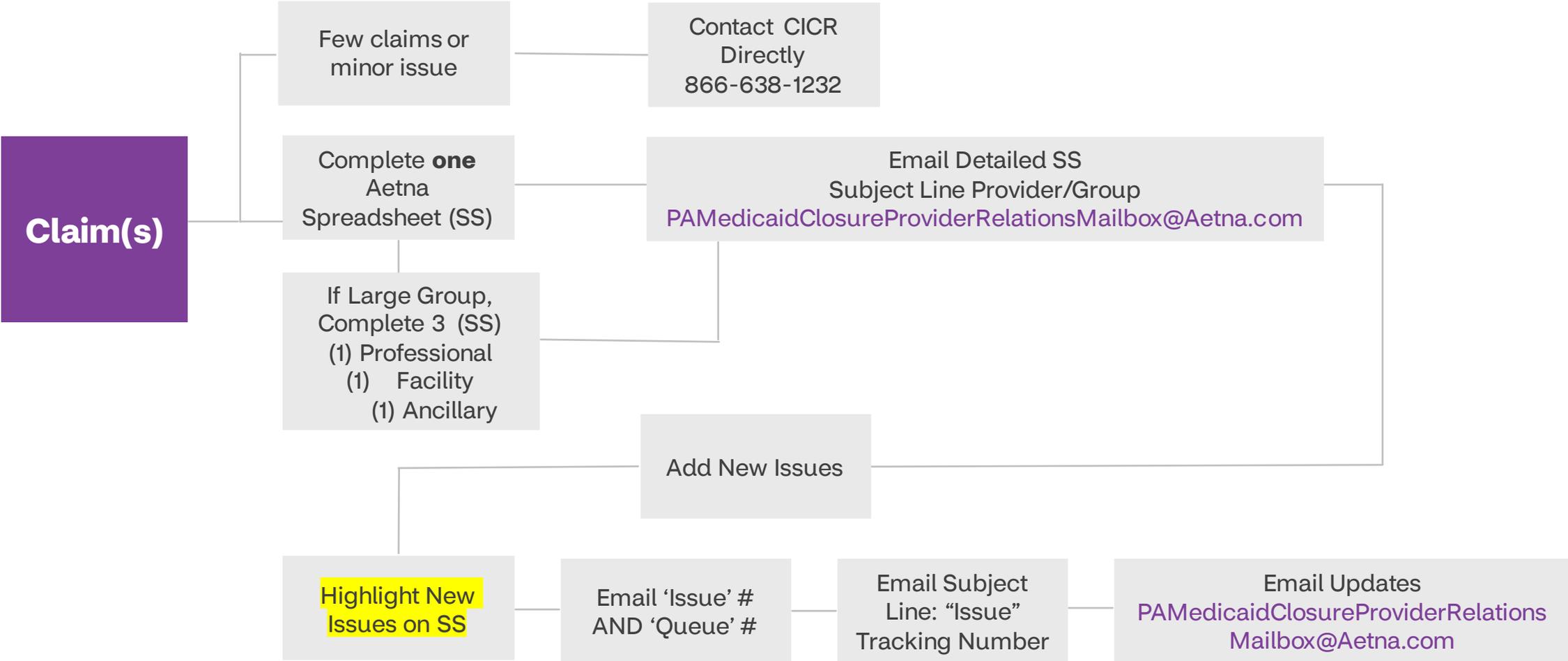
One Year of Continued Provider Service

One Dedicated Email Address

PAMedicaidClosureProviderRelationsMailbox@AETNA.com



Claim Submission Process



ABHPA Claims Spreadsheet

Pay to Name	Queue Number	Provider TIN (Optional/"Multiple")	NPI (Optional/"Multiple")	Issue #	Title for Issue	Tracking/PENNIT # (If known)
				1		
				2		
				3		

Type of Issue	Line of Business(s)	Type of Claims	# Claims Involved	Issue Description (Details)	Expected Resolution (Details)

Contact Name	Contact's Title	Contact's Email	Contact's Phone	Extension	Aetna Rep (If applicable)	Follow-up

ABHPA Claims Spreadsheet

Pay to Name	Queue Number	Provider TIN (Optional/"Multiple")	NPI (Optional/"Multiple")	Issue #	Title for Issue	Tracking/PENNIT # (If known)
				1		
				2		
				3		
				4		

[Full Issues Lists Demographics](#)

[Issue 1 Details](#)

[Issue 2 Details](#)

[Issue 3 Details](#)

[Issue 4 Details](#)

[Issue 5 Details](#)

[Issue 6 Details](#)

[Issue 7 Detail ...](#)



Pay Claim to Whom?



ABHPA Claims Spreadsheet

Pay to Name	Queue Number	Provider TIN (Optional/"Multiple")	NPI (Optional/"Multiple")	Issue #	Title for Issue	Tracking/PENNIT # (If known)
				1		
				2		
				3		
				4		

Full Issues Lists Demographics

Issue 1 Details

Issue 2 Details

Issue 3 Details

Issue 4 Details

Issue 5 Details

Issue 6 Details

Issue 7 Detail ...



- **Queue Number:** Assigned after spreadsheet submission.
- **Tax Identification Number**
- **National Provider Identification Number**
- **Issue Number:** First Issue is #1 – Consecutively number additional issues.
 - Each Issue has a corresponding tab.
- **Title for Issue:** Create a specific "Issue" name.
- **Tracking/PENNIT #:** If known. Claims older than 1 year from date of SS submission, not accepted.

ABHPA Claims Spreadsheet

Type of Issue	Line of Business(s)	Type of Claims	# Claims Involved	Issue Description (Details)	Expected Resolution (Details)

Full Issues Lists Demographics	Issue 1 Details	Issue 2 Details	Issue 3 Details	Issue 4 Details	Issue 5 Details	Issue 6 Details	Issue 7 Detail ...
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- **Type of Issue:** Claim, Provider, Demographic, Other
- **Line of Business:** Medicaid, CHIP, Both
- **Type of Claims:** Professional, Facility, Ancillary
- **# Claims Involved:** Enter the number of claims involved with the specific Issue Number.
- **Issue Description:** Describe, in detail, specifics related to the Issue.
- **Expected Resolution:** Explain expected results, adding specifics.

ABHPA Claims Spreadsheet

Contact Name	Contact's Title	Contact's Email	Contact's Phone	Extension	Aetna Rep (If applicable)	Follow-up

Full Issues Lists Demographics

Issue 1 Details

Issue 2 Details

Issue 3 Details

Issue 4 Details

Issue 5 Details

Issue 6 Details

Issue 7 Detail ...

If you prefer, use a different contact for each "Issue."



ABHPA “Issue” Tabs

Member's Full Name	Member ID	Patient Account Number (Optional)	DOS	Group TIN	Group NPI	Provider NPI Number	Provider Name	Claim Number REQUIRED	Billed Amount	Paid Amount	Claim Status

Full Issues Lists Demographics **Issue 1 Details** Issue 2 Details Issue 3 Details Issue 4 Details Issue 5 Details Issue 6 Details Issue 7 Detail ...

- ✓ **Member's Full Name**
- ✓ **Member ID**
- ✓ **Patient Account Number**
- ✓ **Date of Service**
- ✓ **Group TIN**
- ✓ **Group NPI**

- ✓ **Provider NPI Number**
- ✓ **Provider Name**
- ✓ **Claim Number (Required)**
- ✓ **Billed Amount**
- ✓ **Paid Amount**
- ✓ **Claim Status**

ABHPA

Our Continued Partnership

Submit Spreadsheets

PAMedicaidClosureProviderRelationsMailbox@AETNA.com

Earliest Submission Date

September 1, 2022

Website Link

<https://www.aetnabetterhealth.com/pennsylvania/providers/notices>



- For Providers
- COVID-19 Resources
- Join Our Network
- Forms
- Guidelines & Clinical Policies ▾
- Manuals
- Newsletters
- Notices
- Provider Experience Educational Resources
- Pharmacy
- Opioid Use Disorder

Notices

Important Provider Updates

Bulletins	+
Claims, Billing and Reimbursement	+
Clinical coding and policy updates	+
FAQ's	+
Tools & Resources	+
Technology Assessment Group Updates	+
HealthChoices Updates	+
PA Medicaid Closure Process	-

[PA Medicaid Closure Instructions](#)

[PA Medicaid Closure Spreadsheet Template](#)

Questions

Aetna Better Health of Pennsylvania

Medicaid Closure —————> August 31, 2022

How do I become an Aetna Better Health Kids CHIP provider?

Visit AetnaBetterHealth.com/Pennsylvania & complete the application.

Will the credentialing process be the same?

Yes, credentialing will be facilitated in the same manner as you are using presently.

How long will Medicaid wind-down procedures be active?

A dedicated Aetna wind-down team will be in place for 1 year.

Where do I find answers to State-related questions?

[HealthChoices Tool Kit](#)

[Provider Quick Tip](#)

[Provider FAQs](#)

[Single Case Agreement](#)

Aetna Better Health of Pennsylvania

Monthly Provider Education Webinar Medicaid Claims Processing Up-Date

**September 28, 2022
11 a.m. – Noon**



A New Road Ahead

With you Every Step of the Way

