



Aetna Better Health Webinar Series

**Availity Tips and
Cultural Competency**

**Provider Experience
Network Relations Team**

***Presented by*
Kim Heggenstaller**

November/December 2021

Housekeeping

- All lines will be muted to reduce background noise
- Use the Q & A to submit any questions to ALL PANELISTS
- 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>

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As a team, we are committed to supporting our providers and working together toward positive outcomes for your patient, our member.

— YOUR PROVIDER EXPERIENCE
TEAM —



Experience:

Brady graduated from Slippery Rock University in 2019 with a bachelor's in Health Care Administration & Management. He immediately started with Aetna in the claims department. In September 2021 he accepted an offer to join the Network Relations Consultant team.

Territory:

Brady is a network relations consultant in the Greater Pittsburgh Area. His territory includes Allegheny, Armstrong, Beaver, Butler and Indiana Counties.

More about Brady:

Brady is married and lives in Plum, PA with his wife and Goldendoodle. After hours, he spends most of his time thinking about, reading about, or talking about Steelers football.



Brady Bingman

Network Relations Consultant, Provider Relations

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Agenda

- Cultural Competency
- Availability Tips
- HOT TOPICS
 - ❑ ABH Secure Provider Portal to be discontinued
- Territory Assignments
- Important Links

What is Cultural Competency?

- Social
- Linguistic
- Moral
- Intellectual
- Behavioral



Why is culturally competent healthcare important?

Cultural Competency encompasses:



Being aware and conscious of one's own world view



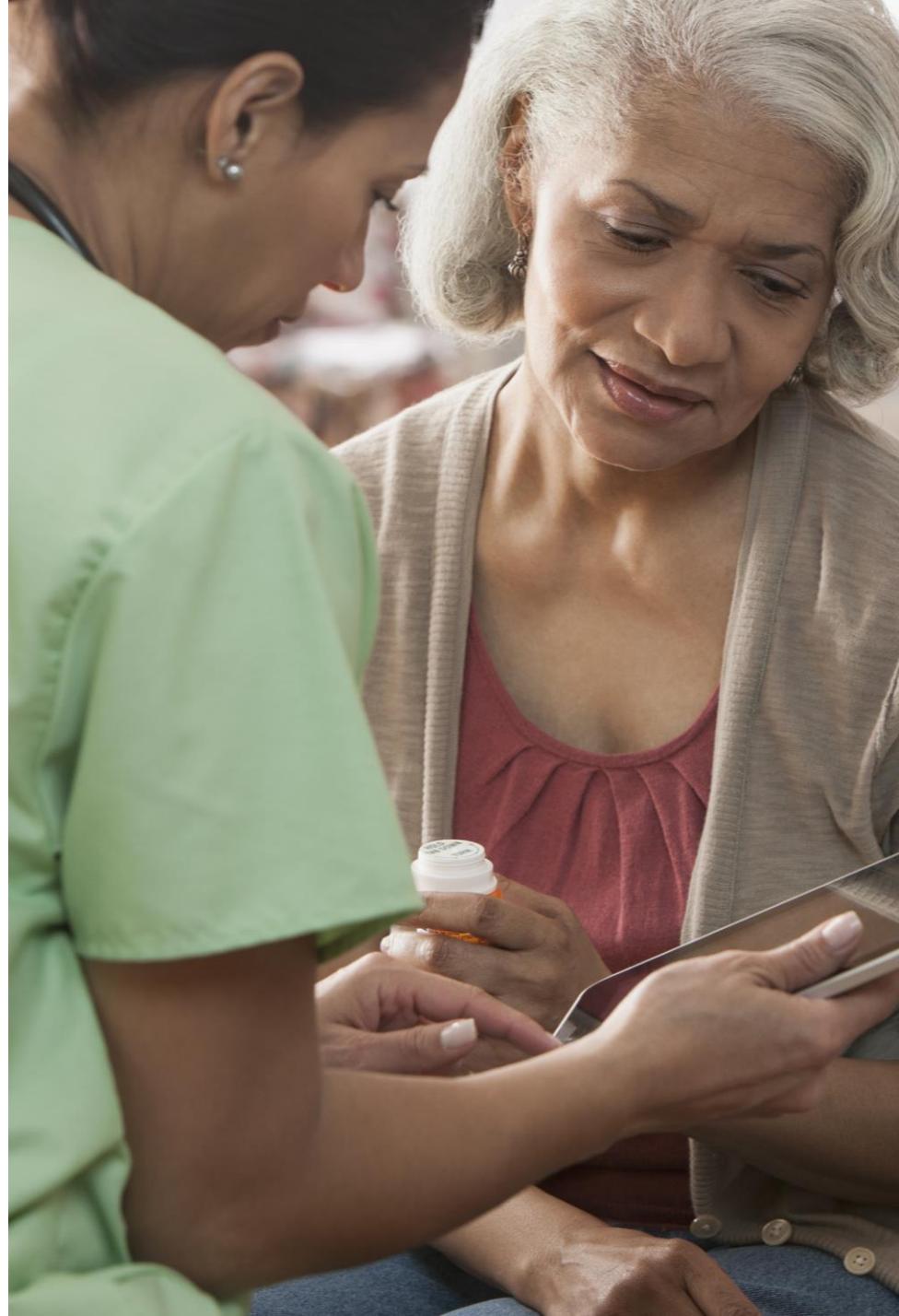
Developing positive attitudes towards cultural differences



Gaining knowledge of different cultural practices and world views

What are the keys to being Culturally Competent?

- Awareness
- Attitude
- Knowledge
- Skills





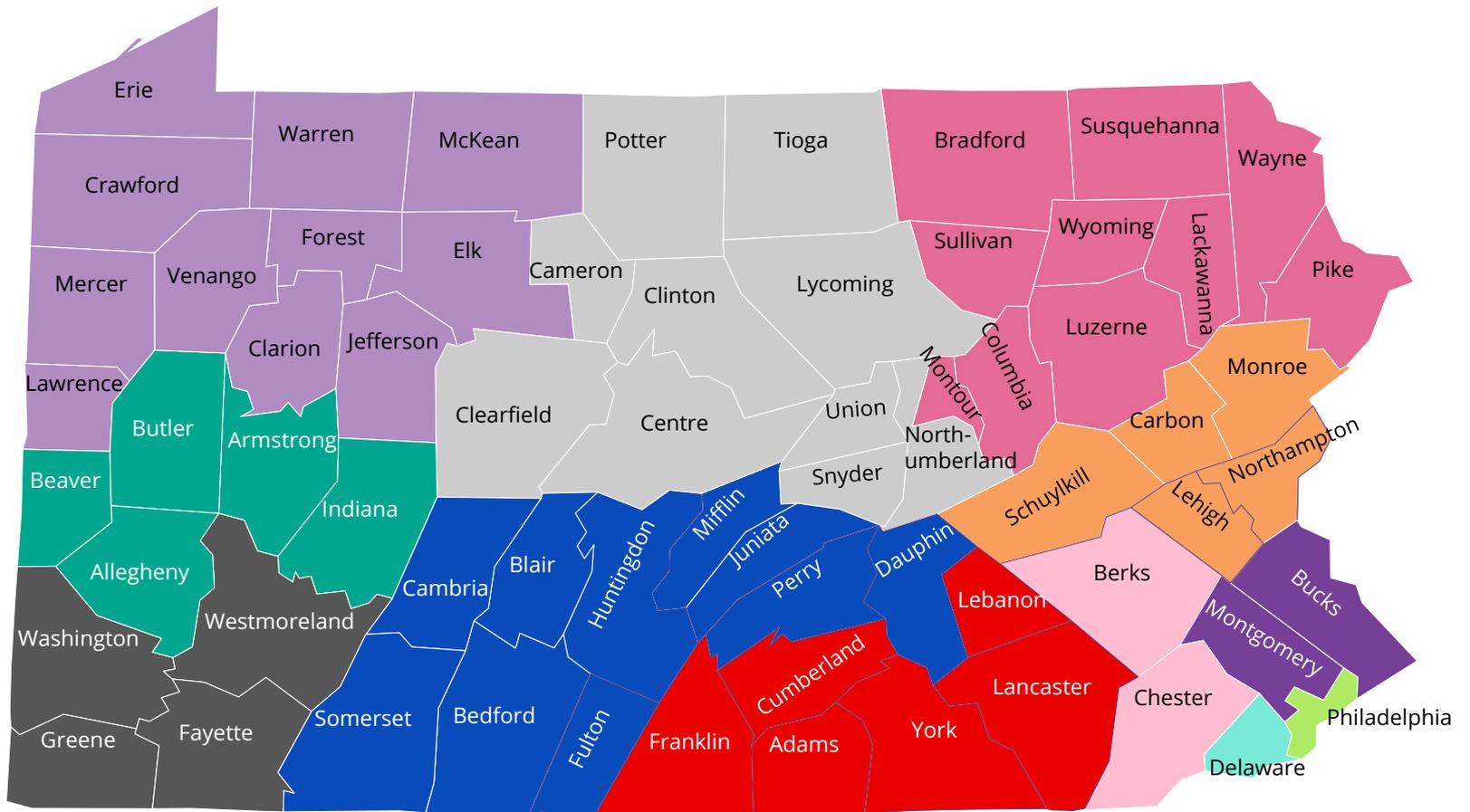
How does Aetna Better Health drive Cultural Competency?

- Aetna Better Health adheres to the Title VI of the Civil Rights Act of 1964
- Our members have access to our language line and interpreter services
- Members receive covered services regardless of race, ethnicity, national origin, religion, gender, age, gender identification, mental or physical disability, sexual orientation
- Access the [Cultural Competency Brochure](#) for more information.

Questions?

Hot Topics

- ❑ **ABH Secure Provider Portal to be discontinued**



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FQHCs/RHCs- All counties:
Teresa Washington

Revised Oct. 2021

Large Group & Hospital Assignments

Provider Group	Representative
Advocare Pediatrics	Vacant
Allegheny Health Network	Brady Bingman
Children's Hospital of Philadelphia	LaShawn Bailey
Coordinated Health	Jacelyn Cressman
Crozer Keystone	Vacant
CVS MinuteClinic	Vacant
Detweiler Family Medicine	Vacant
Drexel Medicine	LaShawn Bailey
Einstein Health Network	LaShawn Bailey
FQHCs and RHCs – All counties	Teresa Washington
Geisinger	Kim Heggenstaller
Jefferson Health	Lashawn Bailey
Lehigh Valley Health Network	Jacelyn Cressman

Provider Group	Representative
Trinity (Mercy) Health	Vacant
Nemours	Jacelyn Cressman
Penn State/ Hershey Health	Mindy Roach
Phoenix Rehab & Health Services, Inc.	Michael Quinn
Quest Diagnostics	Vacant
St. Christopher's	LaShawn Bailey
St. Mary Medical Center	Vacant
Tower Health	LaShawn Bailey
UPMC Cole	Melinda Roach
UPMC Pinnacle	Michelle Bogard
UPMC Susquehanna	Melinda Roach
UPMC – Western PA	Melinda Roach
WellSpan Health	Michelle Bogard
West Virginia University	Sherrie Flannery

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Important Links

Fall/Winter Newsletter

https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/pennsylvania/provider/pdf/abhpa_provider_newsletter_Fall_Winter_21.pdf

Quick Reference Guide

https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/pennsylvania/provider/pdf/abhpa_quick_reference_guide.pdf

Provider Experience Education Resources

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



Availity

Update and Tips provided by

Karen Vick – Market Development Specialist

<https://availabilitylearning.learnupon.com/r/lms4v8v4vriv4c0ocy4hx2tli2s33v8>

