



Provider Newsletter

Winter/Spring 2022



AetnaBetterHealth.com/Pennsylvania



AetnaBetterHealth® of Pennsylvania
Aetna Better Health® Kids

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Welcome to our new Aetna Better Health® Kids (CHIP) Providers

We would like to welcome all of the providers who have recently joined us as part of our 23 county CHIP expansion. We look forward to collaborating with you to achieve our common goal of improving health outcomes for the members and patients we serve.

As a provider, you have many choices for insurance carriers. Our value-based provider partnership seeks to create a collaborative relationship that achieves improved clinical, quality and financial outcomes, and enhances the life of every member we touch. We help our providers succeed through a strategic and highly-personalized approach that improves health outcomes.

For more information about our programs, please contact our Provider Relations Department at **1-866-638-1232**.



Join our Aetna Better Health® Kids Provider Network if you haven't already!

Robert A. Sonnessa
AVP Medicaid Network Management
Aetna Medicaid

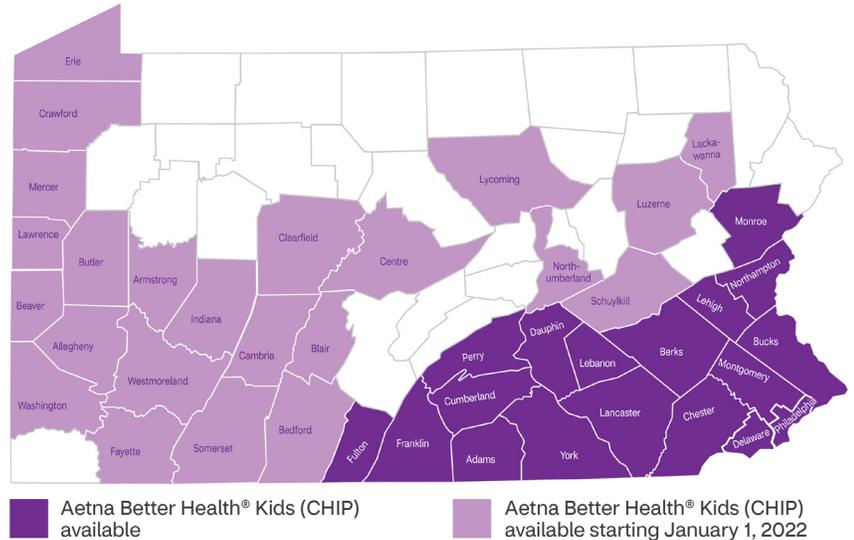


Our CHIP Plan, Aetna Better Health® Kids is Expanding

Join our Aetna Better Health® Kids Provider Network if you haven't already!

We are excited to share that starting January 1, 2022, Aetna Better Health Kids® is GROWING!

We have been awarded a 23-county expansion in our Children's Health Insurance Plan (CHIP) program. We now offer services to children and teens in 41 counties across the Commonwealth geared towards meeting their health care needs as they grow and develop.



Services we offer to children and teens at no cost or with limited copay include:

- Well-child checkups
- Hospital visits
- Vision care
- 24/7 Nurse Line
- Vaccines
- Behavioral health
- Medicine
- Special Needs Unit
- Urgent care
- Dental care
- Care management
- OTC Benefit

In addition to expanding and growing our geography, we are also enhancing benefits for our members. We now offer a no cost Over-the-Counter (OTC) Benefit. Each member enrolled in CHIP will get a \$30 OTC credit each month that can be used towards purchases of common health items such as vitamins, cold medications, and feminine products.



More information on the OTC benefit is available on our OTC page

AetnaBetterHealth.com/pennsylvania/members/chip/otc



You can find a CHIP Application for patients with CHIP eligibility

AetnaBetterHealth.com/pennsylvania/become-a-member/chip/apply

We look forward to partnering with your group to provide the best CHIP services and benefits for your patients. In addition to improved patient care, we are also exploring Pay for Quality and Value-Based incentives for our highly regarded provider network as they care for our CHIP members. If you are not currently participating or credentialed to service CHIP members, please reach out via phone or email and let us know. We will assist you in connecting with our contracting team for additional information on becoming a participating provider.



Aetna Better Health® Kids

AetnaBetterHealth.com/pennsylvania/members/chip

A CHIP Health Plan



Reinstatement of Pre-COVID Prior Auth Requirements

Effective for dates of service on and after July 16, 2021, Aetna Better Health® and Aetna Better Health® Kids will **reinstate** any prior authorization requirements put in place on February 29, 2020 due to the COVID Public Health Emergency Declaration. This includes all services **except** for shift care for children under the age of 21.

Prior authorization requirements continue to be suspended for shift nursing and shift home health aide services, as described in [Quick Tip #241](#).

While the authorization requirements for shift care services continue to be suspended for claims payment purposes, services will be subject to a retrospective review for medical necessity.

Prior authorization requirements will be reinstated for the following services:

- Inpatient Hospital Admissions
- Long-Term Acute Care Hospitals
- Home Health
- Hospice Services
- Inpatient Rehabilitation Services
- Skilled Nursing Facility Services
- Medical Supplies and DME, to include the procedure codes and items listed in [Quick Tip #241](#)
- Radiology Services – CT scans of the chest related to the diagnosis or treatment of COVID-19.

Read the full reinstatement [MAB 99-21-03](#).

Questions?

Please contact our Provider Relations department at **1-866-638-1232**, with any questions regarding this update.



Provider Contract General Obligations Reminder

Section: 1.1 of Provider Contracts General Obligations: (e) - requires all Group Providers in all Provider locations, to provide Covered Services to Members in compliance with the terms of this Agreement; any exceptions must be approved in advance, in writing, by Company (Aetna Better Health® of Pennsylvania).



We've Improved the Provider Enrollment and Credentialing Process

We've updated our Join our Network page on our website to make it easier to navigate and find what you're looking for easier. We even added a fillable form you can save and email to us if you are adding multiple providers to a group contract. [Check it out!](#)



Do We Have Your Email Address?

Several months ago we started sending your practice important communication updates via email and then to fax, then your physical address. We need your current email address to get provider updates to you quicker and more efficiently. Be sure to give your Provider Rep an email for your practice. It will keep you "in the know" about Aetna Better Health® of Pennsylvania!



DHS Expansion of Telemedicine Services

Check out the recent [DHS Medical Assistance Bulletin](#) which outlines the expansion of telemedicine services allowed by DHS.



Maintaining Accurate Provider Rosters, Service Locations and Contact Information

Network providers should contact their Provider Relations Consultant or Provider Services with changes to their demographic information. Providers can verify their demographic data at any time using the Aetna Better Health® “real-time” [provider network directory](#).

Requests for changes to address, phone number, or tax ID, or additions and/or deletions to group practices, must be made through the online [provider change form](#).

You can also update us via a [paper change form](#).



Email the form:
ABHProviderRelationsMailbox@Aetna.com



Mail form to:
Aetna Better Health® of Pennsylvania
Aetna Better Health® Kids
Attention: Provider Relations
1425 Union Meeting Road
Blue Bell, PA 19422



Did you miss an MAB?

If you missed a recent Medical Assistance Bulletin, just go to www.dhs.pa.gov.



Recent Provider Notices

Stay up to date with our recent provider notices.

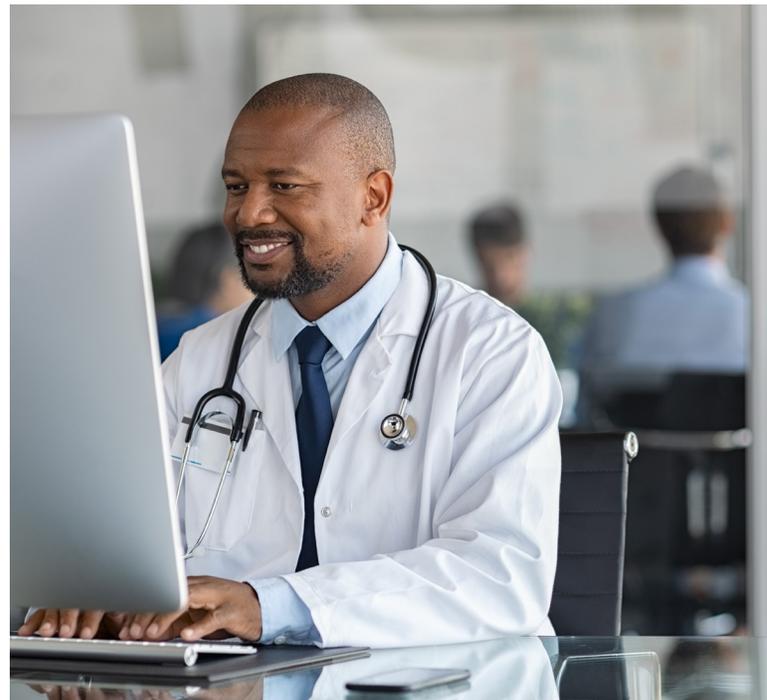
Check our NOTICES page often to stay up to date with changes that may affect you by visiting: AetnaBetterHealth.com/pennsylvania/providers/notices.

The Notices are divided into five categories to make it easier to see what you are interested in finding. Check it out today!



Need to Update Your Provider Info?

We've made changing your demographic information easier! We now have an online form you can fill out and hit submit and that's it! The process is easier, quicker and more accurate. [Update your info today!](#)





Member Rights & 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.

Annually, we inform our members of their rights and responsibilities in the member handbook, member newsletter and other mailings. Their Rights and Responsibilities are also posted within the For Members section of our website at [AetnaBetterHealth.com/pennsylvania/members](https://www.aetna.com/pennsylvania/members).

We ensure 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**.



Address Change **Complaints, Grievances and Appeals**

The Aetna Better Health® of Pennsylvania **Complaints, Grievances and Appeals (CGA) mailing address changed**. There are now two different addresses for member CGA and a different provider CGA address.

Aetna Better Health® of Pennsylvania **Complaints, Grievances and Appeals**

New Address:
Member
Appeals

PO Box 81139
5801 Postal Road
Cleveland, OH 44181

Aetna Better Health® of Pennsylvania **Complaints, Grievances and Appeals**

New Address:
Provider
Appeals

PO Box 81040
5801 Postal Road
Cleveland, OH 44181



New Language for Ambulance Billing

Submitting Transportation/Ambulance Claims

Per DHS requirements, all ambulance services (including the mileage) require a pickup and drop off location modifier. In addition, the billed mileage should always have a U8, U9 or HD as the second modifier. Per the PROMISe Provider Handbook for Ambulance providers, there must be at least one modifier entered in the second position of the modifier block for the service(s) provided. Ambulance procedure codes A0425 (Ground mileage, per statute mile) and A0430 (Ambulance service, conventional air services, transport, fixed wing) must have modifier U8 in the second position of the modifier block.

The modifiers applicable to ambulance services are:

RH – Residence to Hospital

HR – Hospital to Residence

HE – Hospital to Residential, domiciliary, custodial facility (nursing home, not skilled nursing facility)

RE – Residence to Residential, domiciliary, custodial facility (nursing home, not skilled nursing facility)

HN – Hospital to Skilled Nursing Facility (SNF)

PH – Physician's Office (includes HMO non [1] hospital facility, clinic, etc.) to Hospital

RJ – Residence to Non-Hospital based dialysis facility

JH – Non-Hospital based dialysis facility to Hospital

JR – Non-Hospital based dialysis facility to Residence

RG – Residence to Hospital based dialysis facility (hospital or hospital-related)

GR – Hospital based dialysis facility (hospital or hospital-related to Residence)

SD – Scene of accident or acute event to Notes Diagnostic or therapeutic site other than "P" (physician) or "H" (hospital)

SH – Scene of accident or acute event to Hospital

SI – Scene of accident or acute event to Site of transfer (for example, airport or helicopter) between types of ambulance

IH – Site of transfer (for example, airport or helicopter) between types of ambulance to Hospital

HH – Hospital to Hospital

HI – Hospital to Site of transfer (for example, airport or helicopter) between types of ambulance

NH – Skilled Nursing Facility to Hospital

EH – Residential, domiciliary, custodial facility (nursing home, not skilled nursing facility) to Hospital

RD – Residence to Diagnostic or therapeutic site other than "P" (physician) or "H" (hospital) II – Site of transfer (for example, airport or helicopter) between types of ambulance to Site of transfer (for example, airport or helicopter) between types of ambulance

RN – Residence to Skilled Nursing Facility (SNF)

HD – Hospital to Diagnostic or therapeutic site other than "P" (physician) or "H" (hospital)

Preventing Duplicate Denials for Ambulance

To prevent duplicate denials on HCFA transport claims, providers should submit multiple transports on a single claim when the following criteria is met:

- Same member
- Same Date of Service
- Same modifier codes

To prevent duplicate denials on UB transport claims, providers should submit multiple transports on a single claim when the following criteria is met:

- Same member
- Same or any shared date of service with any other UB service provided the same date

Is Your Office Contact Information Current?

Make sure your contact information is current with us. Just fill out the practitioner information change form and fax it to 1-860-754-5435 or email it to ABHProviderRelationsMailbox@Aetna.com.

If you have to make changes to 10+ providers, use our provider roster worksheet. Remember to fill out the entire worksheet. This will allow us to timely update your provider records along with meeting state and NCQA requirements. Once you've updated the spreadsheet, email it to ABHProviderRelationsMailbox@Aetna.com.

Reminder: New Member “FFS Eligibility Window”

Did you know?

As part of your PA Medical Assistance agreement, providers are obligated to see/treat future Aetna Better Health® members in the “Fee For Service (FFS) Window.” This window is the 2-4 week period prior to the MCO effective date.

If you have any questions about this requirement, just call Provider Relations at **1-866-638-1232**.





Understanding Provider Contract Requirements

Termination of your provider contract

Below is an excerpt from our Provider Manual that outlines details and responsibilities in the event of provider termination.

Suspended, disbarred from services

We follow termination procedures as set forth in the Provider Agreement. We receive notice from DHS if a participating provider is suspended or terminated from participation in the Medicaid or Medicare Programs. Upon notification, we must immediately act to terminate the provider from participation.

Terminations for loss of licensure and criminal convictions must coincide with the MA effective date of the action.

Termination without cause

Provider Agreements may be terminated by either Party via prior written notice given to the other Party with at least 90 calendar days' notice. In addition to the foregoing, the physician may terminate this Agreement in accordance with the provisions of Section 5.1 of the Provider Agreement.

Termination for breach of contract

The Provider Agreement may be terminated at any time by either party, upon at least 60 calendar days prior written notice of such termination to the other party upon material default or substantial breach by such party of one or more of its obligations hereunder, unless such material default or substantial breach is cured within 60 calendar days of the notice of termination; provided, however, if such material default or substantial breach is incapable of being cured within such 60-calendar-day period, any termination pursuant to the Provider Agreement Termination Provision will be ineffective for the period reasonably necessary to cure such 60-calendar-day period.



NEW

Over-the-Counter (OTC) Benefit for Aetna Better Health® Kids Members!

Now, Aetna Better Health® Kids (CHIP) members have an exclusive OTC benefit. Be sure to remind Aetna Better Health® Kids (CHIP) members about this great benefit. See below for more information about the new benefit.

Only Aetna Better Health® Kids members get a \$30 OTC credit each month.*

*Some restrictions apply.

You choose how to get your monthly OTC items



BY PHONE

Call **1-888-628-2770**,
TTY: 711 to order by phone



ONLINE

Order online at
[CVS.com/otchs/abhkids](https://www.cvs.com/otchs/abhkids)



IN A CVS STORE

Visit a participating
CVS Pharmacy®



Get these OTC items and more at NO COST to you!

- Pain Relievers and First Aid
- Oral and Dental Care
- Cold, Cough and Allergy Remedies
- Anti-Fungals
- Ear and Eye Care
- Vitamins and Minerals
- Feminine hygiene products and tampons
- Miscellaneous products

See the complete list of products on our OTC web page.*



***Visit our OTC web page for more details about the OTC benefit**

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

Call Aetna Better Health® Kids at **1-800-822-2447** (TTY: 711)



Aetna Better Health® Kids

2021 Quick Reference Guide

Aetna Better Health® of Pennsylvania			
Administrative Office	1425 Union Meeting Road Blue Bell, PA 19422 1-866-638-1232 (MA) 1-800-822-2447 (CHIP)	Claims Customer Service Contact	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)	Provider Complaints, Grievances & Appeals	Complaints Grievance & Appeals PO Box 81040 5801 Postal Road Cleveland, OH 44181 Fax: 1-860-754-1757 Email: PAMedicaidAppeals&Grievance@Aetna.com
Claim Submission Address/Payor ID	Aetna Better Health® of Pennsylvania P.O. Box 62198 Phoenix, AZ 85082-2198 Emdeon Payor ID: 23228	eviCore®	Evicore.com 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 AetnaBetterHealth.com/Pennsylvania/assets/pdf/provider/PriorAuth-Form-NDCCCode_PA_FINAL.pdf	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	AetnaBetterHealth.com/Pennsylvania/providers/manual	EFT / ERA	AetnaBetterHealth.com/Pennsylvania/assets/pdf/provider/provider-forms/EFT-AuthorizationEnrollmentForm-PA.pdf
Website	AetnaBetterHealth.com/Pennsylvania	Vision	Superior Vision: 1-866-819-4298 SuperiorVision.com
Provider Web Portal	AetnaBetterHealth.com/Pennsylvania/providers/portal	Provider Relations, Contracting & Updates	P: 1-866-638-1232 F: 1-860-754-5435 ABHProviderRelationsMailbox@Aetna.com
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 skygenusa.com

Pennsylvania Department of Human Services 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)	1-800-766-5387 DHS.pa.gov/providers/Providers/Pages/EVI.aspx	Outpatient Providers Practitioner Unit	1-800-537-8862 Prompt 1
		MA Provider Compliance Hotline	1-800-333-0119

2021 Quick Reference Guide

<p>Mental Health, Drug & Alcohol Services 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.</p>	<p>Medical Assistance Transportation Program (MATP) 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 matp.pa.gov.</p>
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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		