



**Aetna Better Health  
Webinar Series  
ABH Billing Requirements,  
LTAC & Vendors**

**Provider Experience**  
Network Relations Team

Presented by Teresa Washington

September 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:**

Jamey started his professional career in the legal field as a personal injury claims negotiator, but he has been in the healthcare industry for 20 years. He has been with Aetna Better Health since 2018.

**Territory:**

Jamey supervises our team of Network Relations Consultants that cover the entire State of Pennsylvania.

**More about Jamey:**

Jamey is the proud dad of a toddler, rescue cat, and a yorkie which all keep him very busy.



# Jamil “Jamey” Bechara

Supervisor, Provider Relations

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# Agenda

- ABH Billing Requirements
- LTAC Benefit Changes
- Delegated Specialty Vendors
- Behavioral Health MCOs
- Questions

# ABH Billing Requirements

Specific logic was turned on 6/1/2021, but due to technical issues causing claims to deny unintentionally it was turned back off. Claims that inappropriately denied have been identified for reprocessing and corrected claims are not required.

- Service Facility/Zip + 4
- Taxonomy

If this logic is turned back on, you will be notified in advance.



# ABH Billing Requirements

Claims that have recently denied for the following reasons will likely require a corrected claim.

- **Rendering Provider** - All prof claims require a rendering provider unless the Billing Provider is listed/registered as an INDIVIDUAL and not a GROUP, if a group, the rendering is required, except for these provider types 05; 06; 08; 24; 25; 26; 28; 29; 30; 47; 55/255
- **Billing Provider** - All HCFA's require the billing provider information, no PO Boxes are to be submitted, a physical address is required along with NPI and Taxonomy
- **Rendering/Referring** – The rendering provider cannot be the same as the referring. If the referring provider is not required, do not include on the claim



# LTAC Benefit Changes

**Long-term acute care (LTAC)** is the treatment of patients with serious medical conditions that require care on an ongoing basis, but no longer require intensive care or extensive diagnostic procedures.

During the emergency declaration certain program requirements were suspended. LTAC was a covered service and prior authorization was waived for the first seven (7) days of care.

Please note the following program requirement changes effective July 15, 2021:

- LTAC services are not a covered service
- A program exception request is required to be considered for approval





# Delegated Specialty Vendors

Aetna Better Health of PA utilizes select vendors for benefit management services for dental, vision, high-end radiology services and oncology treatment plans.

Contact these delegated specialty vendors directly for benefit, prior authorization or oncology treatment plan information.



# SKYGEN USA

SKYGEN USA performs dental benefit management services on behalf of Aetna Better Health of Pennsylvania & Aetna Better Health Kids.

Please contact SKYGEN USA directly regarding benefit coverage and prior authorization requests.



# SKYGEN USA

## Contact Information

SKYGEN USA  
P.O. Box 628  
Milwaukee, WI 53201

SKYGEN Provider Services:  
1-800-508-4892

[www.skygenusa.com](http://www.skygenusa.com)



# Superior Vision

Superior Vision provides vision services to MA and CHIP members under the Aetna Better Health of Pennsylvania & Aetna Better Health Kids.

Please contact Superior Vision directly regarding benefit coverage and prior authorization requests.



# Superior Vision Contact Information

Superior Vision  
939 Elkridge Landing Rd.  
Suite 200  
Linthicum, MD 21090

Member Services: 1-800-428-8789

Provider Services: 1-866-819-4298

[www.SuperiorVision.com](http://www.SuperiorVision.com)



# eviCore Healthcare

eviCore Healthcare performs utilization management services on behalf of Aetna Better Health of Pennsylvania & Aetna Better Health Kids for the following:

- Musculoskeletal (pain management)
- Radiology Management (includes advanced imaging such as CT, MRI, MRA, PET scans, and diagnostic OB ultrasounds)
- Cardiology (cardiac imaging)

Please contact eviCore Healthcare directly regarding prior authorization requests.



# eviCore Healthcare Contact Information

eviCore Healthcare  
400 Buckwalter Pkwy  
Bluffton, SC 29910

Phone: 1-888-693-3211

Fax: 1-844-822-3862

[www.eviCore.com](http://www.eviCore.com)



# NantHealth

Oncology treatment plans must be submitted to NantHealth via their web portal, Eviti Connect, which will expedite clinical review of any chemotherapy, radiation therapy, or supportive medications that require prior authorization by Aetna Better Health.

Please contact NantHealth directly if you have questions.





# NantHealth Contact Information

NantHealth  
2040 E Mariposa Avenue  
El Segundo, California 90245

Phone: 1-888-482-8057

<https://connect.eviti.com>



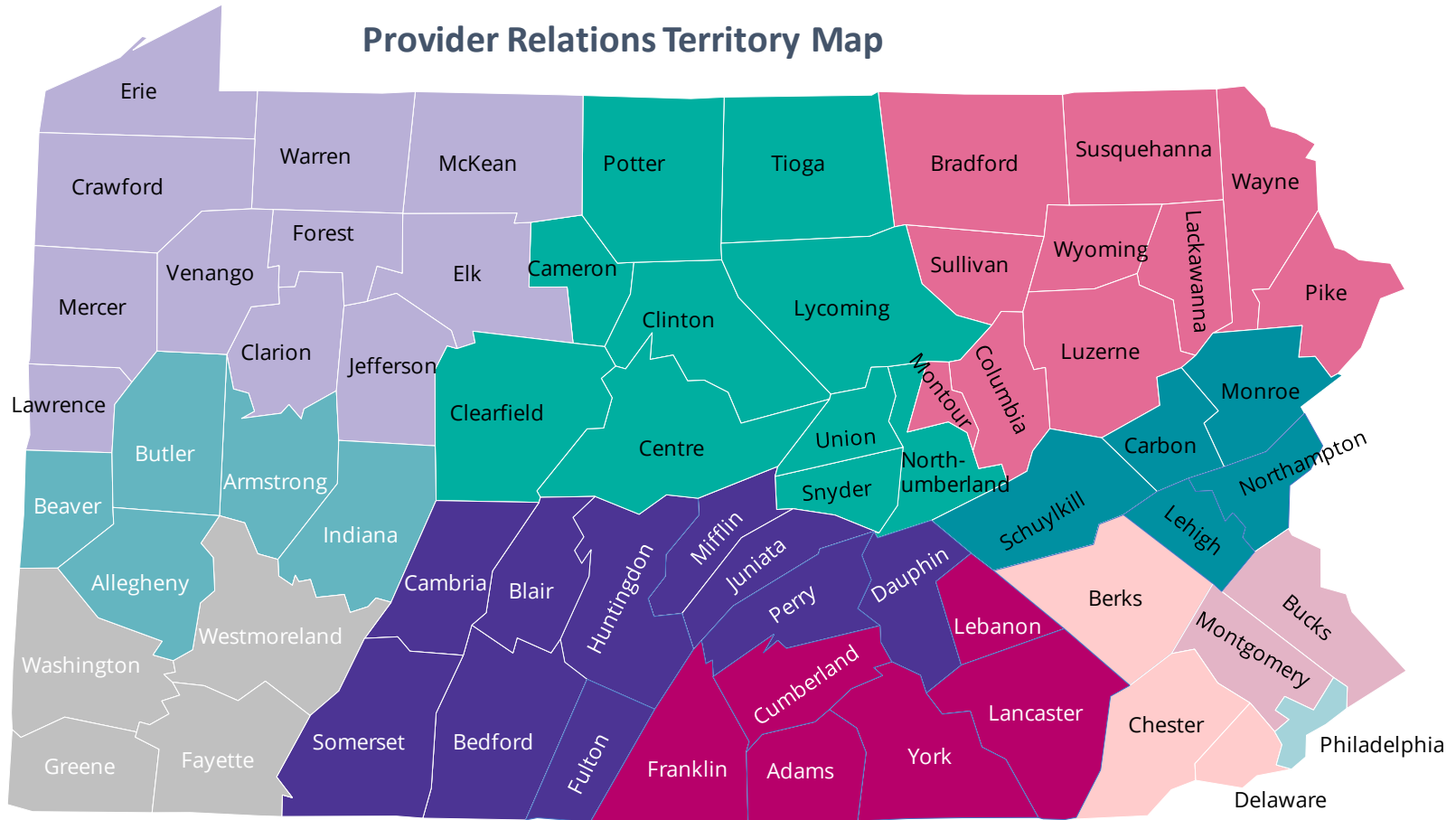
# Behavioral Health

Aetna Better Health<sup>®</sup> Medicaid recipients receive mental health, drug, and alcohol services through Behavioral Health (BH) Managed Care Organizations (MCO) in each county.

Please refer to page 2 of our [Quick Reference Guide](#) for MCO contact information by county.



# Provider Relations Territory Map



Sherry Flannery flannerys1@aetna.com	Melinda Roach roachm3@aetna.com	Kim Heggenstaller heggenstallerk@aetna.com	Teri Russel-Shaw Russel-shawt@aetna.com
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Vacant	Michelle Bogard bogardm@aetna.com	Michael Quinn quinnm2@aetna.com	Teresa Washington-FQHC's wasingtont5@aetna.com

# Large Group & Hospital Assignments

Provider Group	Representative
Advocare Pediatrics	Vacant
Allegheny Health Network	Brady Bingman
Children's Hospital of Phila.	La Shawn Bailey
Coordinated Health	Jacelyn Cressman
Crozer Keystone	Vacant
CVS MinuteClinic	Vacant
Detweiler Family Medicine	Vacant
Drexel Medicine	La Shawn Bailey
Einstein Health Network	La Shawn Bailey
FQHC's	Teresa Washington
Geisinger	Kim Heggenstaller
Jefferson Health	La Shawn Bailey
Lehigh Valley Health Network	Jacelyn Cressman
Trinity (Mercy) Health	Vacant

Provider Group	Representative
Nemours	Jacelyn Cressman
Penn State/Hershey Health	Mindy Roach
Phoenix Rehab & Health Services, Inc.	Michael Quinn
Quest Diagnostics	Vacant
St. Christopher's	La Shawn Bailey
St. Mary Medical Center	Vacant
Tower Health	La Shawn 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

# Important Links

## **Summer/Fall Newsletter**

[https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/pennsylvania/provider/pdf/abhpa\\_2021\\_provider\\_newsletter\\_summer\\_fall.pdf](https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/pennsylvania/provider/pdf/abhpa_2021_provider_newsletter_summer_fall.pdf)

## **Quick Reference Guide**

<https://www.aetnabetterhealth.com/pennsylvania/assets/pdf/provider/packet/2019%20Quick%20Reference%20Guide%2020091.pdf>

## **Provider Experience Education Resources**

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



