

Provider Relations Newsletter

Fall 2018



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Has your information changed?

Aetna Better Health of Louisiana is committed to having the most accurate and up-to-date information in our system for you and your group. Please contact our Provider Relations Department with updates to your phone or fax numbers, physical or mailing address, and to add your email address to our system.

For updates or changes to your demographic information, contact our Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and selecting **option 2** then **option 6** or send your update via email at **laprovider@aetna.com**.

E-Contract and E-Signature News

Aetna Better Health of Louisiana will be utilizing an innovative workflow tool that will enable provider contracts to be submitted electronically rather than manually. This new AdobeSign software will also give us the ability to request provider contracts with electronic signatures from the provider and Aetna Better Health of Louisiana safely. We anticipate this new tool to bring greater efficiency to our present system and to expedite provider contract processing. We expect implementation of this new tool by September 1, 2018.

Aetna Better Health[®] of Louisiana

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ABA Regional Provider Welcome Meetings

Aetna Better Health of Louisiana would like to invite you or a representative from your organization to one of our ABA Provider Welcome Meetings. If you are interested in attending a workshop, please RSVP via email to the Provider Relations Liaison indicated for each area below. Please come with your questions and concerns, as we will have representatives available to answer your questions regarding contracting, credentialing, prior authorization, and more.

Region 1 Provider Relations Liaison: Kathleen Dickerson	Wednesday, October 17 10 a.m. – 4 p.m. Norman Mayer Library 3001 Gentilly Blvd. New Orleans, LA 70122
Region 2 Provider Relations Liaison: Aieta Davis	Tuesday, October 30 9 a.m. – 12 p.m. and 1 p.m. – 4 p.m. Louisiana State Police Training Academy 7901 Independence Blvd. Baton Rouge, LA 70806
Region 3 Provider Relations Liaison: Eve Serbert	Friday, October 12 10 a.m. - 4:30 p.m. Fairfield Inn and Suites 1530 Martin Luther King Jr Blvd. Houma, LA 70360
Region 4 Provider Relations Liaison: Brandy Wilson	Wednesday, October 3 9:30 a.m. – 12 p.m. and 1p.m. – 4 p.m. Lafayette Public Library – South Regional Library 6101 Johnston St. Lafayette, LA 70503
Region 5 Provider Relations Liaison: Adrian Lozano	Thursday, October 25 9:30 a.m. - 4:30 p.m. Calcasieu Parish Library: Central Library 301 W Claude St. Lake Charles, LA 70605
Region 6 Provider Relations Liaison: Jennifer Thurman	Tuesday, October 23 8 a.m. - 12:30 p.m. Rapides Parish Library Westside Regional Library 5416 Provine Pl. Alexandria, LA 71303
Region 7 Provider Relations Liaison: Chemeka Turner	Wednesday, October 24 9 a.m. – 3 p.m. Shreve Memorial Library-Broadmoor 1212 Captain Shreve Dr. Shreveport, LA 71105
Region 8 Provider Relations Liaison: Chemeka Turner	Thursday, October 25 9 a.m. – 4 p.m. Ouachita Valley Branch Library 601 McMillan Rd. West Monroe, LA 71291
Region 9 Provider Relations Liaison: Marion Dunn	Thursday, October 11 9 a.m. – 4 p.m. Madisonville Library 1123 Main St. Madisonville, LA 70447

For additional questions or concerns, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and selecting **option 2** then **option 6**.

Attention Deficit Hyperactivity Disorder (ADHD) Monitoring and Follow-up

Children in treatment for ADHD are at risk for missing follow-up appointments. This can lead to prematurely discontinuing medication or not seeking other services that might help.

Educating the parents, caregivers, and patients about the importance of regular follow-up care can significantly improve outcomes. Therefore, we encourage you to talk to your patient and their caregiver about the importance of adhering to the prescribed medication. We ask that you adopt the following treatment protocols when scheduling follow-up visits for children ages 6 to 12 years who are new to ADHD medication:

At least one follow-up visit within 30 days of initiating therapy, and

At least two additional follow-up visits for ADHD medication within 9 months

Our Quality Assessment and Improvement Program

Our Quality Assessment and Improvement Program (QAPI) is designed to facilitate a Member's access to high-quality medical and/or behavioral healthcare, access to primary and specialty care, continuity and coordination of care across settings, and culturally competent care, including quality and appropriateness of care furnished to Members with special health care needs.

With our QAPI, we measure and track key aspects of care and services, use data-driven monitoring to identify improvement opportunities, implement interventions and analyze data to determine overall intervention effectiveness in improving clinical care and Member outcomes.

Our strategies include performance projects, medical record audits, performance measures, Plan-Do-Study-Act cycles or continuous quality improvement activities, member and provider surveys, and activities that address healthcare disparities identified through data collection.

We strive for continuous improvement and innovation in meeting Members' healthcare needs and work with you to facilitate Members' access to high-quality healthcare in the right place, at the right time, and in the most effective and efficient manner possible. We obtain feedback from key stakeholders, Members and their families/caregivers, and providers, using feedback to make recommendations to improve performance.

We develop QAPI objectives each year as outlined in our annual QAPI Program Description, which documents the scope, structure and function of the QAPI. We also evaluate our success in achieving our annual QAPI goals each year and document the results in our Quality Assessment and Improvement Program Evaluation. The QAPI Program Description and our annual evaluation are available to you upon request. Please call the Quality Department at **504-667-4450** for your free copy.

Quality Management Work plan:

Our program description includes a work plan that shows our progress on the Quality Improvement (QI) activities throughout the year. The work plan includes our objectives, timeframe for each activity's completion, the person who is responsible for each activity, and how we monitor previously identified issues. We evaluate and document ongoing monitoring activities quarterly and semi-annually for:

- Quality of clinical care
- Safety of clinical care
- Quality of service
- Members' experience

Quality Management and Utilization Management Committee:

Your participation in the QAPI and feedback is important to us. We may ask you to become a member, or you may volunteer. The broad range of experience you bring will assist us in making decisions that may positively impact the Members you serve. The meetings occur quarterly, and sometimes more frequently if needed. We also provide a stipend to you for your participation. If you would like to become a member, please contact the Quality Department at **504-667-4450** and we will send you an invite.

Pharmacy Management Overview

Aetna Better Health of Louisiana covers prescription medications and certain over-the-counter medicines when you write a prescription for members enrolled in the Louisiana Family Cares program. Pharmacy is administered through CVS Caremark. CVS Caremark is responsible for pharmacy network contracting, mail order delivery, and network

Point-of-Sale (POS) claim processing. Aetna Better Health of Louisiana is responsible for formulary development, drug utilization review, and prior authorization. For a complete list of drugs listed within the therapeutic classes, please visit our website at **aetnabetterhealth.com/louisiana**, under provider, then pharmacy.

Member Access to Physical Health Care

Re: Patient Calls During and After Normal Business Hours

Dear Practitioner:

Aetna Better Health of Louisiana is required to meet the Louisiana Department of Health and Health Plan contractual requirements ensuring our patients have access to a Primary Care Physicians and/or Specialists during and after normal business hours.

Requirements

Appointment Availability

Practitioners and providers must adhere to State of Louisiana and Health Plan requirements regarding timely access to care. This means that there are limits on how long a patient may have to wait to get appointments and telephone advice.

Appointment time frames

Aetna Better Health of Louisiana contractually requires its practitioners and providers to comply with the following appointment access standards:

- Appointment for emergency services are made available immediately upon member's request
- Appointment for an urgent medical condition are made within forty-eight (48) hours of the member's request
- Appointments for routine care are made within 6 weeks of the member's request. This standard does not apply to appointments for routine physical examinations, nor for regularly scheduled visits to monitor a chronic medical condition if the schedule calls for visits less frequently than once every 6 weeks.

Preventative, Non-Urgent, & Routine Care	Wait Time in Office Standard	Urgent Care	Non-Urgent Sick Care
Within 6 weeks for routine, non-routine	No more than 45 minutes A new appointment offered if wait time greater than 90 minutes	Urgent care within 24 hours. Appointment within 48 hours of request. 24 hours/7 days per week	Within 72 hours or sooner if the medical condition warrants
Emergency Services	Follow-up ED visits	After-Hours	Non-Urgent Walk-ins
Immediately upon presentation at the service delivery site. Appointment within 1 hour of request.	According to ED attending provider discharge instructions	Within 1 hour of member contact	Seen if possible or scheduled for an appointment consistent with written scheduling procedures

Specialty Care Consultation

Specialists' consultation appointments must be scheduled within 1 month of referral or as clinically indicated.

Maternity Appointment Timeframes

In addition, Obstetrical providers must comply with the following prenatal care appointment access standards:

- First Trimester - within fourteen (14) calendar days of request
- Second Trimester - within seven (7) calendar days of request
- Third Trimester - within three (3) business days of request

High risk pregnancies within (3) days of identification of high risk by the health Plan or maternity care provider, or immediately if an emergency exists.

Triage &/or Screening

Practitioners and providers must also provide or arrange for the provision of 24/7 triage or screening services by telephone. Telephone triage or screening services must be provided in a timely manner appropriate for the patient's condition, and the triage or screening wait time does not exceed 30 minutes.

At a minimum maintain a procedure for triaging or screening patient telephone calls includes the **24/7 employment of a telephone answering machine/service/or office staff** that will inform the caller:

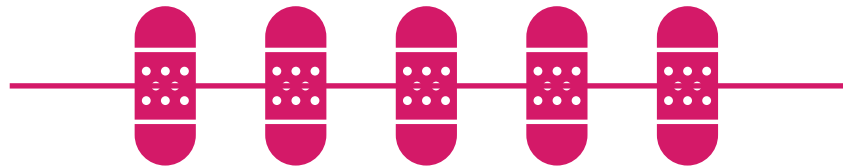
- a. Regarding the **length of wait for a return call** from the provider (not to exceed 30 minutes); and
- b. **How the caller may obtain urgent or emergency care** including, when applicable, how to contact another provider who has agreed to be on-call to triage or screen by phone, or if needed, deliver urgent or emergency care.

Aetna Better Health of Louisiana's Provider Relations and Quality Management departments will be monitoring practitioners and providers during and after hour availability to ensure they, and their employees, adhere to State of Louisiana and Health Plan requirements.

We appreciate your cooperation regarding this matter. If you would like additional information or have any questions regarding the Provider Access requirements, please contact your Provider Relations representative.

HEDIS and Performance Measures

Aetna Better Health of Louisiana collects data for care through claims and other administrative data, as well as a medical record and review. Claims are the fastest and easiest way to collect HEDIS data, so correct coding is extremely important! Correct coding allows the health plan to collect administrative data and decreases the need for medical record review. Please reach out to your area Provider Relations Liaison indicated on the last page of this newsletter, if you would like education of appropriate claims filing procedures.



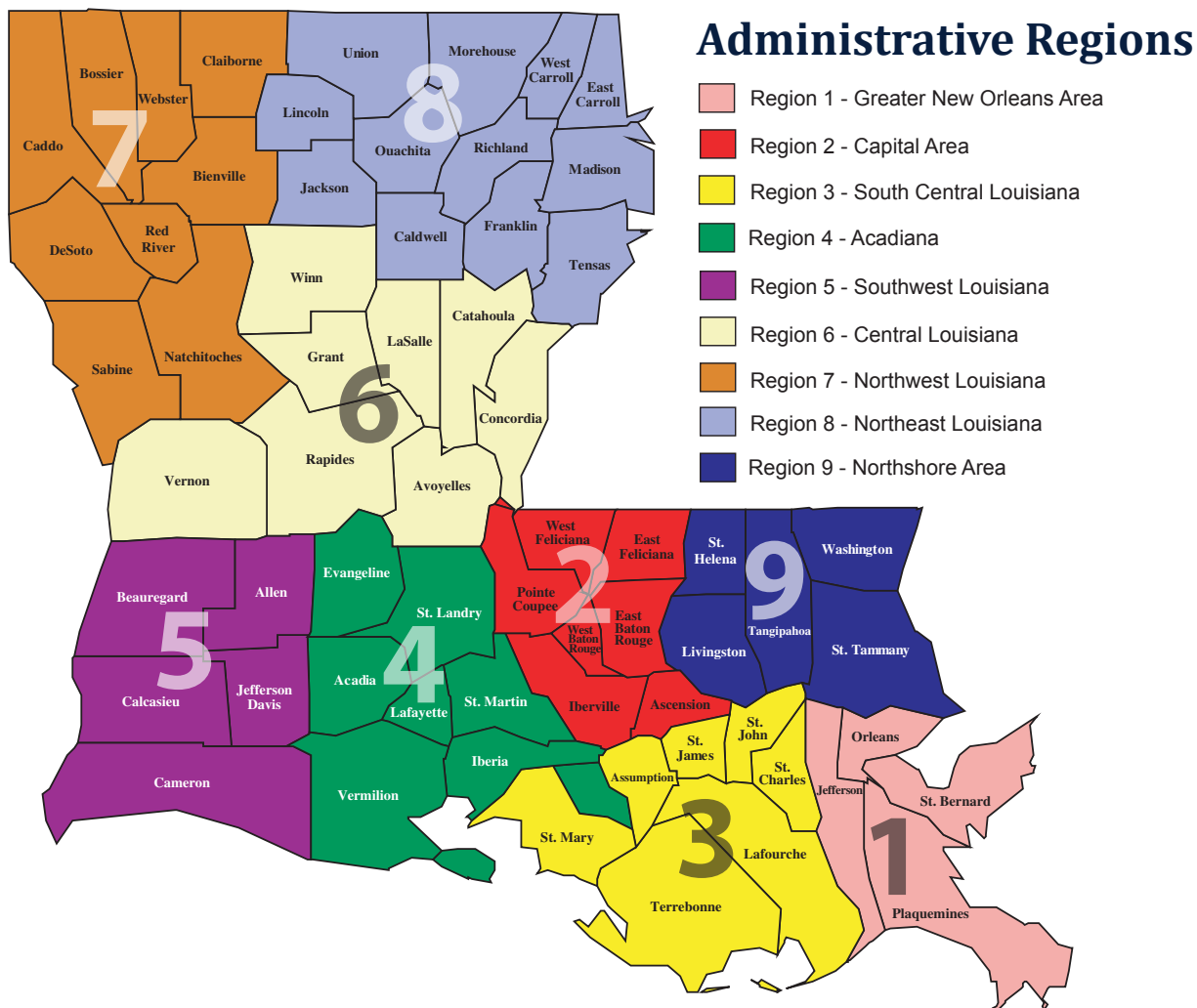
Prescriptions, Drug Formulary and Specialty Injectables

Check the current Aetna Better Health of Louisiana formulary before writing a prescription for either prescription or over-the-counter drugs. If the drug is not listed, a Pharmacy Prior Authorization Request form must be completed before the drug will be considered. Please also include any supporting medical records that will assist with the review of the prior authorization request. Pharmacy Prior Authorization forms are available on our website and requests may be made telephonically (**1-855-242-0802**) or via fax (**1-844-699-2889**). Note: Aetna Better Health of Louisiana will cover non-formulary non-excluded medications for members new to the plan for the first 60 days of enrollment.

Aetna Better Health of Louisiana members must have their prescriptions filled at a network pharmacy.



DEPARTMENT OF HEALTH AND HOSPITALS



REGION 1 – Greater New Orleans Area

Benson Tower, 1450 Poydras St.,
10th Floor, New Orleans, LA 70112

Mail to: P.O. Box 1521
New Orleans, LA 70004-1521

PHONE: (504) 599-0606

FAX: 1-866-853-7278

REGION 2 – Capital Area

2521 Wooddale Blvd.
Baton Rouge, LA 70805

Mail to: P.O. Box 91248
Baton Rouge, LA 70821-9248

PHONE: (225) 925-6505

FAX: (225) 925-6525

REGION 3 – South Central Louisiana

1000-C Plantation Road
Thibodaux, LA 70301

PHONE: (985) 449-5163

FAX: (985) 449-5030

REGION 4 – Acadiana

117 Production Drive
Lafayette, LA 70508

Mail to: P.O. Box 81709
Lafayette, LA 70598-1709

PHONE: (337) 262-1231

FAX: (337) 262-1232

REGION 5 – Southwest Louisiana

One Lakeshore Drive, Suite 700
Lake Charles, LA 70629

Mail to: P.O. Box 3250
Lake Charles, LA 70602-3250

PHONE: (337) 491-2439

FAX: (337) 491-2785

REGION 6 – Central Louisiana

3600 Jackson St., Dunbar Plaza, Suite 113
Alexandria, LA 71303

Mail to: P.O. Box 13316
Alexandria, LA 71315-3316

PHONE: (318) 487-5147

FAX: (318) 484-2410

REGION 7 – Northwest Louisiana

3020 Knight St.– Suite 100
Shreveport, LA 71105

PHONE: (318) 862-9875

FAX: (318) 862-9701

TTD: (318) 862-9714 or

1-888-838-2351

REGION 8 – Northeast Louisiana

122 St. John St.
State Office Building, Room 110
Monroe, LA 71201-7384

PHONE: (318) 362-3066

FAX: (318) 362-3065

REGION 9 – Northshore Area

121 Robin Hood Drive
Hammond, LA 70403

PHONE: (985) 543-4216

FAX: (985) 543-4221

Provider Relations Liaisons

If you have any issues or concerns, please contact your Aetna Better Health of Louisiana Provider Relations Liaison; listed below by their regional assignment.

Aetna Better Health® of Louisiana Program Service Area

Region	Provider Relations Liaison and Email Address	Phone number
1	Kathleen Dickerson DickersonK2@aetna.com	504-462-9986
2	Aieta Davis DavisA12@aetna.com	225-316-3106
3	Eve Serbert SerbertE@aetna.com	504-220-1413
4	Brandy Wilson WilsonB8@aetna.com	504-264-4016
5	Adrian Lozano LozanoA@aetna.com	504-402-3417
6	Jennifer Thurman ThurmanJ@aetna.com	318-413-0725
7	Chemeka Turner TurnerC7@aetna.com	318-349-6493
8	Chemeka Turner TurnerC7@aetna.com	318-349-6493
9	Marion Dunn DunnM7@aetna.com	504-444-6569

For any questions or to contact your Provider Relations Liaison, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802** and **selecting option 2** then **option 6**.

