



## Member appeals

Members can have someone represent them when they file an appeal, such as a family member, friend or a provider such as yourself. The member must send us a letter telling us that they want someone else to represent them and file an appeal for them. This person will be their member representative. Members need to include their name, member ID number, the name of the person they want to represent them and what adverse benefit determination they are appealing. If the member wants to allow someone to appeal on their behalf, a **“Personal Appeal Representative Form”** (PAR) must be sent in with the appeal or before the 30 days processing time are up. When we get the letter or PAR from them, the person they picked can represent them. If someone else files an appeal for them, they cannot file one themselves for the same adverse benefit determination.

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## Updated regional representatives contact list

Our Provider Services Department serves as a liaison between the health plan and the provider community. Each Louisiana Department of Health region in the state has one or more regional representatives.

Name	Phone	Email	Region(s)	Parishes	Provider Groups/ Hospitals
Kellie Hebert	985-348-5763	HebertK@aetna.com	1	Orleans, Jefferson only	Ochsner Health System- Statewide
Marion Dunn	504-444-6569	DunnM7@aetna.com	2	St. Thomas, Access Health, Med Data	
Adrian Lozano	504-402-3417	LozanoA@aetna.com	3		Health link, LSU, Children's International, Pediatric Group of Acadiana
Tyeasha Matthews	504-252-7624	MatthewsT1@aetna.com	4		Quynh Mai Clinic LLC, East Jefferson Hospital
Eve Serbert	504-220-1413	SerbertE@aetna.com	5		Verity, Volunteers of America, FMOL
Jennifer Thurman	318-413-0725	ThurmanJ@aetna.com	6 & 8		Christus
Chemeka Turner	318-349-6493	TurnerC7@aetna.com	7		LSUHSC Shreveport
Kathleen Dickerson	504-462-9986	DickersonK2@aetna.com	1 & 9	Region 1-Plaquemines & St. Bernard only	LCMC, Daughters of Charity
Brandy Wilson	504-264-4016	WilsonB8@aetna.com	Statewide		Behavioral health

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

## The ASAM virtual treatment of Opioid Use Disorder Course with OB/GYN focus (8 CME/MOC/CE)

In collaboration with the American College of Obstetricians and Gynecologists (ACOG), ASAM delivers the waiver qualifying ASAM Treatment of Opioid Use Disorder Course with an obstetrics and gynecology focus. This partnership ensures that obstetricians and gynecologists have the training necessary to recognize, screen for, and treat addiction in their practices. Sign up for free using Aetna Code **AetnaLA2020** for the December 18 virtual-live course today. [https://elearning.asam.org/p/NATWEB1218?\\_zs=othxX&\\_zl=n5mJ2#tab-product\\_tab\\_overview](https://elearning.asam.org/p/NATWEB1218?_zs=othxX&_zl=n5mJ2#tab-product_tab_overview)



## Discontinuation of Eviti for oncology support

Effective immediately, Aetna Better Health of Louisiana has discontinued the use of Eviti for oncology decision support and treatment guidelines.

All medical benefits should be submitted to Aetna Better Health for prior authorization via standard protocol. For further information, see our Prior Authorizations webpage at [www.AetnaBetterHealth.com/Louisiana/providers/priorauth](http://www.AetnaBetterHealth.com/Louisiana/providers/priorauth).

Pharmacy benefits should be submitted to the plan following the Pharmacy Authorization Guidelines at [www.AetnaBetterHealth.com/Louisiana/providers/pharmacy](http://www.AetnaBetterHealth.com/Louisiana/providers/pharmacy).

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual within 30 days of the date of this reminder notification.

For questions, please contact [LAProvider@aetna.com](mailto:LAProvider@aetna.com) or call 1-855-242-0802 and follow the prompts.



## Updates to the preferred drug list (PDL) for January 1, 2021

- Aetna Better Health of Louisiana follows the Louisiana Department of Health (LDH) preferred and non-preferred drug list. The following changes will take place on January 1, 2021.
- All non-preferred drugs require a prior authorization approval and criteria for authorization can be found at the included link, <https://ldh.la.gov/assets/HealthyLa/Pharmacy/PDL.pdf>

### Brand name preferred changes Fall 2020 and January 1, 2021

- Alphagan P 0.15%
- Travatan Z
- Elidel
- Afinitor
- Ciprodex
- Symbicort
- Advair Diskus
- Focalin XR
- Sabril
- Trileptal Suspension
- Tegretol XR
- Tobradex Suspension (ophthal)
- Depakote Sprinkle (oral)
- Carbatrol (oral)
- Catapres-TTS (Transderm)
- Felbatol tab (oral)

### Added therapeutic class to PDL on January 1, 2021

- Anthelmintic
- Botulinum toxins
- Enzyme replacement agents
- Immune globulins
- Methotrexate
- Movement disorders
- Thrombopoiesis stimulating agents
- Sickle cell anemia
- Anti-allergens



## New boxed warning for montelukast (Singulair) due to serious mental health side effects

### What has changed?

The FDA recently announced in a Drug Safety Communication that montelukast (Singulair) would receive a new boxed warning to emphasize the existing warnings related to serious mental health side effects.

### Why is there a new boxed warning?

The decision to strengthen the existing warnings to a boxed warning was considered due to lack of awareness by patients, caregivers and health care providers. The FDA continues to receive reports of mental health side effects including completed suicides. Given the many available options to treat allergic rhinitis the use of montelukast (Singulair) should also no longer be considered first line and risk versus benefit should be assessed for use in asthma.

### How will this affect your prescribing?

- **For allergic rhinitis**
  - Reserve therapy for when a patient is not treated effectively with or cannot tolerate other allergy medications
  - Consider alternative allergy medications as first line including oral second-generation antihistamines (cetirizine, loratadine), antihistamine nasal spray (azelastine) or steroid nasal spray (fluticasone propionate)
- **For asthma**
  - Health care professionals should consider risk vs benefit before prescribing or continuing medication

### What should healthcare professionals do if considering use of montelukast (Singulair)?

- Ask all patients about any psychiatric history prior to initiating treatment
- Counsel all patients about mental health side effects and advise them to stop immediately and contact a health care professional if they develop
- Monitor all patients for neuropsychiatric symptoms as these may occur even in those without a prior history
- Continue monitoring patients even after discontinuation, while most events occur while on the medication there is potential to experience after discontinuation
- Advise your patients to review the medication guide to understand the signs/symptoms of mental health side effects
- Submit an FDA MedWatch form to report adverse events related to montelukast use <https://www.fda.gov/safety/medical-product-safety-information/medwatch-forms-fda-safety-reporting>

### References

FDA requires boxed warning about serious mental health side effects for asthma and allergy drug montelukast (Singulair); advises restricting use for allergic rhinitis. Retrieved March 27, 2020 from <https://www.fda.gov/safety/medical-product-safety-information/singulair-montelukast-and-all-montelukast-generics-strengthened-boxed-warning-due-restricting-use>



## Aetna Better Health mobile app

Our members can get on-demand access to tools they need to stay healthy with the Aetna Better Health mobile application. Members can find a doctor, view or request a member ID card, change their primary care physician (PCP), see their medical and pharmacy claims, view the member handbook, send us secure messages – and more – at any time, from anywhere.

The mobile app uses the same login ID and password as our website's secure member portal. There's no cost for the app and it's easy to use. Members can download the app to their smart phone or tablet from the Apple App Store or Google Play Store.



## Provider portal

The provider secure web portal allows providers to communicate health care service information directly with the health plan. Users can perform a variety of tasks, such as verifying eligibility, checking prior authorizations, checking billing status and more.

This HIPAA-compliant portal is available 24 hours a day. And it supports the functions and access to information that you need to take care of your patients. Popular features include:

- **Single sign-on** – One login and password allows you to move smoothly through various systems.
- **Mobile interface** – Enjoy the additional convenience of access through your mobile device.
- **Personalized content and services** – After log-in, you will find a landing page customized for you.
- **Real-time data access** – View updates as soon as they are posted.
- **Better tracking** – Know immediately the status of each claim submission and medical PA request.
- **eReferrals** – Go paperless. Refer patients to registered specialists electronically and communicate securely with the provider.
- **Auto-auths** – Depending on the auth type and service location, it is possible to receive an auto-approval on your request.

- **Detailed summaries** – Find easy access to details about denied PA requests or claims.
- **Enhanced information** – Analyze, track and improve services and processes.
- **Access to member care** – You can connect to your patients and their care teams. You can access:
  - A real-time listing of your patients
  - Information on your practice
  - Email capability with care managers

### Secure Portal Login

**Sign up today. It's easy.** Provider groups must first register a principal user known as the “Provider Representative.” Once registered, the “Provider Representative” can add authorized users within each entity or practice.

**Questions?** Call Provider Services at **1-855-242-0802**. Please submit your registration via fax or email. Just download the form or request a copy from Provider Services. Our Provider Portal Navigation Guide is available online at [www.AetnaBetterHealth.com/Louisiana/providers/portal](http://www.AetnaBetterHealth.com/Louisiana/providers/portal). Remember, internet access with a valid e-mail is required for registration.



## Integrating hepatitis C care into your MAT clinic

**Target audience:** Physicians, psychologists, social workers and healthcare teams.

**About the webinar:** This webinar will provide an overview of the evidence of medications for addiction treatment (MAT), such as buprenorphine, methadone or naltrexone, as an effective preventative method against blood-borne viruses commonly associated with injection opioid use such as hepatitis C virus (HCV). This activity will highlight the impact of applying the HCV care continuum on the treatment outcomes for OUD patients with co-morbid infections. Best practices on how to effectively interact and talk with psychiatric patients about their substance use and how MAT can act as an effective co-prevention method for HCV infection.

**Educational objectives:** At the conclusion of this activity participants should be able to:

- Describe the HCV care continuum and its application within MAT.
- Apply MAT in coordination with HCV care of patients.
- Cite and utilize evidence-based interventions to enhance the HCV care continuum.

The recording is available at PCSS (<https://pcssnow.org/event/integrating-hepatitis-c-care-into-your-mat-clinic>).

**Original presentation:** Tuesday, November 10, 2020

**Sponsor:** American Psychiatric Association ([www.psychiatry.org](http://www.psychiatry.org))



## Update on behavioral health training opportunities

Our contracting process with National Council for Behavioral Health (NCBH) is soon to be complete, and we'll then have a 12-month webinar series for CEUs. We hope to have a schedule soon. NCBH will deliver two-hour webinars via Zoom once a month with follow-up one-hour office hour sessions to discuss content from each webinar.

### Topics may include:

1. ACES information
2. Introduction to trauma, resilience, and trauma-informed, resilience-oriented care
3. Trauma-informed primary care
4. Maternal health
5. Trauma-informed care and health care integration
6. Children's services
7. Diversity, equity, and inclusion
8. Other topics as requested (submit your topic requests soon as we will be finalizing plans in the near future)

### Additional training

#### **Building Resilience for Individuals through Trauma Education (BRITE) Train-the-Facilitator**

BRITE is an educational treatment program designed

to build personal resilience by providing adults with information about the impact of very stressful life events on a person's emotional and physical wellbeing and how to use that information to make progress towards personally meaningful goals.

The BRITE Train-the-Facilitator program educates mental health practitioners, substance use counselors, peer specialists, residential counselors and other staff who conduct groups how to empower people with knowledge, information and problem-solving strategies to build resilience and to make informed decisions that will match their goals and needs.

### NCBH will deliver (on behalf of Aetna):

- A one-day train-the-facilitator training on the BRITE curriculum
- A 24-page BRITE workbook for all 30 participants in the training
- Facilitator's guide for BRITE group sessions

This training is not available virtually. It will be provided at a mutually agreed upon date based on public health recommendations.

To communicate your interest in specific webinar topics, or in the BRITE training, please email our BH Director Foley Nash at [NashF@aetna.com](mailto:NashF@aetna.com).



## 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 Provider Relations 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 information, call Provider Relations at **1-855-242-0802** or send your update via email at [LAProvider@aetna.com](mailto:LAProvider@aetna.com).