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Provider Newsletter

Fall 2021

Dental Services for Our Members

First Dental Visit by Member's First Birthday

Very young members should have their first visit with the dentist after their first tooth appears, but no later than their first birthday. The first visit is a well-baby checkup. Baby teeth can start to decay as soon as they come into the mouth. Early visits to the dentist will make the child comfortable and develop healthy habits.

All members are assigned to a Dental Home when they join Aetna Better Health of NJ. Pediatricians and Primary Care Physicians should encourage all members, regardless of age, to see their dentist twice a year for preventive services. Aetna Better Health of New Jersey participates in the NJ Smiles program which allows physicians and their trained staff to apply fluoride to children under six years of age. Information about the program is available on our website.

Pregnancy and Oral Health

Dental treatment is safe for pregnant women according to the American Dental Association and the American College of Obstetricians and Gynecologists. During pregnancy, individuals may be at increased risk for oral conditions such as gingivitis, dental caries and erosion. Patients should be counseled to see a dentist. The importance of good daily oral hygiene throughout the pregnancy should be emphasized to pregnant patients. Regular and emergency dental care, including the use of local anesthetics and radiographs, is safe at any stage during pregnancy as is preventive, diagnostic, and restorative dental treatments.

Brushing twice a day with a soft-bristled brush for two minutes, using a fluoride-containing toothpaste, and cleaning between the teeth once a day should be encouraged.

Update for Peer to Peer Requests



Aetna Better Health of New Jersey has changed the timeline in which Peer to Peer requests can be submitted after receiving an adverse determination.

As of 09/28/2021, requests for a peer to peer review must be received within two (2) business days of the issuance of the denial, independent of the discharge date for inpatient services. If a request for a peer to peer review is received after two business days of the issuance of the denial, the Aetna Better Health of New Jersey provider appeals process will be provided.

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New Prior Authorization Form Available Soon



We will be updating our prior authorization process very soon. We are standardizing our current Prior Authorization Form so that certain aspects of the process can now be automated. This will ensure a faster, more efficient prior authorization approval process.

We estimate that this new form will be available December 2021. To comply with this new process, providers must begin filling out the new form and removing the old form from service when the new form is available.



Call Provider Services at **1-855-232-3596** (TTY: 711) if you have any questions.

The form that must be filled out to submit a prior authorization request will be changing. The fax number for the prior authorization process will remain the same. The form will still be located in the same section of our website in [Provider Forms](#).

We appreciate your commitment to our members and their health care needs.

Provider Directories



Each month we update our regional and by-county provider directories. Provider directories can be found on our website. Visit our [Find a Provider](#) webpage to download the provider directories.

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10 Tips: Improve Patient Satisfaction and Increase CAHPS® Scores:

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measures member satisfaction. Patients report on and evaluate their experiences with health plans, providers, and healthcare facilities. As participating providers, the care you give our members impacts their satisfaction with Aetna Better Health of New Jersey.

- 1 Friendly, helpful front desk experience** From the first call to schedule an appointment to the last person they see before leaving the office, be sure to make that experience great for the patient. If it is possible, have bilingual staff or interpreter service available for patients.
- 2 Time management** Everyone's time is valuable. Be conscious of the patient's time & try to adhere to scheduled appointment times. On occasion, things come up, but remember to update them on any changes and apologize for any delays.
- 3 Effective communication with patients** The ability to communicate information effectively and compassionately is key to successful patient-provider relationships. Listen carefully to the patient and respect their point of view. Be empathetic and acknowledge their feelings. Provide information to the patient that is easily understood.
- 4 Work as a team** Involve the patient in the decision-making process. Review the patient's care plan and together come up with a plan for their health.
- 5 Facility access** Patients need to be able to access their doctor easily. Be sure ramps and walkways are paved and cleaned at all time. In addition, make sure your office is ADA compliant to provide medical care to people with disabilities, such as handicap-accessible entrances/exits and bathroom access.
- 6 Cleanliness** Take pride in your office appearance. Make sure your waiting rooms, examination rooms, bathrooms, etc. are always clean and tidy.
- 7 Accurate billing** Many of the complaints received relate to patients being balance billed. Staff can help by asking patients for a copy of their ID card to ensure that claims will process correctly. If the patient does not have their ID at the time of service, please check eligibility. ABH NJ patients who obtain covered services should never be balance billed except for applicable co-payments.
- 8 Patient loyalty** Patients that have a positive healthcare experience will most likely return. In fact, patients might refer friends or family to your practice so they can also benefit from a positive healthcare experience.
- 9 Provider follow-up** Provide patients with an office summary note to help patients easily follow. After a procedure or sick visits, follow-up with the patient to ensure they are doing well. This is a great time for the patient to ask additional questions or make follow up appointments as needed.
- 10 HIPAA compliance** Be sure your office is HIPAA compliant at all time. Protect all patients' private information. In an area where multiple patient-staff communications routinely occur, be mindful of voice tones so personal health information isn't passed to others.



CAHPS 2021 Survey Results

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey measures member satisfaction. Patients report on and evaluate their experiences with health plans, providers, and healthcare facilities. Aetna Better Health of New Jersey uses the NCQA HEDIS CAHPS 5.0H Membership Satisfaction Survey to assess member satisfaction. Members surveyed were selected from a random sample of all eligible members. **As participating providers, the care you give our members impacts their satisfaction with Aetna Better Health of New Jersey.**

Physician-related measures for future improvement

- Personal MD Overall
- Specialist MD Overall
- Getting Care Quickly
- Getting Needed Care
- Health Care Overall

Enhance your time with patients

- Be an active listener.
- Ask the member to repeat instructions their own words.
- Rephrase instructions in simpler terms if needed.
- Clarify words with multiple meanings to the member.
- Limit use of medical jargon.
- Be aware of cultural or language barriers.

2021 CAHPS Survey Results

	Measure	NJ 2021 CAHPS Results Summaries	2021 CSS Medicaid Avg.	2020 NCQA QC National Avg. Medicaid HMO
Adult CAHPS Survey	Rating of Personal Doctor	63.74%	67.20%	69.24%
	Rating of Specialist Seen Most Often	NA	67.36%	69.47%
	Rating of All Health Care	45.75%	56.74%	57.67%
	Rating of Health Plan	50.00%	59.09%	62.23%
	Getting Needed Care	81.06%	83.47%	82.96%
	Getting Care Quickly	80.32%	81.20%	82.35%
	How Well Doctors Communicate	92.08%	91.65%	93.16%
	Customer Service	85.67%	88.51%	89.27%
	Coordination of Care	NA	82.73%	85.14%

Child CAHPS Survey	Rating of Personal Doctor	73.96	76.30%	78.57%
	Rating of Specialist Seen Most Often	NA	73.00%	73.36%
	Rating of All Health Care	69.39%	73.23%	71.92%
	Rating of Health Plan	61.98%	70.33%	71.90%
	Getting Needed Care	78.38%	85.00%	86.03%
	Getting Care Quickly	85.59%	86.14%	90.53%
	How Well Doctors Communicate	93.05%	93.46%	95.26%
	Customer Service	86.57%	87.94%	88.81%
	Coordination of Care	82.73%	84.81%	86.08%

Note: for 2021 CAHPS, NCQA will be releasing 2021 Health Plan Ratings, but will not use any 2020 benchmarks in calculating those scores. The official Health Plan Ratings scores will be released by NCQA in August 2021. The results presented in this report use the 2020 benchmarks released by NCQA to estimate the 2021 Health Plan ratings; therefore the Health Plan Ratings scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

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Earn \$100 per completed lead test

We are offering a special incentive to providers for in-office collection of blood for lead screenings and blood lead tests completed in your office for our members!

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Updated Incentive Guidelines

- **\$100 incentive** for in-office collection of blood for lead screenings and blood lead tests completed in your office **5/1/2021–6/30/2022**
- Blood lead screenings may be preformed by either a **capillary or venous sample**
- Any member **9 months to 72 months** of age
- One blood lead test per member per year.

To help you complete testing on our members, we have contracted with **LabCorp, MedTox, Bio Reference & Quest**.

Incentive Payment Process

*Claims processing can take up to 90-days.

Lead Screening and EPSDT Performance CPT Codes

Please reference the below Lead Screening and EPSDT related procedure codes to assist you in performing lead screenings. **83655** refers to analysis for lead level. Modifier 59 indicates distinct procedural service separate from a visit. 52 modifier is used when there is a reduced service.

- **83655 52** - Lead Test (52 Modifier is used when there is a reduced service)
- **36405 59** - Venipuncture for children under 3 years of age, scalp vein (59 Modifier- distinct procedural service)
- **36406 59** - Venipuncture for children under 3 years of age, other vein (59 Modifier- distinct procedural service)
- **36410 59** - Venipuncture for children 3 years and older, non-routine (59 Modifier- distinct procedural service)
- **36415 59** - Venipuncture for children 3 years and older, routine (59 Modifier- distinct procedural service)
- **36416 59**- Collection of capillary blood specimen (finger, heel, and ear stick) (59 Modifier- distinct procedural service)
- **83655** - Lead test

Questions?

Contact our Clinical Team Lead Katie Gasiorowski, MPH, CHES, CCM at 609-282-8223.



Health Rewards Program



Our Incentive Program Rewards Members for Completing Certain Health Screenings

We offer preventive care at no cost to our members and reward them for taking steps to be healthier. All Aetna Better Health of New Jersey members are eligible for the program.

We currently offer gift cards to members who are eligible for and complete the following health screenings:

- Annual adult wellness check up \$30 gift card
- Annual well child visit \$15 gift card
Every year from age 3–21 years of age
- Breast cancer screening \$15 gift card
Every year from age 40–74
- Doctor visit after baby (postpartum visit) \$15 gift card
Within 7–84 days of delivery
- Lead screening for your child \$15 gift card
Children 9–72 months of age may be eligible
- Pap test (cervical cancer screening) \$15 gift card
Women 20–64 years of age should get tested
once every 3 years

Within 90 days of receiving the claim from your office, your patient—our member—will receive a letter in the mail with an access code along with instructions to visit our online store where they can choose a gift card.



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Upcoming Provider Trainings



You're Invited!

As a participating provider with Aetna Better Health of New Jersey, we would like to invite you and your office staff to join us for a very important training session about our programs and services.

Please visit our [website](#) to choose a date and time that works best for your practice. Scroll to the bottom of the page for topics and meeting time options. Click on the link to register.

Aetna Better Health of New Jersey values our partnership with your practice to serve the people in the state of New Jersey by providing quality health care and accessible, medically-necessary services. Our providers are one of the most critical components of our service delivery approach and we are grateful for your participation. We look forward to speaking with you.

Webinars will provide valuable information on the following:

- Authorization
- Claim processing
- Cultural competency
- Credentialing
- Nursing
- Assisted living
- Other important topics.



New Boxed Warning for Montelukast (Singulair) Due to Serious Mental Health Side Effects

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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.

References

1. 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 [fda.gov](https://www.fda.gov).

Sublocade Claims Submission



Claims Change to Sublocade

All claims for Sublocade should be submitted as a Medical Claim and will no longer be covered as a Pharmacy Claim.

There is no Prior Authorization required for this medication.

Healthcare Central: NJ FamilyCare Guidance Center

If you have a patient in need of insurance in the Newark area, direct them to Healthcare Central for help finding coverage.



Sign up for NJ FamilyCare



Understand the renewal process for NJ FamilyCare



Get assistance with finding a provider



Understand your Aetna Better Health® benefits



Monday–Friday, 10 AM–6 PM
959-299-3102 (TTY: 711)

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200 free turkeys and sides

to add to your Thanksgiving dinner celebration

One per family. First-come, first-served. While supplies last.



Thursday, November 18, 2021 • 1 PM–5 PM (Rain or shine)



Healthcare Central
NJ FamilyCare Guidance Center

48-A Jones Street, Newark, NJ 07103

