



Healthy Happens Together



Aetna Better Health® Kids
A CHIP Health Plan

Our Pledge

Aetna Better Health Kids (CHIP) is committed to partnering for the betterment of our valued members, *your patients*.

Patient-centered care is our focus. We can make a difference in the lives of those whom we serve.

We pledge to be attentive, responsive in a timely manner and committed to partnering with you while delivering quality care.



Aetna Better Health® Kids
A CHIP Health Plan





Agenda

- Aetna Better Health Kids (CHIP) Region & Reps
- Changes to Roster Submission Process
- Updates to Member ID Cards
- Availability
- HEDIS Dental Measures
- Enhanced Benefits
- Provider Resources

ABH Kids (CHIP) Regions & Representatives



Aetna Better Health® Kids
A CHIP Health Plan

Our Network Relations Consultants

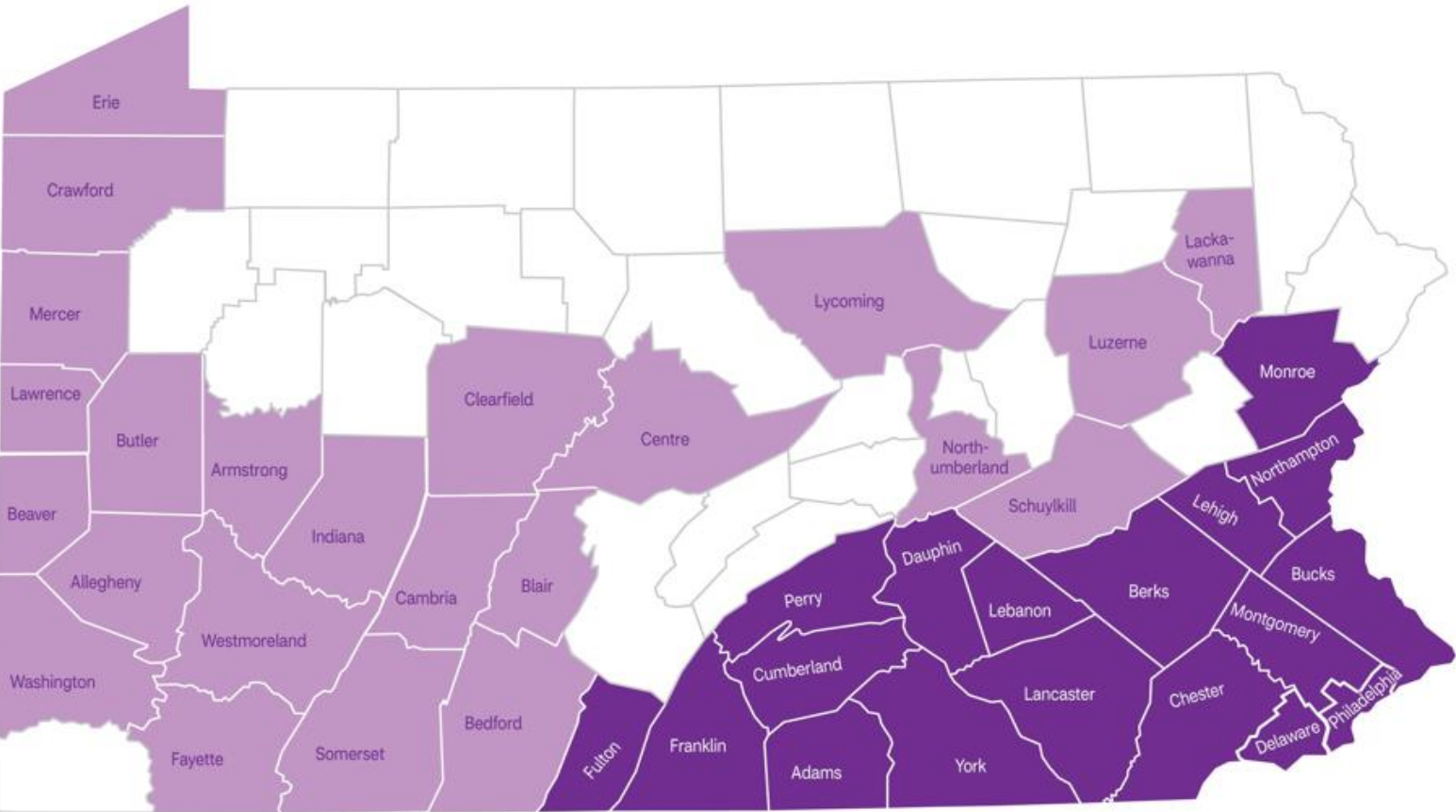
- **Relationships** are developed, managed & sustained with our providers.
- **Serve as a primary liaison** between Aetna Better Health Kids and our provider community.




Aetna Better Health® Kids
A CHIP Health Plan



Aetna Better Health® Kids (CHIP)



 Aetna Better Health Kids (CHIP) Legacy Counties

 Aetna Better Health Kids (CHIP) 2022 Expanded Counties



Aetna Better Health® Kids
A CHIP Health Plan



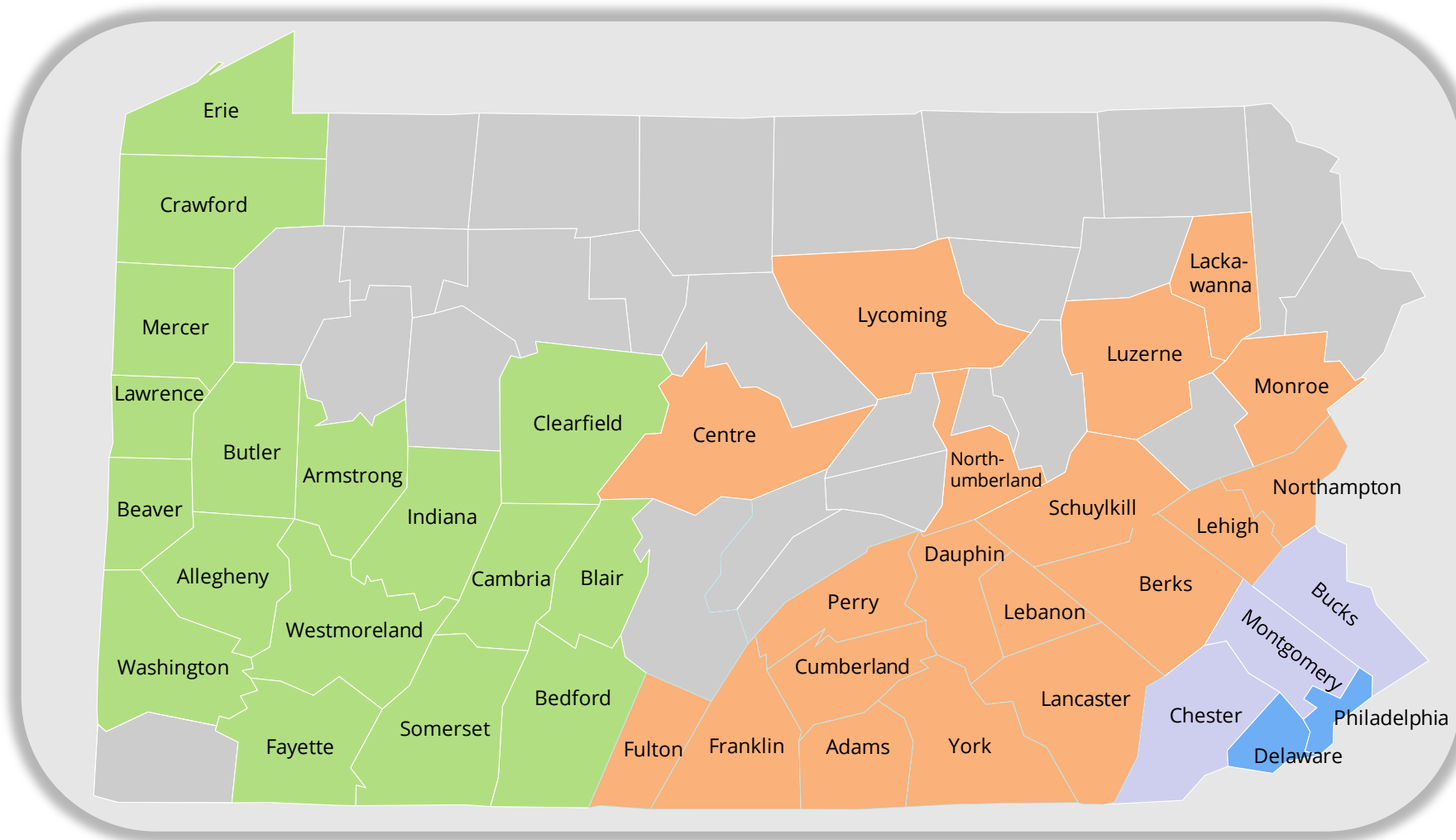
Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



Brady Bingman
Bingmanb@aetna.com



Jacelyn Cressman
cressmanj@aetna.com



Teresa Washington
Washington5@aetna.com



Teri Russell-Shaw
Russell-Shawt@aetna.com



Aetna Better Health® Kids
A CHIP Health Plan

Large Group & Hospital Assignments

Provider Group	Representative
Allegheny Health Network	Brady Bingman
Children's Hospital of Philadelphia	Teresa Washington
Conemaugh	Brady Bingman
Crozer Keystone	Brady Bingman
Detweiler Family Medicine	Teri Russell Shaw
Geisinger	Jacelyn Cressman
Guthrie	Jacelyn Cressman
Health Network Lab	Jacelyn Cressman
Jefferson Health Systems	Teresa Washington
Lehigh Valley Coordinated Health	Jacelyn Cressman
Lehigh Valley Health Network	Jacelyn Cressman
MANNA	Teresa Washington
MedExpress	Jacelyn Cressman

Provider Group	Representative
Nemours	Jacelyn Cressman
Patient First	Brady Bingman
Penn Highlands	Brady Bingman
Penn State/Hershey Health	Brady Bingman
Phoenix Rehab & Health Services, Inc.	Jacelyn Cressman
Quest Diagnostics	Brady Bingman
Tower Health/St. Christopher's	Teri Russell Shaw
Trinity (Mercy) Health St. Mary's	Teri Russell Shaw
UPMC	Brady Bingman
Wellspan Health	Brady Bingman
* All Federally Qualified Health Centers/Rural Health Centers	Teresa Washington



Professional Experience

Teresa has extensive in the managed care industry, with a focus on network development, contract administration, state reporting, regulatory compliance and provider reimbursement. Teresa also has specialized and extensive knowledge of FQHC & RHC operations and overall network management.

More about Teresa

Teresa resides in Delaware County and works with a non-profit mentoring group for young girls, as well as a member of the Rotary Club. Teresa is a graduate of St. Joseph's University and holds a Master's degree in Health Administration/Health Education. She enjoys traveling, reading, crafting and most importantly, quality time with friends and family.



Email: WashingtonT5@aetna.com

Teresa Washington
Network Relations Consultant



Aetna Better Health® Kids
A CHIP Health Plan

Professional Experience

Jacelyn has been with Aetna since 2003. Jacelyn has extensive experience within the commercial line of business including Senior Customer Service Representative, Correspondence Analyst and Member/Provider Appeal Analyst. In 2021, Jacelyn joined Aetna better Health Kids as a Network Relations Senior Analyst.

More about Jacelyn

Residing in Coplay, Pennsylvania, Jacelyn has five children. Jacelyn likes being in her garden, spending time with her family and traveling.



Email: CressmanJ@aetna.com

Jacelyn Cressman
Network Relations Consultant



Aetna Better Health® Kids
A CHIP Health Plan

Professional Experience

Before joining Aetna Better Health, Teri worked in managed care for more than five years, with a focus on network contracting, program management and network adequacy development.

Teri is a graduate of St Joseph's University and holds a Master's in Healthcare Administration (MHA).

More about Teri

Teri resides in Doylestown, Pennsylvania, located in Bucks County. Teri loves the outdoors, except for the sleeping outdoors! She spends her weekends hiking and "glamping," dreaming of one day living in a beautiful cabin in Switzerland.



Email: Russell-ShawT@aetna.com

Teri Russell-Shaw
Network Relations Consultant



Aetna Better Health® Kids
A CHIP Health Plan

Professional Experience

Brady joined Aetna in 2019 in the Claims Department. In 2021, Brady transferred to the Provider Relations team. Brady is a graduate of Slippery Rock University and he is currently seeking his Masters Degree in Health Administration.

More about Brady

Brady is married and lives in Murrysville, Pennsylvania, with his wife and Goldendoodle, Charlie. As a Pittsburgh native, he is an avid Steelers, Penguins and Pirates fan.



Email: BingmanB@aetna.com

Brady Bingman
Network Relations Consultant



Aetna Better Health® Kids
A CHIP Health Plan

Updates to Provider Roster Submission Process



Aetna Better Health® Kids
A CHIP Health Plan

Delegated Roster Submission Process

Delegated Roster

- Dedicated team assigned to delegated rosters
- Coordinate updates
- Designated mailbox for delegated rosters
- Follow up with Provider Relations Representative

Mailbox Information

AetnaMedicaidRoster@aetna.com

Important: CHIP providers must be enrolled with DHS and have a valid & active PROMISe ID for each location at which a provider renders services.

Non-Delegated Roster Submission Process

Non-Delegated Roster

- Roster Submission & Provider Data Changes
- Create “case” based upon email content
- Case number assigned to requestor
- Reviewed by Intake Team
- Assigned to Provider Data Services Team (PDS)
- Follow up with Provider Relations

Mailbox Information

ABHProviderRelationsMailbox@aetna.com

Important: CHIP providers must be enrolled with DHS and have a valid & active PROMISe ID for each location at which a provider renders services.

Provider Data Maintenance

Network providers should keep their practice information up-to-date.

Providers may verify their practice information at any time using the “real-time” [Provider Network Directory](#)

Requests for changes to address, phone number, or tax ID, or additions and/ or deletions to group practices, can also be made through the [Online Provider Demographic Changes Form](#).

You also have the option of completing the [Paper Practitioner Change Form](#) and emailing it to us at the address listed on the form.

** Check with your Provider Relations Representative to make sure other arrangements do not apply to your practice.*



Aetna Better Health[®] Kids
A CHIP Health Plan



Enrollment Resources

Aetna Better Health ensures that all network practitioners meet the necessary criteria, required by NCQA for participation.

Physician Assistants must bill under the supervising physician.

Online Practitioner Application

[Provider Online Application](#)

Bulk Application Link (10+ Providers)

[Provider Enrollment Bulk Application Template](#)

Delegated Rosters

Email: aetnamedicaidroster@aetna.com

Non-Delegated Rosters

Email: abhproviderrelationsmailbox@aetna.com

Aetna Better Health Kids Customer Service Department

Monday through Friday 8 a.m. - 5 p.m. (866) 638-1232



Aetna Better Health[®] Kids
A CHIP Health Plan



Availability & Member ID Verification



Aetna Better Health[®] Kids
A CHIP Health Plan

Availity Features

- ✓ Verify member eligibility and benefits
- ✓ Review coordination of benefits details
- ✓ Submit or check status of appeals/grievances
- ✓ Request prior authorizations
- ✓ Check authorization status
- ✓ Check claims status
- ✓ Manage provider deliverables

Portal Registration

*Availity offers monthly provider education webinars.
Register at aetnawebinars.com*



Aetna Better Health® Kids
A CHIP Health Plan





Verifying Member Eligibility

Use the ACCESS card to obtain eligibility information from the Eligibility Verification System (EVS).

The EVS is an automated system available to Aetna Better Health Kids Providers and other specified organizations for verification of CHIP members' current and past, up to 365 days.

- Childrens' Health Insurance Program (CHIP) Eligibility
- Physical Health – Managed Care Organization Enrollment
- Primary Care Physician Assignment
- Third Party Resources
- Scope of Benefits
- Effective 05/01/2023- ABH Kids Member IDs and Cards will be updated from 9 digits to 10 digits.
 - This new 10 digit card will be required to locate member information, claims, and history in Availity.

[Aetna Better Health Kids](#)

[Member Services \(866\) 638-1232](#)

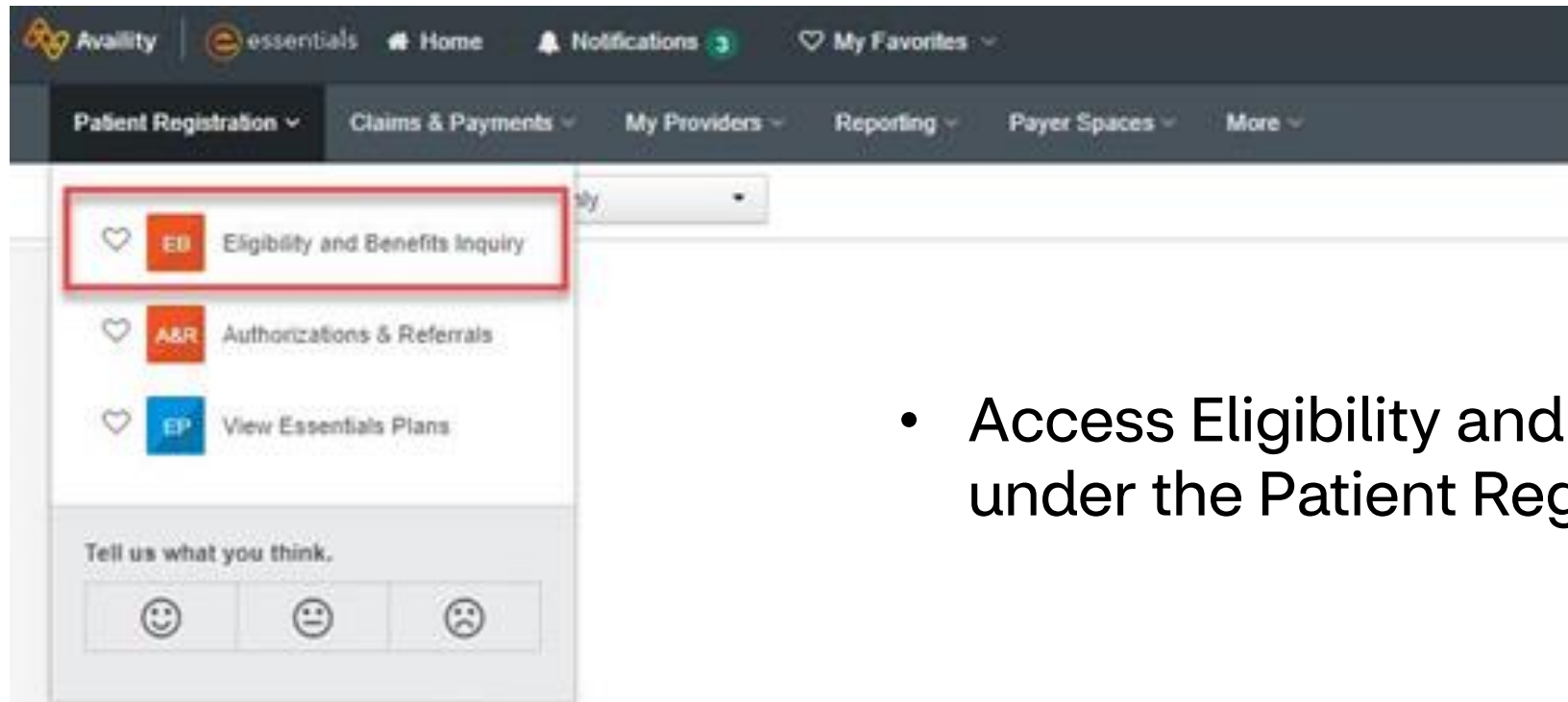


Using Availity to Locate Member ID

- As of 05/01/23- You will only be able to use a member's 10 Digit ID to look up claim statuses and history in Availity.
- The previous 9-digit ID numbers will not link to anything in Availity as of this date.
- If you do not have the new ID on file, you can get it through Availity eligibility and benefits verification.



Using Availity to Locate Member ID



- Access Eligibility and Benefits Inquiry under the Patient Registration header.

Using Availity to Locate Member ID

- Populate all required fields for provider information, payor, date, and benefit/service type.
- Change the Patient Option to show "Patient Last name, Patient First Name, Date of Birth"
- Ensure all fields are entered accurately
- Click "Submit", and the member information will populate.
- For a more detailed walkthrough click "Watch a Quick Demo" on the top right of this page.
 - Ensure your pop-up blocker is disabled to access demo.

The screenshot shows a web form for locating member information. The form is organized into several sections:

- Payer:** A dropdown menu showing "AETNA BETTER HEALTH (AETNA MEDICAID) NJ-VA FIDE SNP - DS...".
- Provider Information:**
 - Select a Provider:** A dropdown menu with the placeholder text "Search for a Provider".
 - NPI:** An empty text input field.
- Service Information:**
 - As of Date:** A text input field containing "03/21/2023".
 - Benefit / Service Type:** A dropdown menu with the placeholder text "Please Select a Benefit/Service Type".
- Patient Information:**
 - Patient Search Option:** A dropdown menu with the selected option "Patient Last Name, Patient First Name, Date of Birth". This section is highlighted with a red border.
 - Patient ID:** An empty text input field.
 - Date of Birth:** A text input field with a date format mask (MM/DD/YYYY).
 - Gender:** A dropdown menu with the placeholder text "Please Select a Gender".
 - Patient Relationship to Subscriber:** A dropdown menu with the selected option "Self".

At the bottom of the form, there is a checkbox labeled "Submit another patient" and a blue "Submit" button.

Enhanced Member Benefits



Aetna Better Health[®] Kids
A CHIP Health Plan

Enhanced Benefits

aetna
Aetna Better Health[®] of Pennsylvania
Aetna Better Health[®] Kids

English Español **A** **A** Log in Fraud & abuse Contact us

Search

Home Become A Member **For Members** For Providers Health & Wellness

For Members

- Medicaid
- Children's Health Insurance Program (CHIP)
- Handbook
- Benefits
- Enhanced Benefits**
- Behavioral Health
- Rights And Responsibilities
- CHIP Costs
- Cell Phones
- Over The Counter Benefit (OTC)
- Renew
- COVID-19 Information
- Provider Directory

Enhanced Benefits - NEW!

We are excited to share details about your Enhanced Member Benefits for your child(ren)! Check here often as we will continue adding new Enhanced Benefits throughout 2023!

Over the Counter (OTC) Benefit

Learn more about your monthly Over The Counter Benefit

[\\$30/month OTC Benefit](#)

Your Transportation Benefit

Get the details about your Transportation Benefit

[Transportation to and from your medical appointments](#)

Dental Crown Benefit

This new dental benefit now covers prefabricated stainless steel crowns and prefabricated esthetic coated stainless steel crowns. Ask your dentist or call Member Services if you have questions about this benefit.

Exclusive, No Cost OTC Benefit

This over-the-counter benefit is available only to Aetna Better Health[®] Kids members!

Only Aetna Better Health[®] Kids (CHIP) members get a \$30 credit each month*

- NEW!** Pampers[®] diapers and baby care
- Allergy and cold remedies
- COVID tests and pulse oximeters
- Digestive health medications
- Ear and eye care
- Feminine hygiene products like pads and tampons
- First aid products and bandages
- Nicotine replacement
- Oral/dental care
- Pain relievers
- Vitamins and minerals
- Find the complete list of items on our OTC web page

Visit AetnaBetterHealthPenn.com/otc for more details and a complete list of products or call Aetna Better Health[®] Kids at 1-800-822-2447 (TTY: 711).

3 ways to choose your OTC items every month

By phone
1-888-628-2770
(TTY: 711)

In the store
Visit a participating CVS Pharmacy[®]

Online
CVS.com/otchs/abhkids

Transportation

Rides to child doctor visits



Need transportation to and from appointments?

We're here to help! Aetna Better Health® Kids (ABH Kids) has teamed up with Modivcare, a leader in non-emergent medical transportation to better connect you/your child with care at times when you need it most.

We know schedules are busy.

Finding transportation is not always easy. We want to ensure that rides are available to get the care your child needs and deserves.

This program offers Aetna Better Health® Kids members safe and reliable transportation to non-emergent medical appointments. Both Lyft and Uber Health, are rideshare partners of Modivcare. We can help your child reach their important medical appointments that are critical to their health and well-being.

How do I request a ride?

- Speak directly with your/your child's ABH Kids Care Team about scheduling transportation.
- Call our Special Needs Unit at **1-855-346-9828** (TTY 711) to speak with one of our Care Management representatives today.

Is my child eligible?

Aetna Better Health® Kids members are eligible if these criteria are met:

- Must be 18 years or older to ride alone. Members under the age of 18 will need to be accompanied by someone who is over 18 years old. *Rideshare vehicles are available to seat up to 6 passengers (if needed) for larger families.*
- Riders must be able to get into and out of the vehicle on their own. *This is not an emergency transportation, medically assisted, or a wheelchair accessible service.*
- You/your child does not have any means of reliable transportation to and from an ABH Kids covered medical appointment. For example: well child visits, lead screenings, annual dental visit, just to name a few.



PA-02-07-02

Benefits

- Unlimited rides to medical appointments
- Parents can take siblings
- Child must be accompanied by adult
- Kids 18 years can ride alone
- Call our Special Needs Unit

1-855-346-9828

Medically Tailored Meals

- Aetna Better Health Kids has partnered with MANNA, a community- based organization committed to improve health outcomes through proper nutrition for our CHIP members in the counties we serve.
- Direct provider referrals to our Special Needs Unit.
- ABH Kids proactively reviews our claims data to identify and offer these services to ABH Kids.



Benefits

- Medically tailored meals delivered locally, within the Philadelphia area or shipped to enrollees of ABH Kids outside the region.
- Dietician services and nutritional education, available for 4 weeks. Possible extension based on individual circumstances.

Associated Conditions

Diabetes
Hyperlipidemia
Hypertension
Chronic Kidney Disease

Obesity
Anemia
Failure to Thrive
Pregnancy

*Pregnancy Induced Conditions

HEDIS Dental Measure



Aetna Better Health® Kids
A CHIP Health Plan

HEDIS Dental Measures



Topical Fluoride For Children (TFC)

- Measure assesses the percentage 1-4 years of age who received at least **two** fluoride varnish applications during the **calendar year**.
- Medical providers: CPT code 99188

Medical providers **can help** with the dental measures by:

- Providing in office fluoride treatment to members ages 1-4 years of age when appropriate
- Screening members for regular dental checkups at every visit
- Educating members as to how their oral health can impact other medical conditions
- Encouraging members to make dental appointments as needed at each visit.

For more information on these new measures reach out to our Quality Management Department at AetnaBetterHealthPAQM@aetna.com.



Aetna Better Health[®] Kids
A CHIP Health Plan

Provider Resources



Aetna Better Health® Kids
A CHIP Health Plan

EFT/ERA

- New Registration Process - EERS

<https://payerenrollservices.com/>

- Managed by Change Healthcare
- Provides streamlined way to access payment services
- Enroll with multiple payers through a single platform
- Go Live Date: March 31, 2023

Updated Paper Claim Submission Address

Aetna Better Health Kids

P.O. Box 982973

El Paso, TX 79998-2973

Clinical Payment Changes Effective May 1, 2023

- Duplicate Services Policy
- Gastrointestinal Panels Testing
- Expired NDC Numbers
- Click the below link to be redirected to our provider notices.

[ABHPA Notices](#)



Provider Call Center

The Customer Service Department can assist you with claim related questions and concerns. Enhanced broad service model includes, but are not limited to the following -

- Billing or contractual related questions
- Claim status inquiries
- Coordination of Benefits (COB) claim issues
- Claim adjustment requests
- Stop payments or other check-related inquiries

The customer service staff is available to assist.

Monday – Friday
8 am – 5 pm
(866) 638-1232

Contact our Language line at [\(800\) 385-4104](tel:8003854104).

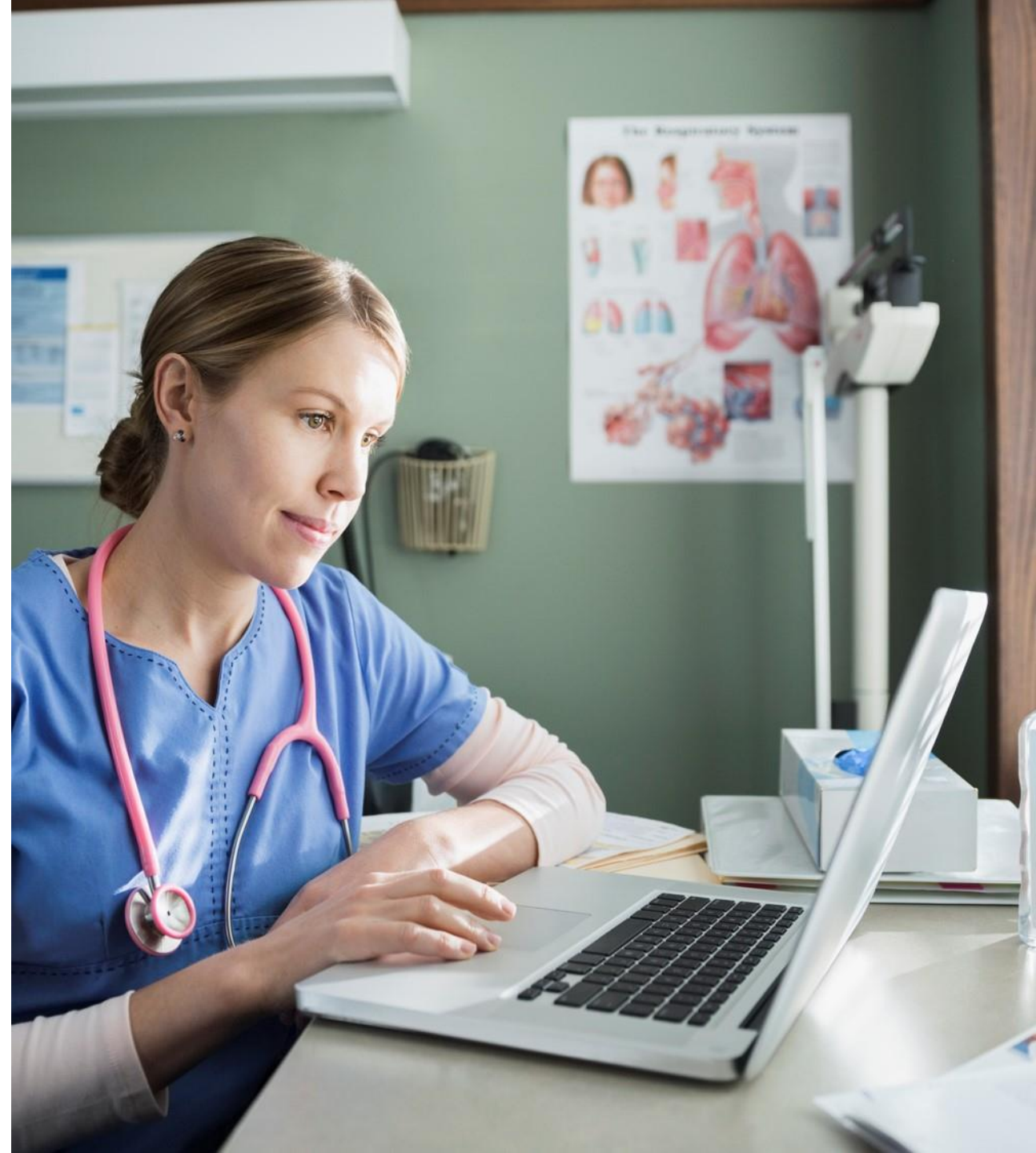
Aetna Better Health Kids

Website Resources

- [Forms](#)
- [Guidelines & Clinical Policies](#)
- [Provider Manual](#)
- [Provider Notices](#)
- [Provider Newsletters](#)
- [Provider Education Resources](#)
 - Quick Reference Guide
 - Monthly Webinars
 - Quarterly Orientations
- [Provider Directory](#)



Aetna Better Health[®] Kids
A CHIP Health Plan



Provider Support Services Contacts

Name	Contact Information
CHIP Member Services	(800) 822-2447
Special Needs Unit	(855) 346-9828
Eligibility Verification	(800) 822-2447
Pharmacy Prior Authorizations	(866) 638-1232
Complaints & Grievances	Fax: (860) 754-1757
Medical Prior Authorization	(866) 638-1232 / Fax: (877) 368-8120
Claim Inquiries & Provider Relations	(866) 638-1232
eviCore Healthcare	(866) 693-3211 www.evicore.com

Please refer to our [Quick Reference Guide](#) for a complete list of contact information.

Aetna Better Health Subcontractors

Vision

Superior Vision helps members enjoy the wonder of sight through healthy eyes and vision.



SUPERIOR VISION

Superior Vision
(866) 819-4298

<https://superiorvision.com/>

Dental

SKYGEN USA helps providers bring their practice into the digital age of healthcare with technology-enabled solutions that address key challenges.



Skygen USA Provider Services
(800) 508-4892

<https://skygenusa.com>

Pharmacy

Our approach to social responsibility ties directly to our purpose: Helping people on their path to better health.



CVS Caremark
(800) 552-8159

www.caremark.com/wps/portal

Aetna Better Health of Pennsylvania Kids

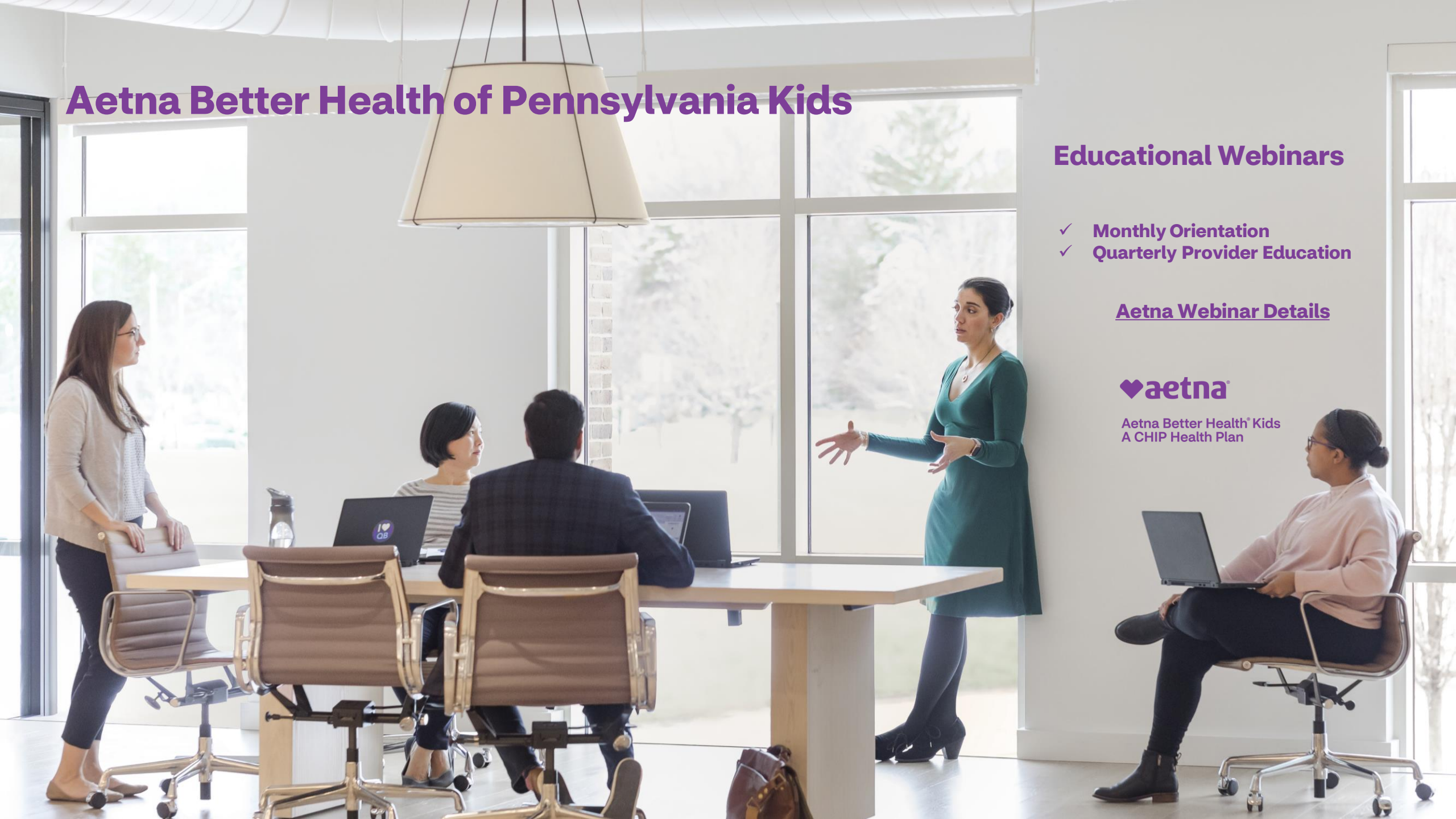
Educational Webinars

- ✓ Monthly Orientation
- ✓ Quarterly Provider Education

[Aetna Webinar Details](#)



Aetna Better Health® Kids
A CHIP Health Plan



Questions?



Aetna Better Health® Kids
A CHIP Health Plan

Thank you!



Aetna Better Health® Kids
A CHIP Health Plan