



Aetna Better Health® of Louisiana

Provider Quick Reference Guide

This guide is intended to be used for quick reference and may not contain all of the necessary information. For detailed information, refer to the Provider Manual located at www.aetnabetterhealth.com/louisiana.

Aetna Better Health of Louisiana Leadership	
Rick Born (BornR@aetna.com)	Chief Executive Officer
David Nicosia (NicosiaD@aetna.com)	Chief Financial Officer
Mark Grippi (GrippiM@aetna.com)	Chief Operations Officer
Madelyn Meyn (MeynM@aetna.com)	Chief Medical Officer
Tabitha Marchand (MarchandT@aetna.com)	Director of Provider Experience
Peggy McCurry (McCurryP@aetna.com)	Senior Compliance Lead
Foley Nash (NashF@aetna.com)	Behavioral Health Director
Jodi Carter Jones (CarterJonesJ@aetna.com)	Director of Clinical Services
Secure provider web portal	
Eligibility verification	Use our secure provider web portal or Contact us at 1-855-242-0802 .
Real-time data access	View updates as soon as they're posted.
Better tracking	Know immediately the status of each claim submission and PA request.
Claim inquiries	Review the status of a claim.
Auto-authorization	Depending on the authorization type and service location, it's possible to get an auto-approval on your request.
Claims	
Aetna Better Health of Louisiana Electronic Claims Payer ID: 128LA	
Claim inquiries	Call our Claims Investigation and Research Department (CICR) at 1-855-242-0802 .
Electronic claims submission	<p>Providers who are contracted with us can use electronic billing software.</p> <ul style="list-style-type: none"> Change Healthcare (formerly Emdeon) is the EDI vendor we use and they can be reached at 1-800-845-6592. Providers need to contact the software vendor directly for further questions about their electronic billing. If you use a clearinghouse other than Change Healthcare, have them call Change Healthcare at the following number in order to establish connectivity: 1-800-845-6592. You can run a test claim prior to submitting batches.
Paper claims submissions, resubmissions, disputes, or reconsiderations	<p>Use the following address when submitting paper claims, claims reconsiderations or disputes, and corrected claims.</p> <p style="text-align: center;">Aetna Better Health of Louisiana P.O. Box 61808 Phoenix, AZ 85082-1808</p>
Electronic fund transfer (EFT)	<ul style="list-style-type: none"> Receive electronic payments deposited directly into your bank accounts. Allow 10-15 business days for processing once we receive your enrollment form, available at www.aetnabetterhealth.com/louisiana/providers/resources/claims.
Electronic remittance advice (ERA)	<ul style="list-style-type: none"> Receive an electronic file that contains claim payment and remittance information. Allow 10-15 business days for processing once we receive your enrollment form,

available at www.aetnabetterhealth.com/louisiana/providers/resources/claims.

Our vendors

CVS Caremark – Pharmacy Vendor	For prior authorizations, pharmacies will call our health plan directly at 1-855-242-0802 and follow the prompts.
Quest Diagnostics – Lab Vendor	Visit www.questdiagnostics.com for additional information.
LabCorp – Lab Vendor	Visit www.labcorp.com for additional information.
LogistiCare – Transportation Vendor	Reservations: Members call three (3) business days ahead of time) 1- 877-917-4150 , TTY: 1-866-288-3133 24-hour ride assistance: 1-877-917-4151
Change Healthcare – EDI Vendor	1-800-845-6592

Online provider & pharmacy search tool

For a list of participating providers, including behavioral health, access our online search tool located on www.aetnabetterhealth.com/louisiana. Laboratories and radiology participating providers are included in the online search tool.

Prior authorizations

How to request prior authorizations	A prior authorization request may be submitted by: <ul style="list-style-type: none"> • Submitting the request through the 24/7 Secure Provider Web Portal located on our website. • Fax the request form to 1-844-227-9205 (form is available on our website). Use a cover sheet with the practice’s correct phone and fax numbers to safeguard the protected health information and facilitate processing. • Through our toll-free number at 1-855-242-0802.
Provider Appeals and Grievances	Call: 1-855-242-0802 Email: LAAppealsandGrievances@aetna.com Fax: 1-860-607-7657 Write: Aetna Better Health of Louisiana Grievance and Appeals Department 2400 Veterans Memorial Blvd., Suite 200 Kenner, LA 70062
Behavioral Health prior authorizations	We are committed to make things easier for our providers during our behavioral health transition. We have created a dedicated fax line for your behavioral health needs. If you are a behavioral health provider, you may FAX your behavioral health prior authorization requests, assessments, and LOCUS summaries to us at 1-844-634-1109 . Or email to AetnaBetterHealthofLA-CMReferral@AETNA.com .
Emergency services Notification of Admission	Do not require prior authorization; however, notification of admission is required by the next business day.
For post-stabilization services	Hospitals may request prior authorization by calling 1-855-242-0802 .
Out-of-network services	All out-of-network services must be authorized.

Unauthorized services	Will not be reimbursed and authorizations are not a guarantee of payment.
Prior authorization decision notifications and timeframes	
Urgent pre-service approval	72 hours from receipt of request
Urgent pre-service denial	72 hours from receipt of request
Non-urgent pre-service approval	80 percent of standard service authorizations within 2 business days of obtaining appropriate medical information, but no later than 14 calendar days from receipt of the request
Non-urgent pre-service denial	Verbally notify within 1 business day of making the initial determination and documented confirmation within 2 business days of making the initial certification
Provider Communication	
Adverse Incident Reporting	<p>Providers are required to notify Aetna Better Health of Louisiana when a member has suffered an Adverse Incident. The incident must be addressed within 24 hours of the occurrence involving a health plan member, whether it occurs at the provider's location or at another location.</p> <p>It is important that you fax the incident report to 860-262-9174 within 24 hours of reported incident. The following documents are available at www.aetnabetterhealth.com/louisiana/providers/</p> <ul style="list-style-type: none"> • Adverse Incident Instructions and Definitions • Adverse Incident Reporting Form
Notification of Pregnant Members	<p>Completing the Notification of Pregnancy form as early as possible allows us to best service our members to achieve a healthy pregnancy outcome. Please fill out the electronic form available at www.aetnabetterhealth.com/louisiana/providers/. Select submit so that it may directly reach our care management team in an expedited manner.</p> <p>If you have any questions, please contact our Provider Services department at 1-855-242-0802.</p> <p>If you prefer to fax the form, you may fax to 1-866-776-2813 Attn: Case Management</p>
Contracting and Credentialing	<p>If you have questions regarding your contracting or credentialing status, update your roster of affiliated providers, or add to the services you provide:</p> <ul style="list-style-type: none"> • Contact our provider relations department at 1-855-242-0802. • You can also email it to us at MBU-LAProviderEnrollmentForm@aetna.com.
Peer-to-Peer	<p>A peer-to-peer is an opportunity for a doctor-to-doctor discussion related to a denial decision that will allow the provider an opportunity to explain why a service/medication was completed or authorized and should be paid or otherwise overturned. There are three (3) types of peer-to-peers: medical, pharmacy and radiology.</p> <p>If you have any questions or would like to schedule a medical peer-to-peer, please contact our Provider Services department at 1-855-242-0802, option 2 then option 6.</p>

	<p>If you would like to schedule a pharmacy peer-to-peer, please contact our Pharmacy department at 1-855-242-0802, option 2 then option 2.</p> <p>If you would like to schedule a radiology peer-to-peer, please contact our Radiology service eviCore at 1-888-693-3211.</p>
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Quality improvement at Aetna Better Health of Louisiana

Quality Management Department	Our Quality Management department wants to make sure your members get good care and the services they need to stay healthy. If you have any questions 504-667-4500 and you will be directed to the best person to handle your inquiry.
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Committed to support the quality of healthcare	<ul style="list-style-type: none"> • Annual development and implementation of our Quality Assessment and Performance Improvement Program (QAPI) • Distribution of Clinical Practice and Preventive Health Guidelines • Ongoing monitoring of Performance Measures • Surveys to assess Member Experience with services rendered • Performance Improvement Projects (PIPs) as mandated by the State • Patient Safety programs • Continuity and Coordination of Medical Care reviews • Continuity of Coordination Between Medical Care and Behavioral Healthcare reviews • Medical Record Audits • NCQA Accreditation compliance • Delegation Oversight of IPA provider groups and vendors
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Member Health and Wellness Rewards Program

At Aetna Better Health of Louisiana we want our member to stay healthy longer. We also offer gift cards through our health and wellness program if they get the tests and services they need to stay healthy.

What rewards are available to our members?
 Below are the types of rewards the member may qualify to receive.

<p>Annual well child visit: \$20 Children ages 0 - 21 Yearly preventive visit with your doctor Limit 1 gift card each year</p>	<p>Meeting Weight Loss Goal Child or teen's ages 3-17 Visit with doctor or registered dietician for weight loss \$15 first visit \$20 second visit \$30 third visit</p>
<p>Asthma Assessment: \$15 Yearly doctor visit to check your breathing Any age Limit 1 gift card each year</p>	<p>Follow-up PCP visit after Asthma Related Emergency Room Visit: \$15 Doctor visit after being seen in the ER for Asthma Any age</p>
<p>Flu Vaccine: \$5 1 flu shot each year Ages 18 and older Limit 1 gift card per year</p>	<p>Breast Cancer Screening: \$15 Mammogram screening test Female ages 50 - 74 years Limit 1 gift card every 2 years</p>
<p>Diabetic Eye Exam: \$10 Visit with Diabetes eye doctor Ages 18-75 Limit 1 gift card per year</p>	<p>Diabetes HbA1C Test: \$10 Blood test Ages 18-75 Limit 1 gift card each year</p>

Cervical Cancer Screening PAP test Female ages 21-64 Limit 1 gift card every 3-5 years	Colon Cancer Screening: \$25 Colonoscopy, Flex sigmoidoscopy, or CT Colonography Ages 50-75 Limit 1 gift card per lifetime
Chlamydia Screening test: \$10 A simple urine test or PAP test Female members ages 16-24 Limit 1 gift card each year	

Promise program for pregnant members

If you are pregnant you qualify for additional rewards that are listed below.

First Prenatal Visit: \$25 Completion of the first prenatal visit Pregnant members Limit 1 gift card	Prenatal Visits: \$10 Seeing doctor for prenatal care Pregnant members 1 gift card each visit
Post-Partum Visit: \$50 Seeing doctor for visit after birth of child Visit must be completed within 6 weeks after delivery	Injectable Progesterone (17P)*: \$50 Pregnant members Received at least 1 shot <i>*Special criteria apply</i>

Benefits for Our Members

Free cell phone	<p>We want our members to be safe and keep well. Now they can stay connected with those who care about them.</p> <p>Eligible members can get a new smartphone and/or better monthly plan at NO COST. Our members can call you, their family and their friends, anytime, 24 hours a day! Members can visit www.LifelineApply.com/AetnaBetterHealth to sign up.</p>
Mobile app	<p>With the Aetna Better Health application, members can get on demand access to the tools they need to stay healthy. Find a doctor, request a Member ID card or change their Primary Care Physician (PCP) at any time, from anywhere. It's easy. Members just download the app to their mobile device or tablet.</p>
Dental benefits	<p>We will offer an exam and cleaning twice a year as well as a bitewing X-rays annually our adult members. PLUS, effective December 1, 2015, every year we will cover \$275 in fillings and extractions.</p>
Free over-the-counter products	<p>Aetna Better Health of Louisiana offers each household \$50 worth per month of certain over-the-counter (OTC) drugs and supplies mailed right to our members home. You can place an order online, by phone, by mail, or by fax. Visit www.aetnabetterhealth.com/louisiana/members/benefits/ for more information.</p>
Vision care for adults	<p>Adult members aged 21 and over will receive a free annual refraction and \$80 toward eyewear (frames, glass lenses, or contact lenses).</p> <p>Members may also receive a \$15 gift card as an annual incentive for accessing an adult wellness screen for a diabetic dilated eye exam.</p> <p>We will cover a retinopathy screening for members with sickle cell.</p>
Stop smoking help	<p>Members aged 18 and older who smoke are screened for inclusion in the program. This includes assessing the member's readiness to change through using Motivational Interviewing techniques. The program includes telephonic health coaching and</p>

continued contact to assess the member's tobacco use status. We also provide smoking cessation medications for six months:

- Bupropion and Bupropion SR
- Chantix®
- Nicotine gum, lozenges, and patches, which can be accessed over-the-counter
- Nicotrol® cartridge
- Nicotrol® nasal spray

Members under 18 years old may enroll with written consent from their parent or guardian.

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
Jefferson Parish	Adrian Lozano LozanoA@aetna.com	504-402-3417
2	Aieta Davis DavisA12@aetna.com	225-316-3106
3	Adrian Lozano LozanoA@aetna.com	504-402-3417
4	Brandy Wilson WilsonB8@aetna.com	504-264-4016
5	Eve Serbert SerbertE@aetna.com	504-220-1413
6	Jennifer Thurman ThurmanJ@aetna.com	318-413-0725
7	Chemeka Turner TurnerC7@aetna.com	318-349-6493
8	Jennifer Thurman ThurmanJ@aetna.com	318-413-0725
9	Marion Dunn DunnM7@aetna.com	504-444-6569

