



Aetna Better Health of New Jersey

Doula Stakeholder Meeting
February 5, 2020

Dr. Sajidah Husain, Chief Medical Officer
Joseph Manger, Chief Operating Officer

Joining our network is easy

- Step 1. Apply and receive your Medicaid FFS Provider ID#
- Step 2: Contact Joseph Manger, COO at MangerJ@aetna.com or (609) 610-5744
- Step 3: Aetna Provider Contracting representative will contact you to walk you through our expedited application and contracting process.
- Step 4: We will accept your Medicaid Provider ID# and the credentialing the State of NJ has already conducted and the Aetna Credentialing Committee will vote to approve all complete applications.
- Step 5: We will schedule online provider orientation (how to submit a claim, using the correct codes, how to set up electronic funds transfer, who to call when you need help, etc.)
- Step 6: You are all set up and ready to go.

Member access to Doulas – How can we get the word out?

We are anxious to hear Doula suggestions so we can use the doula network (formal and informal) to get the word out. We also plan on using the following methods:

- Member communication materials
- Provider education to all provider types
- Member and Provider website
- Provider webinar series
- Member and Provider Advisory Committees

Access to Doulas –

NO WRONG DOOR

- Member can contact us and we can connect them with a doula in our network
- Provider can contact us and we can help connect them with a doula in our network
- Doula can contact us to let us know they plan or are providing doula services to a member
- Aetna Better Health Care Manager may identify a member who may benefit from doula services and can help connect them with a doula in our network

Support for Doulas

PRIOR AUTHORIZATION IS NOT REQUIRED

We highly recommend and encourage doulas to contact us to let us know when they are providing doula services because:

- We have data and resources we can provide that a doula may not always be aware of (member medical history, high risk issues, PRA data, etc.)
- For particularly high risk pregnancies, we have care managers who assist pregnant moms with various services and we would like to have the doulas part of the care management team
- Doulas will have additional information we may not know that could prove critical to a successful birth outcome

PRIOR AUTHORIZATION IS NOT REQUIRED

What method of communication works best?

PRIOR AUTHORIZATION IS NOT REQUIRED

We want to make our interactions with you as easy as possible and support developing one short and easy template that all 5 MCOs would use.

What method do you prefer-

- Email?
- Telephone?
- Fax?

PRIOR AUTHORIZATION IS NOT REQUIRED

Questions?

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Joseph Manger, Chief Operating Officer
MangerJ@aetna.com or (609) 610-5744

PS. PRIOR AUTHORIZATION IS NOT REQUIRED