

Provider newsletter

Summer 2018



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Interactive voice technology (IVR)

Interactive voice technology (IVR) is coming soon. You'll be able to get the information you need anytime you need it. With IVR self service, you'll have 24/7 access to information you need for your patients with Aetna Better Health® of Florida, like:

- Eligibility
- Claim status
- Benefit information

No limits to eligibility inquiries

In the past, you may have had limits to a certain number of eligibility inquiries. Now you will have no limits, so it will be faster and easier to get the information you need.

No waiting

No need to speak with a representative or wait in queue. You can do it all with self-service.

Talk with a real person

You can still talk with a real person when you need to. Questions? We're here to help. Just call your provider relations representative at **1-800-441-5501** (MMA) or **1-844-528-5815** (Florida Healthy Kids) to learn more. You'll have access to IVR.

Aetna Better Health® of Florida

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aetnabetterhealth.com/florida

Accessing our drug formulary

You can gain access to the Aetna Better Health of Florida formularies by visiting our website at aetnabetterhealth.com/florida. This can be found under the "For Providers" tab, "Pharmacy" and "Formulary/ Preferred Drug List" areas. This will then lead you to access the Florida Medicaid Preferred Drug List (PDL) and/or the Florida Healthy Kids Formulary Search Tool and formulary document. Please note the formulary can change at any time. This is due to the ever changing world of medicine.

You can find the list of formulary changes on our website under the "For Providers" tab, "Pharmacy" then click on the "Preferred Drug List & Formulary Updates" tab.

If you have any questions in regards to the formulary please feel free to contact us at the toll free numbers below or visit our website:

Medicaid Provider Relations:
1-800-441-5501

Florida Healthy Kids Provider Relations: **1-844-528-5815**

Important: Vendor for lab services: LabCorp® only

In order for Aetna Better Health of Florida to cover laboratory and pathology services (clinical labs, non clinical labs, pathology, dermatology, etc.) providers must utilize a participating laboratory. Currently Aetna Better Health of Florida is contracted with LabCorp only to provide outpatient lab services to our members.

It is imperative that only LabCorp be used for laboratory and pathology services

If laboratory and pathology services are provided by an a lab other than LabCorp, Aetna Better Health of Florida will not cover the lab services performed, which may result in the member being billed.

There are some exceptions and urgent situations in which lab work is necessary to make a diagnosis or to treat the member while in the provider's office. In these circumstances the provider may bill and receive reimbursement for "Stat Lab" procedures according to the list provided in the Provider Manual available at aetnabetterhealth.com/florida.

For questions or more information, please contact Provider Relations:

- Phone: **1-800-441-5501**
- Fax: **1-844-235-1340**
- E-mail: **FLMedicaidProviderRelations@aetna.com**

Please note:

Florida Statute 641.3154(4) states that "A provider or any representative of a provider, regardless of whether the provider is under contract with the health maintenance organization, may not collect or attempt to collect money from, maintain any action at law against, or report to a credit agency a subscriber of an organization for payment of services for which the organization is liable."

LabCorp at Walgreens Florida Patient Service Centers Announcement

Walgreens and LabCorp announced the expansion of their LabCorp at Walgreens collaboration into Florida. Ten new LabCorp patient service centers are opening within Walgreens stores in April and May 2018, with four serving the Gainesville market and two each serving the Palm Beach County, Pasco County, and Orlando areas.

The LabCorp at Walgreens locations offer collection of both blood and urine specimens for the broad range of laboratory testing that is performed in LabCorp's nationwide network of regional and specialty laboratories.



Important Dental information

For children

Should be addressed during every 21 and younger member contact

Always ask:

- When was your child’s last dental visit?
- Have you scheduled a dental visit?
- If not, do you need help scheduling your child’s dental appointment?
- Do you need transportation help?

Reminders:

- Members should have an evaluation, X-ray, cleaning at least 2x/year
- Schedule and keep your dental appointments
- Brush at least 2x/day and older children should floss at least once/day
- For children; consider sealants and fluoride to prevent decay
- Baby teeth matter and baby should be seen for first dental appointment between 6 and 12 months
- Don’t put your baby to bed with a bottle of milk or juice as this can cause decay

For pregnant members

New clinical recommendations from the American Academy of Periodontology (AAP) urge pregnant women to maintain their periodontal health. Research has indicated that women with gum disease may be at risk of adverse pregnancy outcomes, such as giving birth to a pre-term or low-birth weight baby.

Periodontal disease is a chronic, bacteria-induced, inflammatory condition that attacks the gum tissue and in more severe cases, the bone supporting the teeth. If left untreated, periodontal disease can lead to tooth loss and has been associated with other systemic diseases, such as diabetes and cardiovascular disease. Tenderness, redness, or swollen gums are a few indications of periodontal disease.

Florida Healthy Kids (FHK) member dental plans:

<p>Information about dental benefits.</p>	<p>Your specific dental insurance company:</p> <p>Argus Dental Plan • 1-888-978-9513</p> <p>DentaQuest, Inc. • 1-800-964-7811</p> <p>MCNA Dental Plan • 1-855-858-6262</p>	<p>Your dental insurance company’s website:</p> <ul style="list-style-type: none"> • argusdental.com/healthykids • dentaquest.com/state-plans/regions/florida • mcna.net/en/florida-healthy-kids
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Member Rights and Responsibilities

It is important that our providers are aware that our members have certain rights and responsibilities related to their care and treatment.

Members have a right to:

- Receive information about Aetna Better Health of Florida, the services we offer, our providers, and their rights and responsibilities.
- Be treated with respect and given recognition of their dignity and right to privacy.
- Participate in making decisions about their health care.
- A candid discussion of appropriate medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about Aetna Better Health of Florida or the care we provide.

- Make recommendations regarding Aetna Better Health of Florida's member rights and responsibilities policy.

Members also have the responsibility to:

- Supply information, to the extent possible, that Aetna Better Health of Florida and our providers need in order to provide care.
- Follow plans and instructions for care that they have agreed to with their providers.
- Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

For additional information regarding member rights and responsibilities, visit our website at aetnabetterhealth.com/florida or call Member Services at **1-800-441-5501**, Monday through Friday, 8 a.m. to 7 p.m.

Is your patient's health information protected?

Aetna Better Health of Florida practitioners and providers are required to maintain the privacy and confidentiality of all information and records regarding members, including but not limited to medical records, in accordance with all State and Federal laws, including regulations promulgated under the Health Insurance Portability and Accountability Act (HIPAA). The law sets rules and limits on who can view and receive member information.

Health care practitioners and providers are required to:

- Adopt and implement privacy procedures that include a description of staff that may access protected information, how it will be used, how it will be stored and when it may be disclosed.
- Designate a Privacy Official who ensures privacy procedures are carried out.
- Ensure member information confidentiality.
- Store medical records in a secure manner that allows for easy retrieval by authorized personnel only.
- Provide periodic training on office privacy procedures for all employees.

For a copy of Aetna Better Health of Florida's written policies for confidentiality, contact your Provider Relations representative. For more information on Health Information Privacy, visit hhs.gov/hipaa.



Preventive services guidelines

We adopt nationally accepted evidence-based preventive services guidelines (PSG) from the U.S. Preventive Services Task Force and the Centers for Disease Control and Prevention (CDC). Sometimes these sources may not provide enough evidence to recommend for or against a service. Or there may be conflicting interpretation of the evidence. When this happens, we may adopt recommendations from other nationally recognized sources.

Guidelines	Recognized source
Immunizations	CDC
Preventive screenings (including perinatal)	U.S. Preventive Services Task Force

The following links provide the guidelines and physician tools:

- Immunization guidelines with physician tools
- Routine preventive screening guidelines with physician tools

We adopted the guidelines below for routine preventive health services and perinatal care. We did this to help improve health care. These guidelines aren't meant to direct coverage or benefits determinations or treatment decisions. For specific coverage information, members should refer to their plan's Evidence of Coverage, contact their employer's benefits department or call us at the number on their plan member ID card.

Preventive health services: children and adolescents

This information is a summary of recommended preventive health services for healthy children and adolescents with normal risks.

Recommended screening ¹	Timing
Obesity	Children and adolescents 6-18 years of age: Offer or refer to comprehensive, intensive behavioral intervention to promote improvement in weight status.
Depression	Adolescents 12-18 years of age: Screen for major depressive disorder. Implement with adequate systems in place to ensure accurate diagnosis, effective treatment and appropriate follow-up.
Human immunodeficiency virus (HIV)	Adolescents 15 years of age and older: See Clinical Considerations section for more information about screening intervals.
Tobacco use prevention	School-age children and adolescents: Primary care physicians provide interventions, including education or brief counseling, to prevent start of tobacco use. See Clinical Considerations section for more information on effective interventions.
Vision	Children 3-5 years of age: Screen at least once to detect the presence of amblyopia or its risk factors.
Vaccinations	See the CDC website at http://www.cdc.gov/vaccines/schedules/hcp/index.html

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Preventive services guidelines *Continued from page 5*

Preventive health services: adults

This information is a summary of recommended preventive health services for healthy adults with normal risks.

Men and women	
Recommended screening ¹	Timing
Alcohol misuse	Adults 18 years of age and older: Provide persons engaged in risky or hazardous drinking with brief behavioral counseling to reduce misuse.
Colorectal cancer	Beginning at age 50 and continuing until 75 years of age: Screening with fecal occult blood testing, sigmoidoscopy or colonoscopy. Risks and benefits of these screening methods vary.
Depression	General adult population: Ensure accurate diagnosis, effective treatment and appropriate follow-up.
High blood pressure	Adults 18 years of age and older: Obtain measurements outside of clinical setting for diagnostic confirmation before starting treatment. See Clinical Considerations section for more information.
Hepatitis C (HCV)	Adults born between 1945 and 1965: Offer one-time screening.
Human immunodeficiency virus (HIV)	Adults to age 65 years of age. See the Clinical Considerations section for more information about screening.
Lipid disorders (cholesterol)	<ul style="list-style-type: none">• Men 35 years of age and older• Men 20-35 years of age and women 20 years of age and older: Screen if at risk for coronary.
Obesity	All adults: Offer or refer patients with a body mass index of 30 kg/m ² or higher to intensive, multi-component behavioral interventions.
Tobacco use	All adults: Ask about tobacco use, advise to stop using tobacco and provide behavioral interventions and U.S. Food and Drug Administration-approved pharmacotherapy for cessation to adults who use tobacco.
Vaccinations	See the CDC website at http://www.cdc.gov/vaccines/schedules/hcp/index.html
Men only	
Recommended screening ¹	Timing
Abdominal aortic aneurysm	Men 65-75 years of age: one-time screening for abdominal aortic aneurysm with ultrasonography in those who have ever smoked
Women only	
Recommended screening ¹	Timing
Breast cancer	Women 50-74 years of age: biennial screening mammogram
Cervical cancer	<ul style="list-style-type: none">• Women 21-65 years of age: pap smear every three years• Women age 30-65 years of age: Pap smear and human papillomavirus testing every five years for those who want to lengthen the screening interval. See the Clinical Considerations section for discussion of cytology method, HPV testing and screening interval.
Chlamydia and gonorrhea	Women 24 years of age and younger, if sexually active

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Preventive services guidelines *Continued from page 6*

Recommended screening ¹	Timing
Osteoporosis	Women 65 years of age and older
Intimate partner (domestic) violence	Women of childbearing age: Provide or refer women who screen positive to intervention services. See the Clinical Considerations or more information on effective interventions.

Preventive health services: perinatal

This information is a summary of recommended screenings and vaccinations for healthy pregnant women with normal risk.

Recommended screening ¹	Timing
Asymptomatic bacteriuria	From 12-16 weeks gestation or first prenatal visit, if later: Perform urine culture.
Breastfeeding counseling	During pregnancy and after birth: Interventions to promote and support breastfeeding
Depression	During pregnancy and post-partum: Ensure accurate diagnosis, effective treatment and appropriate follow-up.
Gestational diabetes	Asymptomatic women after 24 weeks gestation
Hepatitis B virus (HBV)	First prenatal visit
Human immunodeficiency virus (HIV)	During pregnancy, including those who present in labor who are untested and whose HIV status is unknown
Syphilis	During pregnancy
Tobacco use	All pregnant women: Ask about tobacco use, advise them to stop using tobacco and provide behavioral interventions for cessation.
Vaccinations	See the CDC website at http://www.cdc.gov/vaccines/schedules/hcp/index.html

¹Screenings are based on the recommendations of the U.S. Preventive Services Task Force (USPSTF), found online at <http://www.uspreventiveservicestaskforce.org/BrowseRec/Index/browse-recommendations> as of March 15, 2016.

See the member's Summary Plan Description for the out-of-pocket costs for these services.



Quick reference guide

Effective July 2018

Health plan main office	Provider & member services phone numbers
1340 Concord Terrace Sunrise, FL 33323	MMA 1-800-441-5501 LTC 1-844-645-7371 FHK 1-844-528-5815
Hours of operation	Provider & member services fax numbers
Monday through Friday 8 a.m. to 7 p.m. ET	Provider services fax: 1-844-235-1340 Member services fax: 1-877-542-6958
Claims/billing address	To file a provider appeal
Aetna Better Health of Florida P.O. Box 63578 Phoenix, AZ 85082-1925	Aetna Better Health of Florida Attn: Medicaid Appeals Coordinator 1340 Concord Terrace Sunrise, FL 33323
Claims payer ID for EDI	Real time payer ID
128FL	ABHFL
Claim timely filing - initial & corrected claims	Claims inquiry / claims research (CICR)
180 days from date of service or date of discharge	1-800-441-5501 or 1-844-528-5815
Fraud & abuse hotline	Nurse line
1-888-891-8910	MMA 1-800-441-5501 FHK 1-844-528-5815
Provider services email address	CVS mail order phone number
FLMedicaidProviderRelations@aetna.com	1-855-271-6603
Pharmacy helpdesk number	Web portal
1-866-693-4445	aetnabetterhealth-florida.aetna.com
Prior authorization phone numbers	Prior authorization fax numbers
MMA 1-800-441-5501 LTC 1-844-645-7371 FHK 1-844-528-5815	MMA, LTC, FHK (general services) Fax: 1-860-607-8056 Obstetrics fax: 1-860-607-8726 Pharmacy fax: 1-855-799-2554
Vendor phone numbers	
eviCore (radiology, pain management, cardio) 1-888-693-3211 HearX Hearing 1-800-731-3277 iCare Vision 1-866-770-8170	NCH Oncology (MMA only) 1-877-624-8601 Beacon/PsychCare Behavioral Health 1-800-221-5487 Acess2Care (MMA only) 1-866-201-9972 Logisticare Transportation (LTC only) 1-866-799-4463