

Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210



Aetna Better Health® of Kansas ProgenyHealth's NICU Care Management and Utilization Review

Dear Providers,

Effective 12/5/2023, Aetna Better of Health of Kansas has partnered with ProgenyHealth to conduct utilization review and care management for newborns admitted to the Neonatal Intensive Care Unit or Special Care Nursery. ProgenyHealth provides comprehensive, telephonic neonatal care management services exclusively focused on newborns admitted to the NICU or Special Care Nursery. The program promotes evidence-based best practices and is customized to meet the individual healthcare needs of each infant. During the course of the hospital stay, ProgenyHealth's Clinical Care Nurses work collaboratively with the Hospital's Utilization Management Team. Simultaneously, ProgenyHealth's Nurse Case Managers begin working directly with the families to ensure they are educated, active participants in care delivery.

Please notify ProgenyHealth of admissions via fax at **1-888-767-0398** and their clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay. Please include the following information in this notification:

1. Mother's Name
2. Mother's Date of Birth
3. Mother's ID Number
4. Infant ID Number (if known)
5. Your Facility NPI
6. The Attending Physician NPI

Families will have a dedicated Case Manager who provide support and education. Following notifications of NICU admission, Progeny Health outreaches caregivers for early inpatient engagement. Direct contact information will be provided for the ProgenyHealth UM and CM nurses once they are assigned to a member in your facility. ProgenyHealth's Case Management team may be reached at ABHKS-CM@progenyhealth.com and their Utilization Review team may be reached at ABHKS-UM@progenyhealth.com.

Providers will be notified by the Provider Experience Team approximately 2-3 weeks prior to the effective date to provide training registration information. All training material will be available on the provider website at www.aetnabetterhealth.com/kansas/index.html.

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: providerexperience_ks@aetna.com

aetnabetterhealth.com/kansas

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